This management mode, called here "e-government" reflects a vision of a relatively passive citizen-agem responding to his duties. Based on the need ofquantifying and comparing solutions, this govemment of the people depends on regular consultations in order to improve the policy's acceptance. Therefore, electronic voting is the most appropriate tool-it facilitates the communication of citizens' opinions to govemment, conserving a consultative characteristic at the same time. This approach may be considered as a "pull" system where government seeks predefined information. Thus citizens' capacity is limited to propose solutions and initiatives in a "technical democracy" We live in an utterly technical and technological society and we are, unaware of it, constantly surrounded by technology. Mobile networks and the Web are "new" communication systems, without which our society would not be able to function. It is not easy to imagine not being able to make mobile phone calls, to send messages all over the world within seconds by e-mail or to retrieve information from the Web with only a few clicks. It is not just citizens who are living a digital lifestyle, though. Public administrations and authorities are also fully embracing information technologies in order to communicate in modem ways. The term e-government was created years ago to describe this idea. There are the following interaction levels in e-govemment: * Information: Making information available online, for instance, on the Website of a public authority. *Communication: The ability to access and exchange information interactively. *Transactions: Carrying out services, including signing application forms and delivering official documents and notifications electronically E-government is the set of all electronic public administration services available to everybody in the country. It also means a modem and innovative land, in which quality, trust and customer service are of key importance. Public administration and authorities use technologies such as the Internet or mobile phone services to stay in touch with citizens and business units. They also use these technologies to carry out internal work processes. E- government has an effect on every citizen, business and public authority Modem information and communication technologies (ICT) enable public authorities to make "traditional" services more customer-friendly and to make them independent of opening hours in an office. ICTs are also used to introduce new electronic services over the Internet, for instance an automated notification service for passport renewal. These services not only can be .customized to meet the needs of citizens and businesses, they also save time and money

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