

Conceptual approach to e-government, targets and barriers facing its

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Abstract. This article investigates the concepts of electronic government, history, the emergence of e-government, e-government objectives, definitions of e-government, e-government structure, the role of electronic government, electronic government and evolution of the advantages of e-government. Data is collected from both the library and other libraries. The main purpose of this study is to identify barriers to e-government settlement. Research results showed that deployment of e-government involves the public Requires the determination of individual citizens. This goal will be achieved only with the cooperation between government, private sector and civil society We also conclude that e-government should be seen as an institutional innovation. Following this conclusion we stress that institutional innovation may have undesired effects: technology may change the meaning of government and hollow out fundamental values. Therefore, we call for a public debate on the institutional innovation of government

Keywords: electronic government, barriers, private sector, public debate, civil society

1. Introduction

E-government has been presented as a key innovation in government. Throughout the world, e-government has become a key element of modernization and government reform programs. This worldwide movement is interesting from the perspective of information science and public administration science. For example, an interesting aspect of the worldwide e-government movement is the remarkable similarity between the e-government programs. On the surface, e-government initiatives appear to be somewhat similar throughout the world. Governments have redesigned their social security organizations, tax departments and education agencies to be able to put informational and transactional services on the world-wide web. Of course, different nations work at a different pace towards this goal and some countries are far ahead while others lag behind. But still the similarity between the programs and the direction in which e-government evolves is striking. E-government consultants and specialists tell us that it is only a matter of time before every government has made the transition to e-government. The main part of citizen's time in the traditional cities spent doing repetitive and Non-beneficial. Waiting in queues, travel long distances to purchase goods and services, linger in heavy traffic Is only part of the time consuming in the traditional cities. E-government provides the necessary software and hardware for all citizens to access government services and private sector databases to days and nights on the Internet.

2. History of e-government

Norbert Wiener has provided cybernetics theory. Cybernetics is the science of maintaining order in a system and Control and transmission of messages or information. Cybernetics model provides a detailed description of the nature of interactive communication[1]. Thus e-government process that began during the second half of the 1990s, the private sector was responsible for the development of electronic government. Despite the WEB (World Wide Web) leads to the formation of some commercial companies and this action will lead to good results and measurable. One of the most important results was to increase the effectiveness

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of employees in organizations, So that there was a significant increase in the efficiency of their work. For example, in 1999 a five percent increase, the average work output per hour for each person[4]. Vinton cref, which is known as one of the founders of the World Wide Web to the proposal states that "Please make use of IT technology and let your service be more available Also Never afraid of the Internet technology, but always plan for it ".So The Golden City realized This requires strategic[13].

3. Definitions of e- government

There are many definitions of e-government. Some of these definitions are the following:

Definition 1: e- government IS easy to use of information technology (IT) to inform and services is timely, accurate and efficient 24 hours a day, 7 days a week, 365 days a year through various means of communication such as telephone and Internet

Definition 2: Using ICT in social services, administrative and economic especially in the public sector to boost productivity and improve services and provide information to citizens, businessmen and shopkeepers

Definition 3: E- government is a form of E-commerce that is used by the public sector.

4. E-government targets

E-government primary goal is to provide "digital environment" for information, communications and services has created. Doing Complex tasks related to public and commercial needs of the people (of course, to the extent permitted by law) Customer wants and needs of organizations and public agencies are examples of services It can be said that the main purpose of e-government is the potential use of ICT. Can be said that E-government is use of the potential ICT to change from Agency- centric to citizen- centric and Supply of public services to citizens, businesses, etc[7]. Some e-government objectives can be outlined as:

- provide better services
- A positive impact on price and service efficiency
- More people participate in public affairs
- Provide and use appropriate methods to manage community

5. The need for Despite of e- government

Several factors Reveals the need for e-government. All of them Due to the growth of information technology and also Due to Human life is becoming more complex. Governments to respond to this complexity but have no way to create e-government. These factors include:

- Growth technology, especially information technology
- Enterprises investing in information technology and adapting it to their needs and requirements
- Growth of the Internet and get people to use it
- Changing expectations of citizens and enterprises
- Pressures resulting from competition
- Globalization

6. The advantages of e-government

The e-government will provide facilities for realization of good governance and with using new technologies to improve public service delivery processes, accelerate service delivery, Government more accountable, transparent information, reducing the distance between people and government, citizen participation in public decision making, promote social justice through equal opportunity for individuals, Direct communication with government officials, saving time, transportation, work hours, service costs and energy resources, to provide services in any place and at any time, increase efficiency, downsizing government, Facilitate information and services by the citizens and the government, helps organizations to facilitate the working process[10].

- Providing quality and high speed Internet services for citizens
- Providing lifelong learning environment
- Improve people's quality of life

- One-step service to the people
- creating more opportunities by E-commerce
- Better relationships with various organizations and urban
- 24-hour access to urban services
- Increase public participation in city government
- Reduce city traffic
- Reducing Air Pollution
- Saving in time and energy
- Reducing corruption
- Increase citizens' awareness
- Integrated management and monitoring of city

7. Structure of e-government

In a survey of e-government conference in Taipei (2002) was presented. Structure of e- government sector includes the following four:

Live electronics, electronic organization, electronic government, and electronic infrastructure

E-government uses different ways of service to citizens, units and other private and public companies which leads to the relations between the government and other pillars of society that the following groups are classified:

1. G2B (Government to Business)

Relationship between government and private companies are established and the government to service the organization offers, such as providing permits and certificates, and so do the buying and selling goods and services.

2. G2C (Government to Citizen)

Government relations with citizens in this state that offers services to citizens. In this regard the government Puts Application services to citizens free of charge on the Net.

3. C2G (Citizen to Government)

The relationship between the state and its citizens that the information in the offering. As a practical example can be referred to the electronic election.

4. G2G (Government to Government)

Is a relationship within the organization between the organization and among the various government departments in

(G2E)Government to Employer

The relationship between the government and employee, which include the services that they would be available on the World Wide Occupation employee[2].

8. E-government progress

In the process of expanding electronic services that government offers to the community the government should pass through different stages that this process is divided into the following four sections:

- To create a governmental web site that contains information about the various organization
- To create a web site including the web site are in an interactive environment.
- To create a governmental web site that allow clients that are able to achieve the required personal information.
- Web site development and networks that are constantly offering services to citizens Included are numerous organizations that are connected together by the network

9. The barriers facing e-government

From these analysis nine categories of barriers emerged: Resistance, Technical, Take up, Administrative, Privacy, Design, Legal, Cost and Accessibility. The findings from the analysis of the responses to the 10 groups are explained below:

9.1. Resistance barriers:

This factor relates to barriers around resistance to innovation by all levels of government personnel which can slow down, impair or prevent the necessary redesign of organizations and their processes required to deliver effective E-Government[9]. This covers a range of issues including: a lack of co-ordination between different public agencies/government departments, risk adverse departmental cultures, lack of learning from good practice; and failures in political and management leadership. There are four barriers from the survey that relate to the resistance barrier category. They are:

- Co-ordination across central, regional and local levels of government
- Resistance to change by government officials
- Lack of political support for E-Government
- Wish to avoid changing services that already work well

9.2. Technical barriers

Many E-Government services are based on the evolution of earlier public administration systems and ICT network infrastructures, which can create technical incompatibilities between systems within one administration (e.g. between back-office and citizen-facing networked services) or between systems from different Member States and those[11]. Such incompatibilities lead to the failure or poor performance of E-Government systems and services. Other technical challenges include developing secure identification and authentication systems to enable E-Government progression. From the factor analysis there are two barriers that relate to the technical barrier category. They are:

- Lack of interoperability between IT systems
- Lack of secure electronic identification and authentication

9.3. Take up barriers

Take up relates to issues affecting adoption of E-Government. For citizens, inadequate network / equipment access and a lack of skills limit and fragment take-up of E-Government; and it is typically those from lower socio economic groups who are the most frequent users of government services that tend to have the most problems. Skills of government personnel are also clearly important; a lack of skills may lead to less valuable and efficient E-Government services being developed (if at all); and the need for skills training for all staff has been identified as an important issue for E-Government progression. From this survey there are three barriers that relate to the take up barrier category[12]. They are:

- Low levels of Internet use amongst certain groups
- ICT skills among citizens
- ICT skills among government officials

9.4. Administrative barriers

Administrative barriers relate to the complex issues that can arise when developing E-Government. Substantial legal, political, administrative, technical, institutional and cultural differences between Member States can be an impediment to E-Government that seek to span national boundaries. For example, E-Government-related Directives (e.g. those on data protection and freedom of information) are differently interpreted or implemented to different degrees in another Member States. There are five barriers that relate to the Administrative barrier category[6]. They are:

- Lack of standards for electronic identification
- Differences in administrative traditions and processes
- Co-ordination between countries
- Differences in laws and regulations across the countries
- The multitude of languages within countries

9.5. Privacy barriers

Concerns about inadequate security and privacy safeguards in electronic networks can undermine confidence in applications of e-Government that might pose risks, such as through unwarranted access to sensitive personal information or vulnerability to online fraud or identity theft. Such concerns can be a major

impediment to the take-up of e-Government services[5]. This can be also be affected by general trends in perceptions of trust in government, such as those caused by the attitude of a public administration to transparency and openness issues. From the factor analysis there are two barriers that relate to the privacy barrier category. They are:

- Public concerns over potential for online theft and fraud
- Public perception of risks to privacy and civil liberties

9.6. Design barriers

Difficulties caused by inappropriate user interfaces to E-Government systems can seriously hamper relations between public agencies and citizens and businesses. Such operational problems can sabotage even potentially successful services and discourage those experiencing them from trying other E-Government opportunities. In addition, such systems need to be designed in ways that encourage uptake through tailoring services to meet the needs of a diverse range of users; and consideration must be given to ways of motivating use (e.g. via the use of incentives and advertising). From the factor analysis there are two barriers that relate to the design barrier category. They are:

- Citizens lack strong motivations to use E-Government services
- E-Government applications are difficult to use

9.7. Legal barriers

This factor represents barriers that relate to legal aspects of obstacles to expanding E-Government services. Laws and regulations can facilitate or block E-Government progress; and require serious consideration in addressing barriers to E-Government. For example, liability in online interactions between government, businesses and citizens need to be addressed: who is liable if damage is caused via a technical malfunction or from inaccuracies in online information? Freedom of Information (FOI) legislation is a key mechanism for giving the public more access to government information; but are the differences between FOI Acts at national or regional levels causing difficulties? From the survey there are seven barriers that relate to the legal barrier category[3]. They are (in order of perceived importance):

- Absence of clear data protection guidelines for sharing of information
- Lack of a general right for citizens to communicate electronically with public authorities.
- Inadequate policies on freedom of information.
- Legal concerns with private-public partnerships.
- Employment laws that constrain e-enabled restructuring of jobs.
- Heightened risks of liability.
- Copyright constraints on reuse of information.

9.8. Cost barriers

The costs of developing, implementing and maintaining E-Government initiatives are an important concern. Issues include hardware, software and system costs; organizational, people and support costs and the politics of investment. There are three barriers that relate to the cost barrier category. They are:

- Cost of developing E-Government services
- Cost for government of providing services through multiple channels (e.g. over the counter, mail, digital, phone, SMS, email and Internet)
- Increased costs for governments of meeting laws and regulations relating to E-Government (e.g. freedom of information or data protection)

9.9. Accessibility barriers

Accessibility barriers refer to those obstacles to achieving inclusive E-Government. From the factor analysis there is 1 barrier that relates to the accessibility category:

- Making E-Government services easily accessible to the visually impaired and others with disabilities

9.10. other barriers

One of thirty barriers - difficulty in demonstrating the cost benefits of E-Government initiatives - was not included in the 9 factors.

- Difficulty in demonstrating the long-term cost benefits of E-Government initiatives

10. Solutions to overcome the barriers

To overcome the barriers that must be implemented simultaneously in the following ways:

- The establishment of electronic government, the role of government should be monitoring and guiding it means Interactive top-down approach, the government must establish e-government strategic plan, are guaranteed[8].
- Importance and priority given to ICT in policies
- Increased government services via the Internet
- Encourage and develop e-commerce
- Increase broadband Internet lines
- Increasing E-learning
- Support the development of legislation through electronic and financial support of e-Business
- encourage private sector to investment in ICT
- Appropriate legislation on electronic money transfers, Electronic crime, a comprehensive system of property rights, the principle of free flow of information and electronic signature
- Overcoming cultural the barriers political administrative system of the country into an efficient administrative system, flexible, transparent, Decentralized, democratic and rule-based In order to avoid dependence on intellectual and cultural globalization and culture of each country

11. Conclusion

This article has investigated the concepts of E-Government, and evolution of the advantages of e-government and its berries. Here as can be seen Establishment of e-government requires the national determination of individual citizens. This goal will be achieved only with cooperation. Between government, private sector and civil society will be achieved.

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