JEAN DAMASCENE TWIZEYIMANA is a PhD student in informatics at Örebro University School of Business, Sweden. He received his Masters of Science in Computer Science from University of Rwanda in 2012 and a Bachelor of Computer Science from the National University of Rwanda in 2008. His research interests include electronic commerce, role of web and mobile technology for socioeconomic development, computer use, the information system and infrastructure development. His doctoral thesis is in the field of Information Systems (IS) with a focus on IS impact. More specifically, this thesis investigates the phenomenon of value creation through e-government in the context of an LDC. The main research question is: “How do we create value through e-government?”

Though more than a decade there has been a global interest in e-government projects from the West to Africa, this revolution does not or did not prosper for many least developed countries (LDCs) who import modern technologies and associated methods without adapting them to local conditions and implementing required organizational changes. This thesis investigates the phenomenon of value creation through e-government using a case of Rwanda, one of the LDCs in Sub-Saharan Africa.

The findings reveal that when people talk of value creation of public affairs including e-government, they are referring to public value creation. According to the findings, public value creation of e-government requires understanding of the public value of e-government; the context; and innovative and strategic actions to create that value within that context. According to the findings, e-government would create the public value through advancing six overarching and overlapping areas: public services, administrative efficiency, Open Government (OG), ethical conduct and professionalism, trust in government, social value and well-being. In this regard, the cultivation of installed-base and development of the existing information infrastructure is a promising avenue to advance the above areas of e-government for the public value in general, and in the challenging context of LDCs.