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Abstract

The aim of the research is to discover the rising applications of eGovernment, in both the Jordan and in International Society. The Information technology permits the governmental organizations to service the public more effectively, timely and in a cost efficient manner. The execution of eGovernment might achieve starting citizen persistence, demanding a cultural sensitivity and amending the direction the governments and citizens corresponds with each other. This research used qualitative approach and secondary data is used in order to carry out this research effectively. Published research articles, published books and some trusted websites related to eGovernment in Jordan and in international context is used in order to analyze the data effectively. Findings indicate that there is a concentration over local and nation region of eGovernment and significance of Public acceptance over eGovernment. It is also significantly proven that willingness of citizens is required for the adoption of eGovernment programs in Jordan, as well as in world

Keywords: eGovernment, Jordan, eGovernment Development
1. Introduction

Government departments are usually held to be inefficient as they have little or no motivation to serve the requirements of the citizens. Similarly, citizens have no alternative provider of governmental services. However, increase in the communication and technology has altered some of the attitudes of government [1]. A new and enlightened view has endorsed in government to treat the citizens as customers and their satisfaction is a key to their success. In order to deal with the problems of citizens, government has introduced an efficient information processing and data collecting ways to deal in one time, rather than several times. An important outcome of this efficient operation is the achievement of citizen’s satisfaction [2].

In this environment, government has increased the tax burden on citizen, because of their enhanced operating cost. As a result, employees are forced to amend their working conditions and are serving 24/7 at their jobs. They want their government to work for them in the same manner. Previously, governmental institutes only serve for 40 hours a week, but this is no more acceptable. Citizens are not ready to wait in long lines for obtaining the services. Thus government is required to adopt cost efficient way of serving the citizens and reduce the cost and service time. One of the opportunity, government has explored is to serve the citizens through internet. They have provided opportunity to the citizens to interact with government via website. As the citizens are already proficient in using internet, thus they are not required with any training. They have equipment’s at their homes so there is no additional cost burden over government, as well as citizens [3].

eGovernment is the rational extension of internet. Internet was established by academic circles for the transformation of information. The application was first commissioned by Department of Defense and later moved into other governmental circles. Public has also adopted this podium for the transformation of information and thus it has become rational for the government to imply this over their operations. Citizens have availed cost reduction and enhanced efficiency through this automation and thus they are expecting their government to anticipate the same results.

2. Literature Review

2.1 Overview of eGovernment

This section is prepared to define the categories of eGovernment so to bestow understanding about topic, under discussion. In simple words, eGovernment is the communication between the citizens and the government through web-enabled portals via computers. Advantages of employing this technology are becoming responsive, timeliness and cost containments. According to the definition of
UNPAN- United Nation Public Administration Network, eGovernment is about “utilizing Internet and World Wide Web for providing services and information of government to the citizens” [4] while the World Bank (2010) defines it as “the use by government agencies of information technologies, such as Wide Area Networks, the Internet, and mobile computing, that have the ability to transform relations with citizens, businesses and other arms of government” [5].

2.2 eGovernment - Categorization of Opportunities

People can avail the services of eGovernment through web-enabled devices in these four categories.

Government to Business (G2B): In order to avail better information and reduce cost, this category of service is designed. Government allows the business to pay invoices, purchase items and conduct other business activities in effective manner. The data gathered from this source also assist government in decision making process. With this quadrant, government provides accessibility to the online regulations for companies and informs about the tax capabilities (filling W2s on Internet). In order to create business compliance, the government provides accessibility to the data of import and exports for trade consolidation [2].

Government to Citizens (G2C): The delivery of this service ensures the transformation of data among citizens and government in electronic manner. The major benefit of this service has been seen for those who want to fill the registration forms and could not wait in lines for getting them. They now become capable of doing in efficient way. Another benefit of G2C is providing of improved information regarding education, e-voting and prison security.

Government to Government (G2G): This category of services has helped government in transformation of information among themselves and with other governments. It has enabled the government to efficiently communication by eliminating the duplications and redundancy. It has also benefited in the homeland security and detection of crimes by linking law enforcing agencies.

Intra-Government (IEE): This category of services focus on the delivery of information within the eGovernment. This is aimed to bestowed better management of the supply chain and efficient information gathering. Government has also become capable for efficiently managing the supply chain by keeping minimum inventories, obtained at minimum prices [6].

2.3 Historical Perspective of eGovernment

Establishment of the eGovernment must first be analyzed in the context of individual citizens and their associate relationship with the government. In the English history, the government rule was announced to be birthright of King. The power of the King’s ministers have been dramatically improved and evolved by increased communication among ministry of King. Increase in technology and the communication has empowered the ministers and they were no more interested in submitting the control to the Kings. They have asked King to share his power with
Magna Carta. The trend remained continued with the history, and with the commencement and development of technology and the communication, individual citizens got power. In the distribution of this power, the latest step is the evolution of eGovernment.

eGovernment can be greatly affected by several important factors, such as political, cultural and religious factors. These factors must be taking into account and analyze thoroughly, especially when we are looking for efficient and successful implementation of an eGovernment program in developing countries [7].

2.4 Obstacles in Implementing eGovernment

It is not easy to implement the eGovernment system. It is essential to acquire learning from the relevant field of experience holders. The constraints in implementing the eGovernment have been highlighted by the studies done at University of Albany [8]. The study has shed light on the various factors which constraints the effective coordination between the local and state system. In past years, the coordination among government has remained poor, but it is expected that it will improve by the application of eGovernment.

The factors which have been discussed by the University of Albany about the prevention in effective coordination between the local and state system are relationship issues, difference in objectives, dissimilarity in conditions, unlike levels of adaptability and inconsistent technology [9]. According to the author, these factors have led towards the establishment of higher costs and inconsistent information structure. Other researches have also confirmed that there are too many obstacles in the implementation of successful eGovernment. These include planning, finance, lack of citizen’s interest and acceptance and political objectives. United Nation has divided these obstacles in to following sub categories: Local environment constraints, human resources, institutional weakness, technology issues and funding arrangements [10].

2.5 Advantages of eGovernment

Automation of governmental functions assists in enhancing the level of customer servicing and decreasing the costs. Establishment of eGovernment system facilitates in dissemination of information to satisfy the customers or citizens, which are extremely crucial. It will also aid in collection of the viable information which will facilitate the decision makers to serves the citizens, more effectively. eGovernment will permit the governmental agencies to make centralized decision making and reduce cost while making purchases. The centralization of several activities will also help in eliminating the inefficiencies and expensive redundancies.

2.6 Disadvantages of eGovernment

Many people have rejected the concept of the eGovernment. There are real concerns over the turning over of such information of government. It is seems that
the government is like the benevolent organization, but it may not be the case in future. It is possible that other parties or government can use the shared information in harming the citizen of the country. If all the governments will follow the act of Oracle’s CEO, Ellison Larry, he has made central registry of the information of citizen, after the event of 9/11; the theft of information can be very devastating for the citizens [6]. It is extremely crucial for the people to make sure that their provided information is in secure hands.

3. Methodology

3.1 Research Design

In order to evaluate the ways in which eGovernment has been evolved and strategized in Jordan, qualitative approach has been selected. Qualitative analysis measures the parameters of findings on the pillars of in-depth outlook presented by the individuals. With qualitative paradigm, we have been able to get near to the facts faced by government of Jordan in implementing eGovernment. Moreover, we have examined strategies they have adopted in executing eGovernment in Jordan.

The second type of research design is quantitative in nature. Quantitative researches are majorly focused on the empirical data and based on the numeric figures, for the deduction of facts. This type of research is not adopted in our studies. There is lack of time and resources for incorporating the quantifiable approach.

3.2 Research Approach

Research approach adoption is done as case study approach. This research project is completely relying on the studies of eGovernment at Jordan. Researcher has adopted various techniques for providing comprehensive answers and established focus over the critical evaluation of the problem stated.

3.3 Data Collection

There are two types of data types, which have been vastly discussed by numbers of researchers. These are secondary and primary natured data. Secondary data is that type of data, which is already collected and established by some other researcher or institute. This data is already ensured for the reliability and validity. Primary data, alternatively, is the first hand data and is not available for further use. Secondary natured data is the part of this research. Data is being assembled by the various reviews of websites, previous researches and journals. It has been also reviewed from the eGovernment articles and magazines issued by the Jordan Ministry of Information and Communications Technology (MoICT).
3.4 Data Analysis Technique

The technique for data analysis is selected on the basis of discussion. By reviewing the data collection sources like journals, websites, articles and magazines; discussion has been done. It has helped the researcher to give their views by developing understanding about eGovernmental development in Jordan. Researcher has also highlighted the strategies, challenges and evolution of eGovernment in Jordan with the help of developed insight. Secondly, case study approach for data analysis has been chosen. It has helped in evaluating the case of Jordan for eGovernment and facilitated the researcher in reaching to the valuable information.

3.5 Research Ethics

Ethics of this research is highlighting that researchers have remained unbiased in conducting the research. They have taken special care in not adding their personal views about the topic under discussion. It is also kept in view that no error is being committed while the conduction of the research works.

4. Data Analysis

4.1 eGovernment Vision in Jordan

In Jordan, the eGovernment vision is to deliver the governmental services to the citizen across the nation, irrespective of economic status, location, ICT ability or education. Jordan is having customer centric approach for transforming the information to the citizens for social and economic development of the kingdom. Their adopted strategies have crystallized their visions into objectives and they have initiated eGovernment projects. A research concluded by Khasawneh et al. (2011) mentioned that even though eGovernment program in Jordan has started many years ago and various projects have been implemented, it has been such a slow process with many deterrents, thus stakeholders are still unable to truly see the fruit of an effective eGovernment program due to the fact that most projects are not yet linked together or activated [11].

4.2 Stakeholders of eGovernment

The governmental entities, users of eGovernment, eGovernment program establishments (National eGovernment steering committee), non-government partners, political leaders and private sector are the stakeholders of the eGovernment. In the customer centric world, the commencement of eGovernment is with the users including businesses, citizens, government employees and government entities. They are the primary stakeholders of eGovernment. The other major stakeholders are the providers of eGovernment, and these are private sector partners, government entities, eGovernment program and eGovernment services.
The ultimate owner of the eGovernment program of Jordan is the political leaders. Engagement, commitment and active ownership of highest level of political leaders are very crucial. They are the drivers of accountability of the government entities for the development of eGovernment. For ensuring the delivery of the services, it is very important to have reform from public sector, public investment and policy making for the eGovernment[12].

4.3 eGovernment Services and Strategies

Services of eGovernment for Jordan are varying with the target customers, in terms of its nature and objectives. Some of these services are forward facing (designed for the external customers) and others are inward facing (designed for enhancing the efficiency of the government). The eGovernment services are designed to be customer centric, result driven and service oriented and are managed with re-usable components of ICT. It is aimed to leverage out multiple channels and having multiple mix of ownership structure.

eGovernment services will altered the ways in which citizens, government entities, businesses and government employees interact with each other. Success of the eGovernment services lie on numerous foundations in areas of regulations, technology, law, business factors and institutionalization.

eGovernment Services

<table>
<thead>
<tr>
<th></th>
<th>Services</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Issuing the Certification of Origin</td>
<td>The Amman Chamber of Commerce issues invoices of the goods by endorsing the certification of origin for provided goods. It shows that the exporters are registered with ACC. This certification is issued for export transaction and obligations. Four types of certificates are involved under this service. These are employed for Arab League countries and are made available in Arabic and English. This certificate is used in accordance with the trade agreement signed by Jordan. All the certification issuing forms are unified and all the chambers of Jordan are using these forms.</td>
</tr>
<tr>
<td>2</td>
<td>Issuing and Renewal of Working Permits for the Foreign Workers</td>
<td>This permit is issued to every non-Jordanian employee or the company. The end consumer of this permit is the employee, but he or she must need to get it with the prospective employer.</td>
</tr>
<tr>
<td>3</td>
<td>Issuing Certification for No Criminal Record</td>
<td>The certificate is required to be obtained by those Jordanian and non-Jordanian person who want to apply for job, license for driving and opening company. The validity is for 3 months are issuing.</td>
</tr>
<tr>
<td>4</td>
<td>Issuing and Renewal of Vocational License</td>
<td>Vocational license is the document which formally enables the companies to operate within Municipality of Greater Amman.</td>
</tr>
<tr>
<td>5</td>
<td>Issuing Visa and Resident Permits</td>
<td>Foreigners have to obtain this document to reside in Jordan from the embassies.</td>
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Some other services from the eGovernment include the registration of individuals with the institutions, registration of life events and the amending civil status information and issuing of Jordanian passports and extending validity [12].

Some products of eGovernment strategies are:

**eGovernment Portals:** A one stop shop for citizens to interact with all the entities of government. This is in action since 2006 in Jordan.

**Contact Center:** It is intended to bestow the technical and business services for making eGovernment fully customer centric. Customers can call, chat, email or fax for getting government’s support.

**Payment Gateway:** Allow government to avail online payment methods and receive fees from the citizens online. This has enabled government to offer e-services for their citizens [13].

**Public Key Infrastructure:** It is very essential for the delivery of secure services to end end eGovernment. It consists of sets of technologies and process which support government in performing secure functions.

**GNB (Government National Backbone):** GNB is the backbone of the security program SGN (Secure governmental network). It is aimed to connect all the governmental entities in the eGovernment architecture infrastructure.

### 4.4 Pillars of eGovernment

**Institutional Framework:** In order to manage the eGovernment, robust institutional mechanism is required. It has been viewed that for the successful eGovernment best practices are required in (a) centralized and accountable eGovernment authorities (b) effective interagency coordination (c) direct and regular access of the eGovernment authorities to the political leaders. The priority actions in this regards are establishment of the ministerial eGovernment National Steering Committee- eGNSC (governed by Ministry of Information and Communication Technology), activation of the NITC, and regular reporting to the political leaders for eGovernment miseries and program.

**Legal Framework:** For the establishment of effective legal framework, eGovernment requires close coordination and interaction among the entities for enforcing laws and regulations.

**ICT Infrastructure:** For the long term development of Jordan, ICT infrastructure’s establishment is quite critical. At ICT level, eGovernment is the best served by the developing common technologies direction which applies to industry partners/ government entities and to their individual ICT architecture.

**Business Level:** In order to become customer centric and service oriented, government are required to accomplish their business activities in more transparent and accountable manner. They are required to endorse eGovernment in their areas of change management, capacity building, communication, project life cycle management and marketing [12].
5. Conclusion

Internet has modified the way citizens interact with one another and how they corporately act as the part of government-citizen relationship. Ability of internet for forming social influencing circles has enabled us to employ technology and communication for the betterment of society and the whole globe. However, these benefits cannot be fully adopted without taking risks and bearing costs. In order to get maximum potential from this service, the need is to closely monitor the eGovernment programs. It is also significantly proven that willingness of citizens is required for the adoption of eGovernment programs in Jordan, as well as in world. Also this can only be happened if there is no boundary between culture, education and race. In this regards, it is also very important to have complete trust over the government that they will be ensuring free flow of information; by keeping the data secured.

Jordan has introduced any e-services and products for the eGovernment. They have become able to win the trust of their citizens and thus they are making progress. The major reason of their success is the accountability system they have made. Their political leaders are the stake holder of eGovernment and held responsible for every action. They are having four strong pillars for strengthening the working of eGovernment in the country. With this report, it is found that how Jordan has domestic progressed in eGovernment programs.

References


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