

Electronic Government and bureaucracy

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Abstract: In achieving the role of Electronic Government for reducing the bureaucracy, this study follows this question to answer, whether the implementation of Electronic Government in reducing the bureaucracy in engineering system organization of Ardabil province is effective or not? This study is descriptive-correlative and the data collection technique is survey-based. The participants were the staffs and members of engineering system Organization about 1900 people where based on Morghan's table 320 subjects were choose randomly and proportionally. The data collecting instruments included the researcher-made questionnaire which its content and face validity studied and confirmed by specialists, also its reliability based descriptive statistics and spearman's coefficient test. The results show that there is a direct and meaningful correlation between cultural, official, financial and on the Cranach Alpha Coefficient estimated %92. The data analysis performed by using the spss software, human establishment in implementation of electronic government with reducing the bureaucracy [Reza Rahbar HadiBigloo, Kheyrollah Sarboland, Bahram Nemati Moghadam, Vahid Amiriyan. **Electronic Government and bureaucracy**. Life Sci J 2013;10(8s): 239-242] (ISSN:1097-8135). <http://www.lifesciencesite.com>. 37

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1. Introduction

The aim of implementation of electronic government in organization is, having the department without paper, in a way that as it increases the efficiency, it can improve the relations among different governmental organizations and also the relations between government and, citizens and companies; and by implementing the electronic government can fulfill all the government's activities by new model (Mohd Khalid, N. and Abdul Karim, 2003, 1). Electronic government means, giving the on-line information and services through the internet or other electronic medias which in contrast with traditional structures which are in hierarchical order, linear and one-way they are unhierarchy, un linear and two-way, 24 hours and seven days of week give on-line services (West, D.M. 2004, 16). Now, the main issue in this study this is that, whether the implementation of electronic government in reducing the bureaucracy in engineering system organization of Ardabil province is effective or not?

Paying attention to the results and findings of researches and Studies show that the role of electronic government in reducing the bureaucracy is undeniable. Electronic government in Iran's administrative system in recent decade has these names to, as administrative automation, smart, standardize,

intranet, electronic mail, website, weblog and Accessing to some of these technologies to some organization's human resources is possible and different training courses with various topics and related sub-branches as information and communication technology for staffs of organization were held, and having and getting the training certificate in some of these branches like ICDL for office workers are necessary. By developing the electronic government services, applying these new and modern technologies for staff and members of technical and engineering affairs are possible too, and today the organization in giving the various and different electronic services invest and compete with each other. So it is considered that there is a need in Performing this current study with this sample.

-Mogadasy, had a research with this title "The obstacles and solutions of forming the electronic government in Iran"; the result of his study showed that the managerial, cultural and social, economical and financial, and technical obstacles were the most effective problems in implementation of electronic government in order (Mogadasy, 2004). Ghahremany's study was this "The study of creation and expanding obstacles of electronic government in Iran", the results showed that structural, behavioral and aspectal problems orderly are the most important

ones(ghahremany,2003).Sarboland studied “ the evolution route of governmental management and the administration of electronic governmental management and the administration of electronic government projects in Iran’s governmental organizations”. It showed that the implementation and administration of electronic government projects in Iran were confronted with these main problems and difficulties seriously: deep- structure of information and communication technology, information security, the use of governmental information and services, inability in applying and or in using the information and communication technologies, financial and budget problems (sarboland,2012,135).By investigating the studies and researches in this field, the results and findings show that there is a meaningful relation between the electronic government dimensions and reducing the bureaucracy. Noticing to the importance and role of electronic government in reducing the organizations bureaucracy, the necessity for more researches in confirming or refusing of previous studies are felt. Therefore, in this current study we want to study the relationship between electronic government(cultural, human administrative and financial implementation) and reducing the bureaucracy in engineering system organization of Ardabil province. Based on this the following hypothesizes are formed.

Main hypothesis

There is a meaninyful correlation between the implementation of electronic government and reducing the bureaucracy in engineering system organization of Ardabil province.

Secondary hypothesizes

- 1- There is a meaningful relationship between cultural establishment in implementation of electronic government and reducing the bureaucracy in engineering system organization of Ardabil province.
- 2- There is a meaningful relationship between human establishment in implementation of electronic government and reducing the bureaucracy in engineering system organization of Ardabil province.
- 3- There is a meaningful relationship between office and financial establishment in implementation of electronic government and reducing the bureaucracy in engineering system organization of Ardabil province.

Materials and methods

Based on the purpose, this research is operational, its method is descriptive-correlative and survey-based. The instruments in gathering the data in this study is a researcher-made questionair,it is used for measuring the electronic government dimensions and reducing bureaucracy elements. The participants were 1900 staffs and members of engineering system organization where because of close-relationship among the staffs and members there is no severe difference among them. Based on Morghan’s table 320 subjects were choosed proportionally and randomaly in technical and engineering branches. The content and face validity of questionair confirmed by specialists, the reliability of questionair calculated by using the internal consistency of Cronbach Alpha coefficient.

Table(1): Cronbach Alpha coefficient and variables

Total of questionair	Cultural establishment	Human establishment	Office and financial establishment	Reducing bureaucracy
%92	%75	%81	%78	%84

The data analysis performed by using the spss software. The assessment of research hypothesizes have done by statistical measurements as Kolmogorov–Smirnov and Spearman.

For data analysis by paying attention to the Kolmogorov and Smirnov measurements results we used the Spearman’s non-parametric assessment where the meaninyful level was smaller than 0.5 which shows the unnormality of data distribution. The results of measurements based on the research hypothesises are in the following table.

The results

Table(2): The research findings based on the results of hypothesizes measurement

Variables		Reducing bureaucracy	Results
Electronic government	Spearman Correlation Coefficient	%726	Confirmed
	Meaningful level	0%000	
Cultural establishment	Spearman Correlation Coefficient	%530	Confirmed

	Meaningful level	0%000	
Human establishment	Spearman Correlation Coefficient	%634	Confirmed
	Meaningful level	0%000	
Office and financial establishment	Spearman Correlation Coefficient	%636	Confirmed
	Meaningful level	0%000	
No		320	

Noticing the table results, the research findings based on the results of hypothesizes measurement are the following:

- 1- Paying attention to the meaningful level of 0.000, there is a meaningful relation ship between electronic government implementation and reducing of bureaucracy in engineering system organization of Ardabil province.
- 2- Paying attention to the meaningful level of 0.000, there is a meaningful relation ship between cultural establishment in implementation of electronic government and reducing of bureaucracy in engineering system organization of Ardabil province.
- 3- Noticing the meaningful level of 0.000, there a meaningful relationship between human establishment in implementation of electronic government and reducing of bureaucracy in engineering system organization of Ardabil province.
- 4- Noticing the meaningful level of 0.000, there is a meaningful relationship between office and financial establishment in implementation of electronic government and reducing of bureaucracy in engineering system organization of Ardabil province.

Discussions and results

The studies show that the relationship between the dimensions of electronic government implementation and reducing the bureaucracy in organizations is reciprocal and correlative. It means that from one point the main problem of the creation, establishment and developing of electronic government is not technology, but the main point is this that whether the society culture is ready to accept the different changes which will be happened or not. Another point is this, without having the skilled human forces who are familiar with methods, literature and computer or other practical skill, getting to the electroic government is disappointed. The next issue is this, for any kind or group of electronic government addressees, there are different services and transactions. Every group of addressee has some characteristics and the way of making relationship with them, follows those characteristics. Since the

technological changes make possible the entering of new and modern managerial system into the government we can gather and send.

The data and information by spending less cost, and use them in different activities. Finally it is a field for competition between public and private sectors in re-thinking to achieve the new and modern methods in designinig and performance, this needs the office and financial establishment in organizations. The electronic government itself is an effective tool and method in reducing the bureaucracy of organizations. Noticing to the results of this current study we can see that they are correlated with research findings of Mogadasy (2004), Gahremany (2003), Sarboland (2012). But it is in different way with the results of Jin's (2004) findings where the bureaucracy has some outcomes that causes the implementation of electronic government defeats. Because of direct relationship between the implementation of electronic government and reducing the bureaucracy the following suggestions come to make better implementation of electronic government in organizations:

- 1- Holding the seminars, fairs,... for famiirizing of staffs and members with modern technologies in electronic services.
- 2- Considering the effects of electronic government on social, biological-environment, training and cultural affairs.
- 3- Having the believe and certainty of members and addressee to the electronic services and the security of electronic processes.
- 4- Creating the necessary system for getting the others feedbacks and using them in planning need analysis, system designing and solving the current problems.
- 5- Training the manayers especially the medium managers based on their abilities and powers in making decisions.
- 6- Paying attention of managers to environmental changes and following it to the information needs charges of users and continuous improvent in this field.
- 7- Having the wide propegande through informing medias for encouragement of members and customers in using the

electronic systems specially internet, and spreading the work culture in surfing the net.

- 8- Quality and quantity development of specialist human forces in electronic government sector.

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