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## The Role of E-Governance in Fostering Transparency and Strengthening Public Trust

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### ABSTRACT

E-governance is reshaping public administration by integrating advanced digital technologies into governance systems. This transformative approach enhances public service delivery, increases citizen engagement, and establishes transparent institutional processes. In Albania, the e-Albania platform exemplifies this shift, offering streamlined access to a wide range of public services, including tax filings and administrative document requests. This study explores the tangible and intangible benefits of e-governance, focusing on its contribution to improving transparency and fostering public trust.

Beyond convenience, e-governance addresses inefficiencies, bureaucracy, and corruption by automating processes, reducing human error, and ensuring accountability across administrative levels. It fosters openness, granting citizens real-time access to information and service updates. By aligning with key principles of good governance—transparency, accountability, efficiency, and inclusivity—e-governance emerges as a cornerstone for modernizing public administration and building sustainable trust between institutions and citizens.

**Keywords:** E-governance, digital technologies, transparency, public trust, e-Albania.