

Chapter 11

E-Government



What is E-Government?

- ***Definition*** of E-Government:
 - “the use by government agencies of information technologies (such as the Internet, and mobile computing) that have the ability to transform relations with citizens, businesses, and other arms of government” (web.worldbank.org).
 - The ability of government to provide services to citizens and complete papers through the internet and websites.

E-Government

- Some important services that e-government provides:
 - Public and personal documents.
 - Appointments for governmental agencies.
 - Paying bills (for using services) to governmental agencies. Ex: electricity and water.

Development of E-Government

- There are several reasons why governments focus on making e-government.
- These reasons support the need of making or developing electronic government to achieve the public needs and globalization demands.

Development of E-Government

1- A big development in computer technology and its applications.

- Continuous spread in using computers and its applications helped to complete tasks, facilitate procedures, and store information.

2- A continuous development in Internet and communications.

- WWW (World Wide Web), & Communications networks.

Development of E-Government

3- Globalization.

- Because the world have become a small village, countries deal together in making agreements and complete business deals. Thus, e-government is used to achieve globalization demands.

4- the spread of electronic culture.

- Current and next generations are increasingly using computers, internet, and any digital culture for their life aspects.

The purpose of E-Government

- There are several goals of e-government:
 - Facilitating in receiving governmental services and information in any time.
 - Speed and accuracy in completing transactions and papers.
 - Decreasing the favoritism and nepotism.
 - Reducing the governmental spending.
 - Transparency between citizens and governments.
 - Feedback from citizens to the governmental agencies.

Service Models of e-government

1- (G2C) Government to Citizens.

- Services provided from government to citizens electronically. Ex; e-payments.

2- (G2B) Government to Business.

- The relationship between government and business.

3- (G2G) Government to Government.

- The relations or deals from governmental organization to other governmental organizations for a common goal or task. Ex: universities and higher education ministry

4- (G2E) Government to Employees.

- Ex: Personnel e-service portal (such as: salaries inquiry).

Requirements of E-Government

- Some requirements to achieve e-government:
 - Establishment strategies and plans.
 - Financial, material, and human resources to implement e-government.
 - The need of information security system for e-government.
 - Developing or re-organizing the organizational structure and authority, responsibilities, duties etc.
 - Education. Ex: orientation or courses for employees and citizens about the use of e-government applications.

Obstacles of E-Government

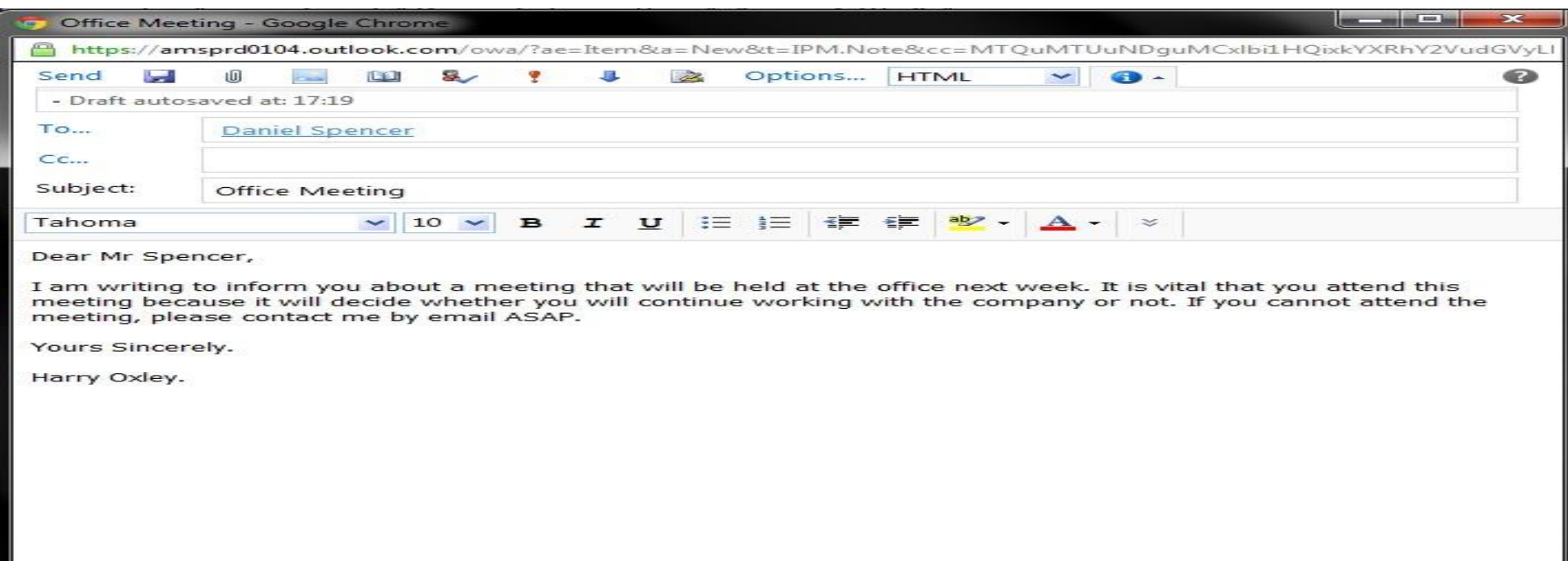
- Some obstacles that may hinder the implementation of e-government:
 - The lack or limited number of internet users in developing countries.
 - Unwillingness from some managements at organizations to enroll or enter the e-government world.
 - Resistance of change from some employees/officials.
 - Ex: Old employees who are afraid to lose their careers, officials who use personal relationships to achieve their goals “corruptions”.

Positives of E-Government

- Some positives:
 - The speed of providing services to citizens.
 - The electronic transfer of documents effectively.
 - Reducing costs.
 - Decreasing the need of employees efforts.
 - Decreasing the number of management mistakes.
 - Decreasing the need of having extra governmental buildings.
 - Decreasing the effect of personal relationships and administrative corruption.

Some Examples of E-Government

- Formal Emails.
 - Formal emails (sending some important messages from an employee to employees/ department to departments)



Some Examples of E-Government

- Electronic Portal:
 - It is a website that have multiple requests for organizations. Users “citizens” make a request from this e-portal.



Some Examples of E-Government

- Organization's website.
 - A website showing all important information about the organization and its departments, news, job vacancies requests etc.

وزارة الخدمة المدنية
Ministry of Civil Services

الرئيسية | الأخبار | مواقع حكومية | الوزارة الوطنية | إعلانات الوظائف | خدمات مستخدمين الخدمة المدنية | إحصائيات الوزارة

إعلانات الوظائف

أخبار الخدمة المدنية

إعلان التوظيف الجديد لفرع وزارة الخدمة المدنية بحائل
افتتح معالي نائب وزير الخدمة المدنية الأستاذ/ عبدالرحمن بن عبدالعزيز العبد القادر بحضور سعادة وكيل إمارة منطقة حائل المساعد الأستاذ خلف بن علي الحلف يوم الأربعاء الموافق 18/7/1431هـ. عسى فرع وزارة الخدمة المدنية الجديد ينظمه حائل - وحضر حفل الافتتاح ...

إعلان الوظائف التعليمية النسوية التي سيتم تشغيلها بالمفاضلة من الخريجات المتفصلات خلال الفترة من 21/6/1431هـ حتى 21/6/1431هـ.
يسر وزارة الخدمة المدنية بالتعاون مع وزارة التربية والتعليم تعليم البنات أن تعلن عن الوظائف التعليمية النسوية التي طُلبت وزارة التربية والتعليم / تعليم البنات إشغالها وعددها (11,552) وظيفة تعليمية شاعرة في مجالات التعليم العام والتربية الخاصة في التخصصات ...

المنشآت والإحتياجات
معالي وزير الخدمة المدنية
معالي نائب وزير الخدمة المدنية
مستشار وزير التعليم
لوائح الخدمة المدنية
مفتوحات وظيفية
مفتوحات خاصة
تعليمات إهداء بيلان الخدمة
إجراءات توفير الوظائف
بدايات ومكافآت
إجراءات الإعانات الخارج
إجراءات الإعانات الداخلي
التسليمات
مستلزمات الرواتب
المعاملات الإلكترونية

مكافأة طلب الوظيفة

الخدمة المدنية

Some Examples of E-Government

- Video application.
 - A program, formally, that makes a meeting between an organization and another organization. Or conferences etc. For example: Skype app.

Some Examples of E-Government

- Formal organization app downloaded from apple store. “NEW”!!!

The screenshot shows a mobile application interface for reporting a complaint. The top status bar displays 'Carrier', signal strength, '8:23 PM', and battery level. The app's header includes a Saudi flag icon, an information icon, a user profile icon, a clock icon, and a menu icon. The main content area features a Google Map with a red location pin and labels for 'Ministry of Justice' and 'وزارة العدل'. Below the map is a form with four input fields, each with a label and a delete icon (X): 'اسم المحل المخالف' (Name of the violating place), 'عنوان المحل' (Address of the place), 'نشاط المحل' (Activity of the place), and 'عدم ارجاع الباقي' (No return of the remainder). To the right of each field is a corresponding icon: a house, a location pin, a crown, and a warning triangle. At the bottom, there are two large buttons: 'مسح' (Delete) with an X icon and 'إرسال' (Send) with a checkmark icon.

Some Examples of E-Government

- E- Payments.
 - Ex: water and electricity and other services that must be paid for using the service.

\$0.00 Australian Dollars are about to be debited from your credit card

Name on Card

Number

CCV - from the back of your credit card

Expiry Date (MM/YY) /

Type

Pay

Reset

Cancel

Questions?