<u>**Topic 04: Electronic Administration**</u>

1. **Text reading**:

Electronic Administration, or e-Government, revolutionizes how governments interact with citizens and businesses by harnessing the power of technology. It entails the digitization of bureaucratic processes, offering online services, and enhancing transparency and efficiency in governance. Through e-Government portals and digital platforms, citizens can access services, submit applications, and engage with government agencies from anywhere, anytime. By leveraging digital identity and open data initiatives, Electronic Administration promotes citizen participation, fosters innovation, and strengthens accountability in public administration, ultimately transforming the way governments serve their constituents.

2. **Definitions**:

online services:

Online services are digital platforms or tools provided by businesses, organizations, or governments that enable users to access and utilize various products, resources, or assistance over the internet. These services range from simple tasks like online shopping and banking to more complex activities such as e-learning, telemedicine, and government transactions. Users can access online services through websites, mobile applications, or other digital channels, allowing for convenient, efficient, and often personalized interactions without the need for physical presence or paper-based processes.

bureaucratic processes:

Bureaucratic processes refer to the structured procedures and rules followed within organizations, typically government agencies or large corporations, to administer tasks, make decisions, and manage resources. These processes often involve hierarchical structures, formalized regulations, and standardized workflows designed to ensure consistency, accountability, and compliance with established policies and objectives.

3. translation:

Electronic Administration: الحكومة الإلكترونية

online services: الخدمات عبر الخط(عبر الانترنت)

digital identity:الهوية الرقمية

bureaucratic processes: المعاملات المكتبية(المتعلقة بالنشاط الإداري)

digital platforms: المنصات الرقمية

government transactions: التحويلات الحكومية(تبادل المعلومات بين الكيانات الإدارية الحكومية)