

# Chapter 28

## E–Government: Some Factors for a Conceptual Model

**Mehdi Sagheb-Tehrani**  
Bemidji State University, USA

### ABSTRACT

*Some state, national, and local governments around the world have long been playing active roles in the use of Information and Communication Technologies (ICTs) to stimulate economic development. Electronic government (e-Government) utilizes information technology (IT) to provide the necessary the access to a wide range of public services. Governments see IT as a way to improve the quality of life of their citizens. Today, governments at all levels of the governance hierarchy respond to millions of citizen demands electronically. Many public organizations are implementing e-Government projects. There is a need to put forward a conceptual model focusing on steps towards implementing more successful e-Government projects. This exploratory paper argues that several key success factors are appropriate for e-Government implementation. About twelve e-Government websites were examined using the identified key success factors. This chapter proposes a conceptual model for a better implementation of electronic government especially in the developing world context.*

### INTRODUCTION

In recent years, nearly all countries have integrated IT into their national economic development strategies. Governments see IT as a way to improve the quality of life of their citizens. The scale of activity

on the part of public sectors in leveraging IT has increased in volume (Smith, 2008). E-Government is enabling government companies to provide better services to their customers. The ability to improve citizens' access to services online has made e-Government a desirable application for government organizations (Gorla, 2008; Donna, Yen, 2006). Governments around the world are

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implementing e-Government in a bid to improve their public service delivery endeavors. In every part of the world - from industrialized countries to developing ones, governments are putting information online to provide better services for citizens (The Working Group, 2002; Chircu, Lee, 2005; Palmer, 2006). Transactions such as renewing driver's licenses, applying for jobs and filing tax forms can now be conducted online, quickly and efficiently (West, 2008, p.2). To be able to realize these services, e-Government uses IT. The increase in e-Government operation throughout the world, although significant, is due mostly to a small number of countries, including Taiwan, Singapore, United State, Hong Kong and Canada. Table-1 shows some differences in e-Government by region of the world (please see appendix A, for various e-Government Web site URLs).

Developing countries are behind in this race to provide e-Government services to their citizens. This can be due to many reasons such as lack of a good communication infrastructures, low computer literacy levels amongst citizens, and limited access to the Internet and so on (Akther, Onishi, & Kidokoro, 2007). These issues have to be addressed before developing e-Government applications. Officials should be aware of the obstacles before starting an e-Government project

because they are usually long, require dedicated interventions and are costly (The working group, 2002).

The following sections of this chapter make an effort to discuss the concept of e-Government in a way that leads to more successful e-Government project development.

The next section describes the research method of this study. Section after attempts to clarify some of the concepts related to the e-Government concept. Thereafter, the chapter puts forward a conceptual model of e-Government and provides the conclusion of the concepts discussed in this chapter. The last section presents the list of references. Appendix "A" follows the list of references.

## Research Method, Questions, Process, and Limitation

This study attempts to explain the concept of e-Government by defining various vital perceptions and their relationships involved in embracing it. The research introduced here draws upon social system theory in the functionalist sociology defined by Burrell and Morgan (1979). The focus of social system theory is on the "holistic view", i.e., all parts of a system are related to each other. This paper approaches its subject matter

*Table 1. e-Government increase by region of the world*

	2001	2002	2003	2004	2005	2006	2007	2008
North America	51.0%	60.4%	40.2%	39.2%	47.3%	43.1%	45.3%	53.1%
Western Europe	34.1	47.6	33.1	30.0	29.6	35.2	36.8	37.2
Eastern Europe	--	43.5	32.0	28.0	27.1	29.2	31.7	30.1
Asia	34.0	48.7	34.3	31.6	37.3	35.9	39.5	39.7
Middle East	31.1	43.2	32.1	28.1	27.4	29.4	33.5	32.3
Russia/Central Asia	30.9	37.2	29.7	25.3	25.0	30.6	27.8	31.2
South America	30.7	42.0	29.5	24.3	25.9	28.0	32.1	33.3
Pacific Ocean Islands	30.6	39.5	32.1	29.9	27.9	32.4	33.8	39.0
Central America	27.7	41.4	28.6	24.1	24.1	25.0	29.2	31.2
Africa	23.5	36.8	27.6	22.0	22.0	24.3	26.0	26.3

Source: (West, 2008, 1(3))

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