Abstract

Good governance is characterized by skill, collaboration, transparency and openness which are the results of effective communication. Three key areas Communication Planning Process (GCPP), Government Communication Assessment Process (GCAP) and Government Communication Improvement Process (GCIP) have been identified and the catalytic impact that ICT has in these key areas has been discussed.

Reference

- Kristiina Luht, (2002), Reforming government – citizen relationship in the information age, Tallinn Pedagogical University, Faculty Of Social Sciences, Department Of Information Studies,
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**Index Terms**

Computer Science

Information Technology

**Key words**

Good Governance  Government Communication

Planning Process (GCPP)

Government Communication Assessment Process (GCAP)

Government Communication Improvement Process (GCIP)

E-Governance

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