

The Paradigm of Mobile Government Establishment, Basic Necessity in the Third Millenary

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Abstract: In the new age that attention of all companies and institutions is following to representation of desirable and quick services to all of citizens, we can mention M-government as one of these services. Electronic government and M-government are not separate from each other, rather, M-government is subset of electronic government that is consist of tool for public operation from governmental services without time and local limitation. M-government makes the new methods for representation of governmental services to citizens that are more comfortable and cheaper than customary methods that cause presentation of desirable services of government to citizens. In relation to M-government, information and communication technology limit to mobile or wireless technology like, cellular cell phones, laptops and personal digital cooperators which connect to wireless regional networks. M-government can help to assemblage of public information and governmental services in everywhere and every time, whereas provide chances to improve the interior operations in governmental organizations. M-government has some premiums like, potential of disruption of frontier, help to creation one digital neural and solid system for government that extremely, cause the increase of efficiency and performance of government personnel, improvement of representation of governmental information and services, increase of channels for public transactions, decrease of cost, increase of participation through to decrease time and increase the communication efforts. This essay proceed the checking concept of mobile government and we try to specify citizen preparation in M-government usages and presenter services of M-government for citizens.

[Amin Balaghi Inalo, Mehrzad Sarfarazi, Mehdi Rouhi Khalili. **The Paradigm of Mobile Government Establishment, Basic Necessity in the Third Millenary.** *Life Sci J* 2012;9(4):5308-5316] (ISSN:1097-8135). <http://www.lifesciencesite.com>. 790

Key words: mobile government, developmental countries, mobile democracy, mobile government services, global village.

Introduction

In the later decade of twentieth century, governments of all of world establish the proceeding to create extensive amplitude from electronic services by information technologies especially, applications based on internet. These improvements occurred in the countries with slight development at slow rate and when the governments increase the usages from information and communication technology, public requests increase fore more active services. M-government enable citizens to have participation in economical, social and information society activities and will have providence in cost and time for government, people and commerce part. Furthermore, users of information governmental services will be enjoy services with perennial, efficient, seamless and better quality. Citizens need information and sometimes, this information is biotic for them. Information representation to public makes the fortification democracy in suitable moment in countries. Mobile and wireless technologies developments improve the some applications and services of electronic government that are provide by

mobile machines and evolve the methods for new applications and services. Mobile technologies prove that mobile is an important way for presentation of immediate information to citizens. The purpose of electronic government is usages from all the forms of innovation, information and communication technology for better accomplishment of government basic rules. Now development of mobile technology with personal digital assistant (PDA) and wireless networks make a new medium for governmental services delivery to citizens with more activities. These developments which new medium has made for governmental services delivery to citizens, is named **Mobile Government**. (Fat hi, 1384)

The countries that do not begin yet or they are in the primary stages of implementation processes electronic government strategy, probably they have more advantages because of problems that government faces with them. In developmental countries, M-government usages can be a key method to citizens and support for information exchanges, especially in faraway villages. It can be an important advantage of M-government in faraway villages

because of insufficient transmission substructures and acceptance of cell phones. (Ibrahim Kushchu, M. Halid Kuscu, 2004). Recently, the accomplished developments in mobile wireless technologies zone have made new ways for more comfortable and cheaper services to citizens. Complex of these modern procedures is named M-Government. Some experts define M-Government to another form: M-Government is a strategy that is consist of making implementation of all kind of mobile and wireless technologies, instrument and services intercommunicate with it and gradation of services representation between components and general institutions include of citizens, commerce part and governmental managements. (Noori, 1386)

Deliberation of global village history and concept

"Global village" is one of the considered discussions in modern society that has absorbed itself to social science and other sciences experts. Global village is derived from one of the Mack Loohan (1911 – 1980) books, Canadian sociologist and thinker, in the name of "fight and peace in global village" that is edited in the 1968, in New York and had a new social theory.

Global village of media (such as, press, radio, television and ...) has changed many lifestyles. Now our vast world becomes a big village that acts and thoughts of individuals and populations are not hidden from each other's opinions and the exchanges of thoughts, information, sciences, techniques, arts and advertisements occur surprisingly at high rate and speed. Nowadays, mankind does not need to gather messages and thoughts; also they can read and know messages of thinkers and scientists at their homes. Forming and developing such a space, intimate appearance and development of individualism.

Nevertheless, scientific and technical developments such as, growth of information and communication technology, majority of people have problems in usages of these technologies and they do not utilize basic communication tools and modern knowledge yet.

According to this, we encounter to "global pillage" term against of "global village" term (that discussed about that and history of its pattern), in political science books. This term has been used by a group of contemporary west critics to show that the "global village" which is considered by mack loohan, despite its relative realization, (following to destruct cultures, religions and ethnos) is transferred to global pillage (to pillage reaches part of the world by another part). Looking quickly to formal statistics and reports of international institutions about improvement indexes of two sides of the world, show this pillage explicitly. Global village is a step toward the growth and generalization of ICT culture, promotion and

utilization of communication technology and facilitation of its uses, persuasion of industrialists, suppliers, merchants and administrators to present at internet and the other goals.

Mack loohan believes that the modern world is an electronic world. He also says: Electronic environment of modern age will make the old spaces of images which have accustomed to them, unpleasant and worthless.

In the electronic world, events, objects and creatures immerge to each other, have relations with each other, divorcements are wasted, differences are forgotten, resemblances are paraded and in the circumstances, new environment is engendered. We can name it "global village". Fame of "mack loohan" in communication arena, was because of his predictions about future universe that global village was one of the most important of them; the term that was accepted from the all of world.

He predicted that gregarious mediums depredate local distances and all of people are informed from all events which occur in corner of the world such a village. This prediction that occur by element which involve all of people simultaneous in problems such as: '11th September or events of attack to Iraq 'and make a global common sense.

Herbert Marshan Mack Loohan is a Canadian theoretician in literature and communications extents that is known well because of his theories about gregarious mediums. He began to study in university of Toronto in 1964 and become famous for his fuller sentence "medium is message".

Her well-known phrase "Global village" shows this thought which collective mediums diminish world to a village by their pervasive cultural effects.

Mack Loohan invited many opinions to competition by his fuller sentence "medium is message". His purpose is that when a message is transferred from any forms of communications, is mainly impressed by the medium which send it.

He believed that mutation of information engenders by modern mediums and said "when humans need information, they can get them quickly from four angles of world. Daily, the vast world becomes small and humans whether want or not, live in such a global village or global tribe. Electronic facilities will obtain this situation.

He believed that each little news of event spread quickly in the world, the village where behaviors of each group are not hidden from the other. (Kazem Zadeh, 1387)

Global village is a fact, whether we want or not, and satellites deny geographic frontiers. At the end, we can conclude that Global village is a grown process which changes all of the systems (especially family system); the changes that we have to continue them

carefully to destroy the plague of this process and attract the advantages.

Description and deliberation of M-Government concept

M-Government can be defined as one of the subsets of E- Government (electronic Government). In this definition, M-Government can be defined as a tool for public efficiency of citizens from governmental services without local and temporal limitation that its purpose is gradation of services representation between all of the social institutions and factures such as, citizens, commerce part and governmental managements. In recent years, mobile and wireless technologies have rapid developments and new methods are engendered for representation of governmental services to citizens which are more comfortable and cheaper than common methods. Complex of these modern methods which makes more desirable representation of governmental services to citizens, is named M-Government. (Omid Malayeri, 1387)

In a comprehensive definition of M-Government, we can express it: 1) M-Government is a strategy that can be for amelioration of different groups profits which work with electronic government consist of, citizens, companies and governmental units (Ibrahim Kushchu, M.Halid Kuscu, 2004). 2) Implementation of governmental services by a mobile platform to secure its users (both people and employees) with usages of information services at every time and every where (Ibrahim Kushchu, M.Halid Kuscu, 2004). Extension of activities in wireless devices enables countries which want to spend their enormous capitals for implementation of electronic government, to be active trough obtain new and actual information to employees of M-government and more extensive limitation from switches to people for transacting with government. Implementation of M-Government makes an advantage to transfer data and mechanism of exchange between governmental units.

M-Government and E-Government are not separate from each other. Concept of E-Government includes usages of all modern technologies for servicing citizens, efforts for decreasing direct references of people to different social managements and institutions and replacing virtual connections to personal references.

With due attention to this definition and M-Government description which was submitted previously, simply M-government can be defined significantly as a subset of E-Government and by its discussion, concept of E-Government enjoys more extension because of instruments which are itinerate in M-Government such as, cell phones, PDAs and laptops.

Although mobile instruments such as cell phones have unique ability to give services presentation, they have some limitations. One of the most important of limitations is impossibility of massive files transmissions on second generation of cell phones (include the most subscribers of cell phones). Now (2006) just 3 percent of describers use third generation of cell phones.

In another phase, SMS is the most usual services which are presented on second generation, only can insert 160 characters in each message. However, these limitations have bounded variety and span of services presentations in M-Government, attractive services are presentable by usages of these existent abilities (Farshid Ghyasi, Ibrahim Kushchu, 2004). Although E-Government and M-Government have common funds, they have some differences: 1) private information: computer can be subscriber between several users, but mobile device have been contoured for one user. 2) switching on: contrary to personal computers, most of the mobile devices always are switched at a light mood. 3) ability of transport: mobile devices are always assistance with users and one of the applications of them is presentation of information to users momentarily (Betty Yu, Ibrahim kushchu, 2004).

We hope that the concept of M-Government and offered services, with due attention to speed of penetration factor growth of mobile networks technologies in this zone, develop until that represent the concept of E-Government! (Noori, 1386)

Purpose of M-Government utilization

M-Government is like the cash machines. Utilizable tools are quick and comfortable in both of occasions. But this is terminal delivery channel to citizens. There is one complicated and expensive substructure. M-Government can be applied as four goals and main functions in governmental part which are abbreviated below:

Mobile communications: improvement of communications between government and citizens (G2C; C2G)

Representation of information to people is a significant activity and strengthening basis of citizens. Without related information, citizens can not represent intelligent opinions and they can not have wise functions in basis of their around issues. Information is necessary to increase transparency and promote accountability.

Mobile tools fix important channel at the disposal of governments so that they can become in communication with citizens (G2C). For example, Singapore's people have election rights to receive warnings in the mold of message for different spectrum of electronic services likes, extension of Roads symptoms, medical experiments for internal

labors, announcement of passport extension, seasonal reminder for parking and parliamentary announcements. The Maltese can register to receive message announcements for court meetings and their delays, extension of driving license, result of tests and direct credit pays from the social security organization. In England, London polices put sending messages in their warning services and they send warnings to the owners of jobs in London for security threats such as bombings. Despite monthly receiving expenses for sending messages, pagers and existence of free electronic post, the numbers of persons who register receiving warnings and pagers, are more than persons who want to use system of electronic post warnings.

Also we can use G2C communications to send necessary and Urgent news. At the height of Sars crisis, Government of Hong Kong sent a text message to six millions cell phones to end pubic wave of fear.

Message services also are a communication channel between citizens and government (C2G). In Philippines, half of the ministries have message services that let to citizens to request information or opine about governmental services and officials or complain from them. In China, cell phone owners can send message to 2987 representatives of people national congress (Hariri, Noori, 1386).

Mobile services: Mobile transactions and pays

Messages and other mobile tools provide a communication channel between citizens and government and make a possible interaction between them.

Karnataka state government has computerized records of lands in India. A problem is that servers which save records are at regional headquarters and villages that do not have telephone lines, can not have access to the records.

Singapore government has concluded that use messages in program of its population increase. Its social development unit Works as an agency to put appointments for educated single persons. This unit sends 40 free messages to its members so that they can contact with eligible professionals. Board of Singapore national library has offered the message service that let their users to check their account situation and fiduciary books and receive reminder messages before the date of fiduciary books. They can also do some works such as, extension of deadline books or fines pays by cell phones (Hariri, Noori, 1386).

Mobile democracy

Mobile polling and usages of messages and mobile tools for participation citizens in political decisions is one of the usages of M-government which have more potential to increase democratic participation. Now there is not any salient Experience in basis of mobile

democracy in the developing countries. We have gotten evidence of this article from England experiences. The most of England experiences in basis of electronic polling such as polling by cell phone cause to discovery easy ways to involve citizens in political decisions.

Some concerns must be attended to vote through cell phones that the most important of them are security and secrecy. In traditional polling method, existence of person in polling place is enough. In mobile polling system, the assurance must be existed that the message sender is recorded as a voter and no person can vote more than one time or in stead of the others by this system. In local selections of Liverpool and Sheffield in May 2002, Payne numbers are given to voters that they use them to vote.

Another problem is easing system as far as possible for users. If Payne becomes very long, the possibility may be exist that most of the people forget their Payne. Then there is a problem of phone keyboard to enter the name of parties and candidates. At the end, polling machine must let voters to repeat data and options. In addition to this, capacity of system should be enough so that can work at the peak of work because busy phone lines are as boring as long rows.

Even thought, they are technical problems which overcome with them are more possible than with voters to use cell phones and messages. The recent studies in Scotland and Wales show that 40-50 percent of investigated people have interest in electronic styles include of mobile polling. Even thought, another study that is done recently in England shows that with due attention to this general inclination in electronic and mobile polling, most of the citizens have no inclination to use text message. According to this study, older repliers feel that this style is not proper for them because they do not know how to send text message. The interesting issue was that younger repliers and somebody who use text message feel this style is an easy option, but a little number of them wants to use that. "Why the repliers who believe that mobile polling is quick and easy, do not use it?". They answered this question: "The presented issue is that text message is casual so it can not be used for polling and, sending text message is a fancy communicate tool which is not proper for polling. Apparently the views that are present about technology are the main factor to determine citizens desires to use electronic polling styles.

These findings may have more extensive tacit meaning for all of the M-Government usages and have adaptability with the presented problems in basis of sending unfathered messages to mobile government systems in Philippines. They also show that mobile polling systems should be known as a spiracle

between several polling spiracles such as: internet, post and telephone (Hariri, Noori, 1386).

Mobile management: improvement of domestic operations in governmental part

M-Government provides chances to improve domestic operations in governmental organizations. In these cases, a little example have presented in these usages in developing economics.

Another mobile technology potential is that it can provide inscrutable environment for government staffs so they become permanently in communication with electronic instruments. Information and services can be represented in basis of communication between government and staffs in every time (G2E); Data may be presented in internet of organization network or under control portable instrument (Hariri, Noori, 1386).

M-Government characters and features

Using mobile technologies and usages separate M-Government from other developments in governmental part that use modern technologies such as E-Government.

Based on several researches that are done about M-Government usages and using them, several insulator factors can be defined such a, better attention and personalization in purpose of users and data delivery, being of more proper accessibility, availability and being of more extensive users perfections (Fathi, 1384).

More proper Accessibility and availability

_ M-Government increase usages of internal linear governmental services. People can enjoy external governmental services in everywhere but not every time.

_ Mobile devices are always on. This is different with personal computers because most of the mobile devices always switch on.

_ Mobile devices can be contoured as portable devices that are assistance always with users and for providing quick information to users.

Better attention and personalization in purpose of users and data delivery

_A computer can be shared between several users but mobile devices are contoured for one user. It means that personal information can arrive to special users of especial device in every time.

_M-Government increase usages of internal linear governmental services by people with more personal devices.

Being bigger and more extensive user society:

_M-Government represents services to most of the people through mobile devices.

_M-Government represents services to the many of audiences include some people who do not have any experience about computers and internet, but are

active users of mobile communication (Ibrahim Kushchu, Chester Borucki, 2004).

The examples of M-Government usages in developing countries

We should not see M-Government as a new phenomenon. For example, wireless technology always has been a main part of law enforcement. Nowadays, police officers use wireless laptops connected to internet as well as use old two sided radios. When they face to suspicious cars, they can find directly some information through database about car owner, theft of it, existent of it in crime scene, under prosecution of its owner and etc. Hygiene and safety controllers can record their reports in the inspection at real time by a pocket computer or handy terminal. In this way, they do not need paper forms or entering collected data after returning to their offices.

On the other hand, citizens can economize energy and time by having accessibility of governmental network and internet through cell phones and the other mobile instruments. For example, in Malaysia, citizens can deliver information of polling by using of short messages.

M-Government is not only for efficiency, but also give possibility of civil activities to citizens. In Philippines, citizens can help to implementation of laws fighting with the pollution by reporting buses and the other smoke generator universal vehicles through short messages. Short message can be used to make people interfere in fighting of crime and drugs. (Hariri, Noori, 1386).

Norway: Norway tax offices have offered tax pays by using short messages. The tax payers who do not want to fill tax forms and return them in post offices, can send a text message with code words, their social security number and a Payne code.

This new service is beneficial for about 1.5 million Norwegian taxpayer that return tax forms through posts in normal way.

Finland: In Finland, SMS tickets can be used to Helsinki public transportation systems. These tickets can be ordered by sending text message so their bills are published in cell phones bills. The ticket also has been delivered to the transportation company (Hariri, Noori, 1386).

Turkey: Cell phones have penetrated in Turkey. 2303 millions from 6906 millions of turkey population (34%) have cell phone in compared with 403 millions internet users (6%). Numerous mobile applications exist in Turkey that most of them are focus on SMS technology; for example, in Seasye province, SMS technology is used by citizens for tax paying and voting.

Czech Republic: Cell phones have penetrated in 90% of 10 millions population of Czech Republic. Most of the M-Government applications have been

started and experimented especially for representing information to citizens in natural events and criticizes. For example, in several years ago, agency of natural events (storms, earthquakes and etc) use megaphones to inform people that have high costs for governments. In recent years, SMS have been replaced instead of this system and have clinched that this mobile system is more proper and more efficient (Fathi, 1384).

Philippines: The influence of cell phones is 23.8% in Philippines. Most of the users use SMS technology in this country. For example, the service that its purpose is increase of efficiency and delivery speed, is utilized by Civil Service Commission (CSC). People use this system as a weapon to wrest on governmental agency for moving toward this purpose. Before this, services are represented by using the other electronic tools like electronic post and telephones. But in addition to the limitations and high costs of these tools, usages of these services were not easy: With the arrival of SMS in the year 2001, CSC simplified sending complains because usage of SMS is cheaper and faster (Farshid Ghyasi, Ibrahim Kushchu, 2004).

Though the usage of mobile payment in electronic government still limited, we hope that its use becomes increase in interactions with the governments in parallel with development of mobile payment systems from a simple payments for content and digital service to complicate payments between cell phone, bank and operator.

M-Government service for citizens

With regard to the growing use of cell phone technology between most of the citizens, the most important and applicable method in using of M-Government services are using of message services of cell phone to represent services that we introduce several services (Omid Malayeri, 1387).

Function of short text message or SMS in government now is one of the main examples of M-Government that represents message information service through cell phone whether in form of short text message or multimedia message (MMS). SMS is the old technology that has different applications in the all countries of world. Although MMS technically needs cell phone networks based on the 2.5 generation and is presented in less country, can have a more extensive role to represent M-Government services with more abilities compared to SMS such as sending image, text, audio and picture files.

Nowadays, SMS is immensely used to represent all kind of services especially government services to people (G2C). For example, in India, citizens after passport requesting, can send number given by the issuance of passports and be informed from their passport status or in Oman, examination scores obtained more than 200 thousands students of high school is sent through SMS (Noori, 1386).

Possibility to done personal affairs like paying bills and extension of passports:

In developed countries, one of the M-Government services is allocating cultures to users for their personal affairs by government such as, extension of passport, paying all kind of bills and etc. In this method, personal information of each person is recorded completely and with high security, and a security code is sent by using of cell phone and short message to them. In times of using this service, possibility of how deciding and doing costs locomotion is done by using of special security code and user confirmation (Omid Malayeri, 1387).

Preparation of transportation ticket by using of short message service:

In this way, user sends a short message to center of ticket issuance and the Center sends a serial number to a person after deducting ticket sum from electronic account or credit card of user. User can use vehicles after showing the sent serial number to operator. For example: in German, 40% of passenger ticket reservation is preselled by cell phone. In this way, customer sends a SMS to center of ticket issuance and the Center exports a serial number as a ticket for a person. The cost of ticket is calked on monthly bill of customer. When a customer wants to get on common vehicles, can show the serial number (=ticket) and use vehicles after acknowledging of ticket by operator (Noori, 1386).

Park Mobile (using of short message service for paying car park):

The cars that use this service should have special labels on its glasses. Because That ,special controllers can check the cars by sending this labels special bar code to central control system and be informed from validation of users. For using this service, customer sends a short message include of serial number of his car account and parking location code to center, at the beginning of parking and at the during of time completion and leaving the parking time, subscriber send a message of usage time ending to center and central control system adds the relevant costs to cell phone bill based on parking time and location of parking. (Omid Malayeri, 1387).

M-Teacher service:

The purpose of this service in the developed countries is making of more and better communication between home and school. For using this service, parents fill a special form that the status of education students is sent regularly to parents by short message service of cell phone. In this service, the cases such as, student grades, education log, absences, educational progress and degradation of student, announcement of camp celebration, ceremony programs, requesting of personal reference and etc are sent to parents by SMS

(Omid Malayeri, 1387). Also in suitable cases, they want the emails of parents by sending a SMS to observe logs and the other references or refer to school.

Mobile commerce (M-Commerce):

The meaning of M-Commerce is buying and selling goods by wireless tools like, cell phone or personal data assistant (PDA). With regard to the growth increasing of information technology, using of this kind of commerce is strongly usual and has allocated many percent of the daily trade volume of in the world. The way of using short message service in this M-Commerce is that, at the beginning, user goes to services that can be a bank or a credit institute, and make a credit in form of bank account or credit card. The stores and shopping centers that want to represent services through cell phones, goes to the same services and make an account. The services send a code to user and relevant shopping center that this code is their cultures during buying, customer send a short message that include control cultures, shopping center cultures and relevant cost to center of services and regard to person credit, it check the accuracy of buying and add the cost to the account of shopping center owner. Then the center send a message based on success or failure of doing operations, to shopping center owner and buying is done by approval bought health.

Many countries have funded in M-Commerce part like German, Italia, Japan, South Korea, Singapore, United state, Philippines and China. In German, 25% of cell phone describers purchase by cell phones (Omid Malayeri, 1387). This method is proper for stores that do not have card reader devices or for people who do not have credit cards.

Polling:

Using of electronic polling systems and its promotion in society is one of the discussion that is not attended enough even in the developed countries. Only small examples of short message service using are seen in polling in different countries that they have been used in different polling programs of television (Omid Malayeri, 1387). One of the electronic methods of polling is mobile polling. Even thought, another study that is done recently in England shows that with due attention to this general inclination in electronic and mobile polling, most of the citizens have no inclination to use text message. According to this study, older repliers feel that this style is not proper for them because they do not know how to send text message. The interesting issue was that younger repliers and somebody who use text message feel this style is an easy option, but a little number of them wants to use that. "Why the repliers who believe that mobile polling is quick and easy, do not use it?". They answered this question: "The presented issue is

that text message is casual so it can not be used for polling and, sending text message is a fancy communicate tool which is not proper for polling. Apparently the views that are present about technology are the main factor to determine citizens desires to use electronic polling styles. According to statistics, this country has increased level of people participation to 62% by using different methods of wireless. These findings may have more extensive tacit meaning for all of the M-Government usages and have adaptability with the presented problems in basis of sending unfathered messages to mobile government systems in Philippines. They also show that mobile polling systems should be known as a spiracle between several polling spiracles such as: internet, post and telephone (Noori, 1386).

Status finding Service by cell phone: we can represent services based on status or LBS with installation Software on network by operator. The first LBS with status finding of emergency calls is operated (in Europe with the telephone number 112 and in America with 911). Network finds the exact location of contactor and sets at the disposal of relevant relief's forces (Police, Emergency, fire-fighting). The main advantage of this service is quick helping in emergency cases. Federal Communication committee of America (FCC) obliged all of the operators that operate this service until October 2001. LBS services can have the other applications such as friend finder service. In this service, local situation of person's friend (of course, with satisfaction that previously has been announced to operator) is set at the disposal of person. The advantage of this service is for parents who want to be informed from situation of their children.

SMS and presentable services with it in M-Government:

In this part of article, we will have a review to several services of M-Government that are represented in numerous countries. One of the services features that, we referred to them in the continuance, is being creative. "Creative" sometimes is imagined wrong with "modern". The purpose of innovative products presenting is the processes or new mechanisms which are entered by using of its special advantages in economic cycle (Noori, 1386).

Challenges of M-Government services usages in societies

In addition to M-Government advantages, it has some faults that we deliberate some of them:

Cost: M-Government typically is a still extra channel for electronic government that will cause the additional costs. This situation will have been continued as long as M-Government can become another successor of channels to represent services. Still, with regard to the number of people who will be

probably without mobile tools in expectable future, M-Government will make serious problems for relevant systems with citizens. So, these systems probably cause the cost increasing instead of being successor of costs. At least, some governments have used innovative cost finder strategy like, the arrangements of sharing in costs.

The break of mobile digital: existence of digital break is the most important problem in using of M-Government services in different societies. As it is clear, in one society, all of citizens do not have accessibility to cell phone and most of them use their traditional approaches and do not use modern systems based on M-Government because of its modern and complicated features. So, if government represents service only with this usage of service, some people will not have possibility to use that service. Thus, the most important point to represent M-Government services in each society is creation of proper elimination and correct and normative education of citizens to use this service in society (Omid Malayeri, 1387).

Public mentality: most of people know mobile tool especially cellular telephones, as an entertainment tool. But politics is serious that has difficult choices. A sign that appear from the infrastructure of this tension, is Using of M-Government systems for buffoonery such as factitious messages.

Trust/security: if M-Government wants to include mobile payment system or the other governmental service, should have a good security and trust ability. Still, a break exists in trust ability that should depredate.

Too much of the data: mobile instrument increase world pressures that users are always connect in there. This permanent connection increases the number of messages in circulation and can make a communication storm that sometimes is valuable and sometimes is worthless. (Hariri, Noori, 1386).

Conclusion:

With regard to the represented in this article, we should pay attention that one of the most important challenges of M-Government services development is citizen readiness level. The meaning of citizen readiness is possibility of access and using of information and communication technologies like, internet, cell phones, computers and etc. Although this readiness is high in the developed countries, the status is different in the developing countries. Low readiness citizens can have different reasons including low level of literacy and education, weakness in English language knowing, weak telecommunications infrastructures, low economic incomes of people and government, lack of coherent planning for ICT part and etc. Also to reach to bilateral development,

checking the citizen demands are necessary because the success of a society is impossible without considering the people needs of society, so, we have to attend to these points, not only in theory but also in practice:

_Represented services by M-Government cause the better and quick representation services with less limitation to citizens. The basis of more and better using of this service can be engendered by suitable elimination. Using of wireless technologies is one of the best solutions to represent services to citizens with regard to the low-cost and speed of this technology and growing of its growth in societies. Representation of this service is good by relying on service such as SMS for beginning, but we should attend to this point that citizen expects from the government and providing better services become daily increased. So, we should gait toward the use of newer technology with less limitation and faster speed to represent services well.

_Mobile networks technology is daily in developing and the number of their subscribers is on the rise. As with continuation of this process, active companies of this zone and people profit, governments can use these developments as a way to present better and faster services. In addition to this, people predict and need from governments to present suitable services daily become increased. Up to now, the advanced countries use their wire and wireless communication substructure for this purpose and now follow this process on wireless technologies with more emphasis. For the developing countries that have less attention to this field, wireless technologies make a good chance for development of communication and main part compensation of lags because of needing the cost, less time and more extensive usages ability in compared with wire technologies. It seems that the M-Government concept introduction be a good beginning with services such as SMS. But certainly with the widespread and satiate market, progress toward more advanced technologies like MMS is necessary.

_Evolutions in internet services and technologies have redounded developments in E-Government efforts to provide services for citizens and companies. Development in services and relevant technologies with E-Government is happening with noticeable speed in all of the word. One of the revolutionary developments is using of wireless technologies in governmental activities. The number of people who have accessibility to internet by cell phone Become increased quickly and accessibility of cell phone will be a daily usual part of life and government must register its activities with user requests for easier and better interaction.

_Global village is a step toward growth and implementation of ICT culture, promotion and using

of communication technology, facilitating of its usage and also encouraging artisans, producers, merchants and managements to present in internet and the other purposes, certain that Mack Loohan have assimilated the present time to global village.

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11/18/2012