The role of the Electronic Government (E-Gov.) in improving the perceived quality of the electronic services in the local units

M. H. Hamed[1], O. M. Mobarez[2], M. G. Ibrahim[3]

[1,2]*Department of management information system at Thebes Academy at Elmaadi, [3]Department of Basic and Applied Sciences, Thebes academy, Elmaadi, Egypt.*
Corresponding Author: M. H. Hamed

Abstract: *Research aims to measure the impact of E-Gov. in improving the perceived quality of the services of the local units provided electronically, a researcher with the choice of the sector an important services such as the services sector local units and the procedure of a field study, the sample of research was divided in to two groups, namely the sample ofEmployees in the information centers to the governorates of Cairo, Menoufiya, the sample of the citizens of the beneficiaries of those services in the two provinces, have reached the researcher to a group of results, the most important of the existence of the impact of e- Gov. to improve the perceived quality of the services of the local units provided electronically, have reached the researcher to a set of recommendations, the most important of which is the need to use the mechanisms to make the citizens of the concept of the nature of the e-Gov. to increase Turnoutcitizens on e-Gov. services.*
Keywords: *Research problems; Research questions; Research Goals; The Importance of the Research; Research Methodology; Results and Discussions.*

I. Introduction

The world is going now through a huge transition as a result of the technology in all fields. Restrictions were broken and borders were canceled and new markets are open, and there is a big competition as a result of the growing role of modern technology. Also the important shift from traditional methods of management to electronic methods, and the term e-Gov. is an element that distinguishes institutions. Arab countries need to invest in people rather than in technology to attract a new skill, and achieve the development of a cultural change in the provision of services and new technological means.

The researchto e-Gov. has a relatively large history. Explain the two most known ISI Web of Knowledge and Scopus, reveals that scientists begins exploringe-Gov. Research since the 1990. By contrastpractical e-Gov. Initiatives have been launched since 1990 [1]. The European Union countries, includingPoland, have demonstrate into their strategic planning thebuilding of e-Gov. since 1999 [2], [3], [4], [5], [6] Studies and empirical activities aspire toe-Gov. have strongly been developing from 2000.e-Gov. means using information andcommunication technologies (ICTs) for [10], [11], [12].

- Delivering e-Gov. services at different levelsof maturity to government stakeholders (i.e. Enterprises and Units of government).
- Improving government transparency, citizen'scooperate, and democratic decision making.
- Participation networking, and maintainingcolleague relations between government Stakeholders.

Analyzing on e-Gov. focus on the several of issuesrelating to the above picture of e-Gov. They look at e-Gov. from different angles. An important researchissue relates to e-Gov. maturity [15], [16], [17]. Thematurity levels of e-Gov. reveal the degree oftechnological sophistication and the degree of organizationaltransformation in a government. They illustrate howenterprises and citizens can interact withunits of government and how government units can cooperate and communicate.This research aims to fulfilling the following:

1- Making sure the requirements of the E-government application are met from the perspective of Employees at information centers in both Cairo and Menoufiya governorates.
2- Measuring the influence of E-government on improving the actual quality of E-services of local units as well as identifying the most influential aspects on such quality implementation.
3- Identifying and measuring the degree of variation between the actual benefiting of citizens and Employees from the quality of E-services of local units.
4- Recognizing the obstacles that face users of E-services of local units from the point of view of citizens and Employees to identify the approaches to overcome these obstacles.
5- Knowing the key methods of awareness on the concept and nature of E-government for citizens of Cairo and Menoufiya so that they can be used to attract people towards the use of E-government services.

This research is to explore tools and programs to enhance the governmental performance the best way for better E-services provided to citizens through e-Gov. Given that, Egypt came in the forty-second place internationally and the ninth place in the Middle East according to the UN's report on the readiness of countries for e-Gov. in 2014, this is considered a huge degradation since it used to be the twenty-ninth country internationally in the UN's same report in 2012. Hence, improving the quality of services shall improve the whole community.

The right study of the problems facing the governmental performance helps in designing strategies for governmental services in Egypt.

II. The Problem Of Our Study

This paper aims to study the role of e-government to improve the perceived quality of the services provided by local units electronically, where the quality of government services, basic demand is to meet the purpose of the government units is to fulfill the needs of the citizens and investors. If the level of achievement of better services to citizens still and will remain the ultimate goal for governments , and if the needs and requirements are multiple and renewed constantly , then there must be planned change and development should be made to make adjustments with the new environmental variables to the government, and therefore the researcher believes that there is an important role for e-government to improve the perceived quality of the services provided by local units electronically , and this is the focus of the basis for the research problem which can be expressed in a range of questions.

2.1 RESEARCH QUESTIONS
The results of the scoping study, and the results of previous researches related to the search topic, helped to draft of a number of questions that needed to be answered through the investigation and analysis to provide clear and precise answers, and these questions are:
1- What is the expected from the e-government from the perspective of each of the Employees in the Cairo governorate center and Menoufiya governorate center?
2- What is the extent to which e-government influence on improving the perceived quality of the services provided by local units electronically?
3- What are the most influential dimensions in achieving this quality?
4- To what extent is the realization of citizens for the quality of services provided electronically on the level of awareness of the service providers?
5- To what extent do the citizens and Employees vary in determining the constraints faced by the use of e-government in the local units?
6- What are the most important concept of outreach mechanisms and the nature of e_government among the citizens in the governorates of Cairo, Menoufiya that can be used to increase public demand on e-government services?

2.2 RESEARCH LIMITATIONS
● **Samples**: had been selected according to total assets: 1-
1- **Citizens Sample.** The researcher depended in determining the sample size of the citizens, On the statistical equation in determining the size of the sample, which was the outcome of a 384 items, Has been to increase the sample size to 400 item order to meet the lists that are not answered completely or lose, In order to provide a high degree of confidence in the Results, And the distribution of the items of the sample citizens statistical manner (equal) On information centers which were withdrawn through random sampling cluster.

2- **Employeessample.** Due to the withdrawal of random sample cluster bombs are centers of information in the governorates of Cairo, Monofiya according to geographical distribution to two provinces, and the use of the technique of limited to destruction of Employees in these neighborhoods.
(Note) All employees in all administrative levels (senior management, middle management and executive management) in branches of public sector banks and private Egyptian commercial banks under study.

3- **The Research population.** Search community consist of Employees in the information centers to Cairo Governorate, Menoufiya, The beneficiaries citizens from those services in the governorates, It has been selected two governorates to provide services in an interactive way, the electronic portals of the two governorates only, In the sense that it (can get some of the services provided by the local units electronically), and also can get the forms, documents and official papers needed to get service by governorate website).

2.4 SEARCH VARIABLES

A) **Independent variable.** The independent variable in e-Gov., have been addressed in terms of e-Gov. application requirements, namely: (information and communication technology requirements for administrative and human -Legal and legislative requirements).

B) **The dependent variable.** The dependent variable in the quality of electronic services, the researcher using a scale e-Gov. Quall which consists of four dimensions by which evaluating level of the quality of government services provided electronically, namely: (efficiency (efficiency) - trust - reliability - citizen support).

2.5 STATISTICAL METHODS

Researcher depends on a set of statistical methods in order to extract conclusions from the data field research, As well as with the aim of answering questions about the search, and use the researcher coefficient of stability coefficient of Cronbach's alpha in order to measure the content of the study variables and different dimensions, as well as the researcher used simple and multiple correlation to measure the relationship between the independent and dependent variables, As well as depends on the inequality measure for measuring the extent of the dispersion of data, and Chi-Square test, And (t-test) in order to identify the significant relation, as well as the use of multi-tiered slope to measure the impact of the independent variables on the dependent one, also used arithmetical average which are useful for identifying individuals over the realization of the study sample of the variable or dimension of this measurement, , as well as to clarify the occurrences and percentages and using the analysis of differentiation Multiple Discriminate Analysis, which is considered one of the statistical methods used in the case of comparison between two or more similar samples but separate statistically.

Table1: Summary of the answer to the research questions.

No.	QuestionsSearch	Results
1	What is the expected from the e-Gov. from the perspective of each of the Employees in the Cairo governorate center and Menoufiya governorate center?	There is a difference between Employees and citizens on the requirements of the application of the electronic government in the governorates of Cairo, Monofiya
2	What is The extent to which e-Gov. influence on improving the perceived quality of the services provided by local units electronically? What are the most influential dimensions in achieving this quality?	Results of the impact of electronic government to improve the perceived quality of the services of the local units provided electronically came influential dimensions with regard to electronic gate, the administrative requirements of human and then the legal requirements, legislative and finally the requirements of the information and communication technology while the more influential dimensions of technological centers the administrative requirements of human and then the legal requirements and legislative
3	To what extent is the realization of citizens for the quality of services provided electronically on the level of awareness of the service providers?	The results reached to the existence of moral difference on the level of quality of service between Employees and citizens in both the electronic gateway technological centers and
4	To what extent do the citizens and Employees vary in determining the constraints faced by the use of e-government in the local units?	Results of the difference between the trends of citizens and Employees in the identification of the obstacles facing the use of e-commerce in local units
5	What is the most important concept of outreach mechanisms and the nature of e-Gov. among the citizens in the governorates of Cairo, Menoufiya that can be used to increase public demand on e-government services?	The results reached to the existence of moral difference between the views of staff in the governorates of Cairo, Monofiya on the mechanisms of awareness of the concept and the nature of the electronic government source.

III. Results And Discussion

1. **Requirements relating to the results of the application of e-government:**

The results of the study indicated that the need to provide computers in proportion to the nature of the work, as well as the pursuit of programs and utilities provision is also commensurate with the volume of work, in addition to the need to provide networks that connect the neighborhood parties competent to even be easier for citizens to electronic services, also reached results the study to the need to provide a training plan for employees in order to qualify towards the use of modern technological techniques help in the completion of a career, as well as care must be taken by senior management need to provide financial incentives as well as the moral order to encourage working towards improving the level of job performance.

2. Results related to the impact of e-government to improve the quality:

The results of the study to the existence of a significant effect of e-Gov. to improve their quality of services provided and that by the effect of (30%), the study sought to test the effect of e-government services provided by the portal and technology centers have yielded results on the existence of a significant effect of e-government on the services provided by the gate and so the effect of a factor (76.4%) while the influence coefficient of e-government services provided by technology centers (16.3%), and this shows that the use of technological mechanisms in e-government will be reflected more on the services submitted through the portal.

3. Results related to realize the level of service between the study sample:

I found the results to a difference of views between the study sample about their perception of the level of service, in terms of results found that Employees see the service is provided to the citizens well as citizens see the opposite, and it has to be done to improve the service provided to them performance.

4. Handicaps related to the results of e-government:

It yielded the results to a difference between the views of both the Employees and citizens around the obstacles to the use of e-government in local units, where Employees see that the most important obstacles that e-government is exposed to lack of familiarity citizens skillfully use computers in addition to the existence of a state of fear of rising costs of obtaining service while Leary citizen that the main obstacles faced by his handling of the e-government non-availability of data and information on the service well in addition to the absence of a specific neighborhood, as well as the lack of easy identification requirements for obtaining a service transparently as well as lack of knowledge of the citizens on how to get on auction sites service and in particular the case of fear of violation of personal and financial data of their own.

5. Results related to the concept of outreach mechanisms and the nature of e-government:

Study results to a difference between the citizens of the Cairo governorate, Menoufiya about awareness to the concept of mechanisms and the nature of e-government, where Leary citizens Cairo Governorate, the most important outreach mechanisms have is that there should be more announcements that explain the concept and the nature of e-government, as well as citizens need in Cairo to bulletins illustrative in government what the institutions and the nature of e-government, in addition to the need to hold seminars that increase the demand to electronic services, in addition to having an explanatory leaflets in the localities to explain the role of e-government while citizens in Menoufiya believes that the clarification of the concept of e-government in the educational institutions were becoming more popular services, so they believe that the awareness of the mechanisms currently used is sufficient and lead the requested purpose in educating citizens.

Recommendations of the study:
In the light of the previous results, the researcher recommends the study society the following:
1. Recommendations for Cairo governorate:
A) The need to provide reimbursement system electronically with the use of credit cards in all governmental interests.
B) The establishment of the senior management of the provision of systems of control inside the perimeter of work.
C) Seeking to encourage personnel through the stimulation of material and moral support.
D) The provision of secret systems to maintain the dealers data through the use of electronic systems where privacy.
E) The quest to make the site easy understanding of dealers.
F) Facilitate access to the information they want a person of the website.
G) Updating of the data and information and electronic commerce through the site.
H) The need to provide explanatory brochures in localities to explain the electronic government to encourage people for its services.

2. Recommendations for Menoufiya Governorate :
A) The need to provide the Department of electronic records (database) to replace paper records.
B) The need for training of personnel in the use of the computer in the performance of work.
C) Providing flexible communications, horizontal and vertical between departments.
D) The provision of electronic site be easy to use by dealers with the modernization of all data that citizens continuously.
E) The awareness of how to deal with the citizens in electronic form.
F) Systems for protecting the privacy of dealers electronically.

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