

# Determining Factors Influencing Establishing E-Service Quality in Developing Countries: A Case Study of Yemen E-Government

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## ABSTRACT

This paper aims to investigate e-government in Yemen in terms of the extent of e-government application, the main obstacles to implementing e-government, and its contribution to achieve administrative development in developing countries. This study used descriptive and inferential analysis methods to make a contextual and in-depth analysis of e-government in Yemen. The results indicate that the most important obstacles of implementing e-service quality in Yemen as a developing country could be summarized as lack of qualifications, digital divide, weak technological infrastructure, lack of funding, lack of regulatory frameworks, development strategies, legal framework, government instability, and confidence in electronic services. This study recommends government officials and policymakers in developing countries to improve the infrastructure of e-government and seek to correct imbalances that cause delays in implementing e-government regularly. This study will open the way for more field studies on this topic in various types of institutions.

## KEYWORDS

Developing Countries, E-Government, E-Service, Yemen

## 1. INTRODUCTION

Corporate and government organizations are currently facing a series of changes, developments, and transformations that can affect public and private sector operations. A noticeable change is the development of information and communication technology including global networks (Internet), which contribute to real change, both in public and private sector operations (Al-Hubaishi Hajar, Ahmad Syed, & Hussain, 2017). The emergence of modern communication technology and information has led to significant developments in public life, both in individuals' expectations and their desire for more convenient services or at the level of the institutions and agencies that provide them (Askar Garad & Santoso, 2017; Szabo, 2017). Information technology has encouraged the development of

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government institutions in line with the era of globalization, namely the use of technical systems in the development of quality service management.

Services in general and professional service, in particular, is a process, or journey, that is experienced differently by different people. In the absence of physical and objective forms, individuals form a mental picture of service (Clark, Johnston, & Shulver, 2000). Professional services cover activities as diverse as accounting, law, engineering consulting, medicine, psychologists, programmers, sports, and social work. The distinguishing feature of this service is its knowledge-intensive nature and dependence on the talents of experts (Singh, Kar, & Ilavarasan, 2017). In most organizations, the manager's strategic responsibility involves controlling resources to seek a competitive advantage (Qamari, Dewayani, & Ferdinand, 2019). However, in professional service companies, the primary source is knowledge, mostly controlled by employees (Beltagui, Sigurdsson, Candi, & Riedel, 2017). E-government services include four service domains: a) domain management (emotional appeal, customer support, alternative channels, empowerment, process management, political role, complaints, transparency, and advantages of online services), b) information domains (task information and information quality), c) service domains (reliability, deadline compliance, service availability, online integrity, customization, privacy, safety, variety of service offered, and processing speed), d) technical domain (accessibility, compatibility, website innovation, technical quality of the website, usability, website access speed, and website design) (Sá, Rocha, & Cota, 2016).

Although, e-government in developing countries faces many of challenges and obstacles, but there is still some progress including some critical values such as orientation of users, trust, efficiency and openness in both public and private sector and sustainability. With the use of information technology in all government, work has made the ease and speed for service to drive progress. It is known as the e-government concept. This concept requires government officials to adopt new work methods in the service system. The state guarantees speed and efficiency in work performance and government procedures. This concept reflects the principle of fairness in dealing with all groups of people through the provision of equal services in a short time, effort, cost, and limited time to achieve a speed of achievement and satisfaction of citizens. This study aims to identify efforts in developing e-service quality in developing countries and explain obstacles that faced in implementing e-service quality. The main motive behind this study is the failure of most e-government applications in developing countries to provide high-quality services, including Yemen. For this purpose, an evidence of previous research on e-government adoption in developing countries was conducted. Furthermore, we used quantitative and qualitative research to study e-government in Yemen. This study discusses the quality of service, with the problems encountered, specifically: 1) several obstacles hinder the implementation of e-government with the quality of e-services in developing countries. 2) In the current digitalization era, the electronic government has contributed significantly to modernizing administration. This paper discusses the obstacles encountered with research questions (RQs) posed:

RQ1: What is the role of e-government implementation in developing administrative work?

RQ2: What are the most important challenges in e-government implementation in Yemen?

## **2. LITERATURE REVIEW**

### **2.1. Theory of Quality Management**

Based on increasingly change in the technology, the quality e-government at current time will be different from the quality in the future. Many studies have examined Quality Management Theory, one of which is Anderson et. al. (1994) which describes the importance of visionary leadership, internal and external cooperation, learning, process management, continuous improvement, employee fulfillment, customer satisfaction in implementing quality management. One of the concepts discussed is to look at a set of practices in process management as change agents that change organizational systems.

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