

## Chapter 2

# E-Government:

### Some Factors for a Conceptual Model

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#### ABSTRACT

*Some state, national, and local governments around the world have long played active roles in the use of Information Technologies (IT) to stimulate economic development. Electronic government utilizes information technology to provide the citizenry access to a wide range of public services. Governments in many countries around the world indeed perceive IT as a way to improve the quality of life of their citizens. Today, governments at all levels respond to millions of citizen demands electronically. Many public organizations are implementing Electronic Government (e-Government) projects. There is a need to put forward a conceptual model focusing on steps towards implementing more successful e-Government projects. This chapter argues that several key success factors are appropriate for e-Government project implementation. About twelve e-Government websites are examined upon those key success factors. This chapter puts forward a conceptual model for a better implementation of electronic government.*

#### INTRODUCTION

In recent years, nearly all countries have integrated Information Technology (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 implementing e-government. In every part of the world—from industrialized countries to developing ones, governments are putting information online to provide better services for citizens (Working Group, 2002; Chircu & Lee, 2005; Palmer, 2006). Transactions

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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 (2008a, p. 3)

such as renewing driver's licenses, applying for jobs, and filing tax forms can now be conducted online, quickly and efficiently (West, 2008b). To be able to do these services, e-government uses Information Technology (IT). The increase in e-government operation throughout the world, although significant, is due mostly to 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 website 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 infrastructure, low computer literacy, and limited access to the Internet and so on (Akther, Onishi, & Kidokoro, 2007; Kottmann, & Boyer-Wright, 2010). 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 long and costly project (Working Group, 2002). In the following sections of this chapter, the author makes an effort to disclose the concept of e-government in a way that leads to more successful e-government project development.

## CONCEPTS DEVELOPMENT

### E-Government

One frequently asked question regarding electronic government (e-government) is "What is e-government?" E-Government is more than just providing some public information and specific citizen services available to people via a website (Lee, Wu, Lin, & Wang, 2008; Curtin, et al., 2003). E-government serves as a portal focused mainly on access to the public sector; these portals are aimed at citizens (G2C), businesses (G2B), other governments (G2G), and anyone else who are interested in the government and its services. Over 160 countries worldwide have already begun some kind of e-government project, creating a major market for IT vendors and service providers that are competent of helping public agencies in their technology initiatives (Greiner, 2005). E-government is an emerging concept and recent researches focus on applying the new concept of e-commerce and management in e-government such as knowledge management enterprise resource planning (Raymond & Bergeron, 2006). E-government is being considered as one of the tools that can be used to meet the many challenges faced by governments (Jupp, 2003). Governments are facing increased service expectations by their citizens. Some of the services that can be offered by e-governments are as follows (Evolution of e-Government, 2002).

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