Evaluating the Factors Affecting for the Adoption of E-government Services In the Public Sector (UAE)

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Introduction

In the normative literature many definitions exist for E-government, with Turban et al (2002) defines e-government as “the use of information technology in general, and E-commerce in particular, to provide citizens and organizations with more convenient access to government information and services. As a result, the brief history of e-government indicates that, in the 1990s, many governments around the world adopted e-government solutions, ranging from simple web presence and one-way communication to two-way communication and transactions with citizens, and organisations. Finally, this moved on to more integrated web presence and e-democracy (Moon, 2002; Layne and Lee, 2001).

Although the e-government technologies have potential to improve the lives of 80% of the world's population living in developing countries such as United States, Canada, United Kingdom, and Australia (Annual Global Accenture Study, 2002). According to Mofleh et al (2008), providing better services for citizens and responding to their growing demand for online needs have been major drivers for implementing e-government in developed countries. Thus, the majority of the services are focussed on providing citizens and others with comprehensive electronic resources to respond to individuals’ routine concerns and government transactions. With government-to-citizen (G2C) applications, the organisations publish information and contact details, and offer regular services online. The ultimate aim of these applications is to give users different options and communication channels for government transactions.

Some researchers point out that in many countries provision of e-government services is still far from reaching full effectiveness (Moon, 2002; Reddick, 2004; Wescott, 2002). Morris (2002) claims that government still necessitate to supply citizens and organisations through traditional channels since not all appropriate services matched to electronic delivery. UAE government is inputting their best for facilitating the citizens electronically but they are still facing problems in this regard. The problems mostly related to the lack of contribution from the citizens. As a result, little attention has been given to the citizen’s perspective, which leads to the research problem. Therefore, research during this study will evaluate the adoption and diffusion of E-government Services in the UAE.
Research Problem

In the past decade organisations have focused on the latest technological innovations to overcome their organisational problems. One such dimension is the implementation of electronic government, referred to as ‘e-government’. Eventually, many countries have viewed e-government as a source of development for better delivery of services and information exchange without the constrain of time and space. Thus, citizens need to be made aware that e-Government offers a number of potential benefits. For example, instead of visiting a department at a particular location or calling the government personnel at a particular time specified by the government, citizens can choose to receive these services at the time and place of their choice (Thorbjornsen et al., 2002).

Yavas et al (1992) have found that top-management must be ensured before attempts are made to introduce new information technology in a highly tribal and communal society and culture. Thus, the social and cultural beliefs may be very specific to certain cultures and need to be addressed (Sukkar and Hassan, 2005). However, such initiatives are not without challenges. Serving the population through e-Government systems requires understanding of the behaviour of this population as well as the factors that influence their acceptance and usage of technology.

Research conducted by the Dubai School of Government (2008) confirms that Middle East face common barriers in their e-government initiatives on the design and development levels. However, to the best of the researchers’ knowledge, there is limited empirical research reported on the evaluation of E-government Services from citizen’s perspective. Therefore, it is not clear which factors influence the adoption and diffusing of the E-government Services in the Middle East. My research problem is built on the lack of adoption and the lack of using E-government services in the UAE. Therefore, research during this study will evaluate the factors affecting the adoption and diffusion of E-government Services in the UAE. In doing so, a framework will be developed that investigates several factors. Although these influential factors are well analysed in the literature on E-government. However, there is a need to understand, evaluate them in the context of Middle East. This will enhance the quality of the evaluation process, emphasises and exploring the importance factors for the evaluation of E-government services in the Middle East.
Aim and Objectives

Moores (2003) mentioned that Middle East countries are spending on E-government same or more than the other developing countries and they are getting less response and are in lower ranking in regard of response from the citizens’ perspective, as compared to other developing countries. The researcher assumes that Middle East has its own set of issues and problems. Those include barriers, complexity, lack of technological skills can be considered. Thus, to implement e-government initiatives requires the country to have a framework that fits its specific environment because despite of similarities between e-government initiatives, one framework cannot fit all (Miriam, 2001). This study seeks to expand the knowledge on E-government services from citizen’s perspective in the Middle East. In doing so, UAE government may benefit from this evaluation framework. This will help in gaining a better understanding of the factors for the adoption and diffusion of e-government services. Therefore, the aim of this research is therefore to:

Evaluate the E-government Services in the Middle East from a Citizens Perspective. In order to develop a framework for the diffusion of e-government services in the region.

Research Objectives

In order to meet this aim, the research will focus on the following specific research objectives:

1: To do the literature review in the area of E-government with a particular focus on citizen perspective and identify the need for research on the E-government Services from Citizens Perspective in Middle East.

2: To develop a conceptual framework for the evaluating of E-government Services from citizen perspective in the Middle East. The framework will be developed to conduct an empirical study.

3: To refine the conceptual framework based on empirical finding and to develop a framework for the evaluation of E-government Services from Citizens Perspective in the Middle East.
To offer recommendations that will be useful for both theory and practice in the area of E-government Services from Citizens Perspective.

References


