The available obstacles and problems in achievement of Electronic Government in Iran

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Abstract: In third millenium, information technology was considered as a main Continuum of evolution and development in the world and the achievements and results which are Come from it, integrated with the people's life in a way that, unnoticiny to it, will create some main interferences in Society, People's welfare and peace. So the Key role of modern information and Communication technologies in economical, Social and Political fields are unignorable.Parallel to extended evolution of technology and variable information of world, one of the most important arguments in general society of technology and developing of information is electronic government issue.The government which in it, the use of internet by governmental organizations for giving services and information to people, Companies and other government organizations, is as unignorable necessity and therefore all the citizens, trade Companies, other government organizations and government office-workers be able to access to information and government services by a web-site in internet, without any time and place limitation. In current article the basis of electronic government and the importance of its creation in information and communication technologies era, will be studied, for this at first we will state the different interpretations of electronic government,its history, and then we discuss about the different point of view of electronic government phenomenon, and following it we will mention the usable symbols in electronic government, united nations report about the electronic government establishing, advantages of electronic governments, necessities of accomplishing the electronic government, and Pinally the problems and obstacles that can be seen in Iran in achieving the electronic government, and also the solutions that are advised in this field..
[Reza Rahbar HadiBigloo, Vali Haghi, Mehdi PourHosseingholi-e Hir, Bahram Nemati Moghadam. **The available obstacles and problems in achievement of Electronic Government in Iran**. Life Sci J 2013;10(8s):243-248] (ISSN:1097-8135). http://www.lifesciencesite.com. 38

1. Introduction

One of the concepts that is studied much more in recent decades and in the developed societies is electronic government concept where some times it is performed successfully. Electronic government, is a digitalized government without any wall and building, and involves an artificial organization that gives its governmental services on-line, it causes much participation in different social-poliical activities. When web technology was used in most of private sectors, the government was back in this field (Jalali Farahani,2001). So the government notice this point that, having any services to citizen electronically is very simple. Paying attention to this that, information technology was considered as a main continuum of evolution and development in the world by authorities and the achievements and results of it, integrated with the people's life in a way that, unnoticing to it, will cause some main interferences in society, people's welfare and peace, so the governments at least for their preservation have to show the interest to electronic government projects.

For this, in current article, we want to study the problems, difficulties and obstacles of establishing the electronic government project in Iran by giving some solutions (Haffman,1995).

The history of electronic government
The process of creating the electronic government was in a way that, in second half of 1990s, private sector of America took the responsibility for electronic services. Having the web technology, motirated some trade-actions in companies, and so some good and measurable results obtained. More important was the increase in efectiveness of staffs where much more efficiency happened.For example, in 1999 there was a Five percent promotion in work-efficiency average of every people per hour. So, by using this technology the seeds of efficiency spreaded and web technology caused some main changes in occupation, workers and information. When web technology was in most of the private sectors, the government was back in this field. So the government noticed that giving any services to citizens

electronically is simple. Vinton Cerf as one of the famous internet pioneers, gave this suggestion to the government leaders that "Please, use the information technology. Let your services be accessible. Also, don't fear of web-technology, but always have plans for it". Golden City considered this strategic need and in July 2001, gathered a strategic planning for electronic government. By the way, the operation of electronic government feasibility causes better government services for citizens, and prepare the possibility of equal use and access for all the citizens, effective interact with involved people, and enriching the citizens where in general causes the creation of effective governmental management (Ahmady and colleagues,2003). Therefore, electronic government, is a method for government in using the modern information technology that gives necessary facilities for people in suitable access to government information and services, improving their quality, and giving much opportunities for their participation in processes and symplos, it is a set of all the electronic communications among the government, companies and citizens (Jalali,2005).

Electronic government definitions
There are many definitions about electronic government, some of them are as following:

- Electronic government is a method for government in using the modern technology which prepares the necessary facilities in suitable access to government information and services with high quality. It gives much opportunity for the participation of people in democratic processes (Faegh,2002).
- Electronic government is a method for government in using the modern technology which prepares the necessary facilities in suitable access to government information and services, improving the quality of services and giving the extended opportunities for participation in processes (Hick,2002).
- Electronic government means, giving the on-line government information and services through internet or other electronic medias where the internet-based system of giving any information and services unlike the traditional structures which were in hierarchical order, on-line and one-way, they are un hierarchical, not on- line and two- way, which service on- line 24 hours in a day and seven days in a week (west,2004).
- Electronic government means using the internet in giving the public services and improving the people-based processes (Bertsinder,2003).

Different points of view of electronic government
phenomenon Electronic government is a phenomenon that can't be introduced simply just by one perspective. Different people, with different point of view look at this phenomenon, and in fact there are various perspectives about it: in study of these perspectives, we consider one governmental organization which in it, there are some staffs, some computerized practical systems, information about the computer system of this domain, some non-computerized and handy systems, information about the domain of these systems (like papers, documents and …).and also the services which are in this organization. There are addressees out of this organization that use the services of organization and interact with it. Now, we study the different point of view.

1. First point of view: one site for replying and services for people: This view is the simplest views which are stated or are usual in this view addressers for making any electronic communication with an organization, need a system, that is the electronic government site system. Based on this view, the system and site of electronic government, is a place for response and giving services to people which is related with some practical and computerized systems inside of that organization and gives the needed information and services to addressers; by using this, makes the interaction between addressers and practical systems. In other words, in this view, there are some independent systems, in a way that, all of them not related to each other necessarily, and here another seperated system formed as a site, to give some available services in the organization.

2. Second view : organizing all the computerized systems and given services and information in it : In this view the electronic government system is not only an external site, but also is as whole practical systems of computer, information and services that are related to these systems, in a way the available systems in organization should be as a whole and can establish the necessary communication with each other, by this they can give the required information and services users.

3.Third point of view : organizing all the activities and services of the organization by information technology-government-government based on ICT : In this view, when we speak about the electronic government phenomenon, it means an electronic government with its whole meaning, i.e. the government which is based on the electronic and information technology. In other words, all the dimensions and angles of the governmental organization and the entire of given services and activities by this organ, is organized within the electronic government and information technology. It

is not necessary that all the things and actions should be done electronically or all the non-computer systems should be omitted, however some things can be done by hand, but the purpose is this that, the whole organ, whether electronic or non-electronic, should be considered as whole-system, to be able to establish a government, based on the information technology.

4. Forth view: organizing all the activities, services and interactions of the organ and addressers by information technology-the government based on the ICT in a society based on the ICT: According to this view, addressers can't be separated from electronic government phenomenon. It means that, the electronic government phenomenon can be formed in a time that, not only computerized and non-computerized systems and the available information and services in this domain should be covered, but also the addressers should be noticed too, and in fact there should be considered a place for addressers within the electronic government system, and the activities services and interaction of the organ with addressers must be organized by information technology. So, The addressers in this society, to be considered as an information society (Vintesent,1992).

Symbols used in electronic government
The symbols of electronic government indicates that the electronic government can relate what departments and what people to each other:

1. Governmental institiute to citezens (G to C): the activities of this section facilitate the citizens relationship with government and the citizens can access to the public information through websites and information stations. G to C causes the organizations be un concentrated and it reduces the reference of people to government organizations where people can do much of their daily work by special information stations.

2. Government to Government relation (G to G): it means sharing the data, information and electronic interactions among the differents government sections. These interactions can be inside of the organization and or out of the organization (inter-organization) and also in the local, state, national and international levels. Exchanging the information among the different sections of government causes this that the different sections support each other in giving any services. Many of outhorities believe that, establishing the relationship between government with government is the main basis of electronic government, because establishing the electronic government is impossible without the cooperation among the different government levels.

3. Government to Business relation (G to B): Electronic government in giving the electronic services and information to traders and businessmen in G to B term, performs all the designing activities and also in using the electronic functional trends, so by their contribution all the traders transactions with government sector can be done electronically and with the least cost and time but the most efficiency. Also the government information about the businessmen and their trade affairs can be prepared to them through web-sites.

4. Government to Eployees (G to E): this term tries to improve the way of relationship between government and employees of different government organizations. Government employees should do their job by spending the least time and cost. For example, they should be able to request loan, dismiss or retired salary electronically, and or even do their office tasks in home. This section in comparison with three other electronic government sections which were mentioned before, has less extension and is less important. Sometimes it is considered as a part of G to G: because the employees are as a part of government system (Hemati and sayed Nagavi,2009).

United Nations organization report about establishing the electronic government
United Nations organization in evaluation of the countries development in establishment of electronic government, recognized five stages:

1. Appear stage (advent): through this stage, some simple and independent sites create by government where they are fed with some limited and basic information.

2. Promotion stage (development): in this stage, the number of government sites will be increased. The information is rich and dynamic, and the changes in sites are performed with high speed.

3.Interaction stage: users apply the electronic forms and contact with government authorities through the internet, the users arrange their requests and meeting on-line.

4. Transaction stage (Exchange): Users can pay the services cost or perform the financial exchanges through the internet safely.

5. Compound stage: all the government activities will be performed systematically on the internet (Moghadasy, 2002).

The characteristics of electronic government
The aim of electronic government is giving better services, with less cost and much efficiency: but defining the clear standards for the other features is impossible, because every government can plan its electronic government system based on its society

needs, in fact, electronic government is smart government:

E-government = SMART Government

S (Small): electronic government shouldn't be extended unlimited; so that it can avoide the waste of human forces and capitals. Therefore it is better that large government divide into local governments.

M (Moral): electronic government should be moral and preserve the private information of its citizens.

A (Auditable): electronic government should be responsible for all the its social, economical and political activities; it means that the citizens should be informed necessarily about the developed trends of these activities.

R (Responsible): electronic government should be responsible for happening any problems in its activities to people.

T (Transparent): electronic government should have clear position in relation to citizen's affairs (Mahmodi Manesh and Manojehry, 2006).

Table (1): Evolution stages of electronic government

The quantity and quality levels of given services	Stage4: different government organizations related to each other by wide web.
	Stage3: sites that give the accessibility of personal information to its customers.
	Stage2: Site with much capability and interactive environment.
	Stage1: Simple organization sites for informing and introducing the given services.
	The applied level of information and communication level in electronic government.

Advantages of electronic government

In general, some most important advantages of electronic government which affect the section and over-domains in one development plan are:

1. Decision-making based on the information: %90 of a decision is based on the information which %10 is, depended on person's conceptual skills. In process of traditional policy, electronic government always devoted itself accurate and on-line information which much time and cost, while in electronic government, always the certain and on-line information is given to authorities and decision-makers and much of the information which is prepared through some months, is accessible in afew minitues.

2. Promotion of economical efficiency: the main advantage of establishing electronic government, is the promotion of its efficiency and its effect on economy efficiency. Governments can reduce their

costs by giving the required information of companies in government tenders. Form another point, by reducing the number of human forces and so the costs, can help the government to be small. The costs of informing based on the paper and also creation of paper archieving which are the main parts of government spending can be decreased. Austalia government by applying these points, could decrease the cost of issue of license from 7 dollor to 2 dollar. Microsoft, the lagest computer company in the world, by omitting the paper in its communication, could save 10 million dollors only in human source services section and by omitting Papered - Pinancial reports saved about 150 million dollor in 2000 year.

3. Acceleration in performing the affairs: the acceleration in information and giving services, is another advantage of electronic government. Government organs have special and clear work-hours and by considering the formal holidays, we can feel the importance of 24 hours services of electronic government and its accessibility in all days of a year. The existence of this-continuum can promote the relationship between government and citizens and stablishes the certainty amony people and causes the increasing of responsibility level in government.

4. The Positive environment effects: electronic government at least from two way can preserve the environment. First by changing the papers, Files, documents, books, guidebook, newspapers and … to electronic version and second by changing to electronic type, spending of paper will be reduced and so the destruction of jungles and natural sources decreases.

5. Job-opportunity: for establishing the electronic government like, telecommunication and technological deep-structures. Since the government should extend the information technology, we will see the improvement of information and the possibility of job opportunity for specialists and countries can have share in electronic trade exchanges (Jalali,2005).

Main results of electronic government

As the information society has some unwanted results whether in desirable or undesirable forms, also the electronic government has some unwanted results. May be we confront with some new types of problems which we shouldn't ignore them. They are:

1-issue of applying of some government services by some society levels. 2-Having the digital gap in society levels: when all the services in cover of electronic government are given extendedly many of society levels in applying some of government services face with problems. This factor, cause the digital gap among the society levels. The gap which is among the different levels of society and also

among the different countries. 3-The appearance of new types of office and political corruptions and artificial deep structures: as the stated points in optimal functions of electronic government can show and promote the clarity and reduce the corruption in government, but new types of corruptions in deep artificial structure whether in office domain or political domain can be formed. 4-The depending of government activities on instruments and wares, and disturbance in government activities if there will be disturbance in wares: sometimes this issue can cause the crisis. 5-Appearing of new types of crisis. 6-Appearing of new kinds of security issues. 7-Quick changes and evolution in environment and structures: this causes the acceleration of sources, that is before using the sources which are established based on the specific environment we can achieve the optimal efficiency. If the environment changed we have to spend other sources to adapt ourselves with that. This issue, accelerate the sources. 8-changing the type of power and sovereignty: the type of power and sovereignty, take new form and therefore, we should notice very much to it. 9-changing of the type of boundaries (from mere territory to new types). 10-New cultural issues (Shams,2006).

The successful conditions of accomplishing the electronic government strategy

 1-electronic leading. 2-Preparation of technological deep-structure. 3-Preparation of organic deep-structure. 4-Availibility of knowledgeable and ready human capital in field of ICT. 5-Availibility of law deep-structure (Sadoghi, 2003).

electronic government solutions for promoting the service levels

Electronic government should attempt for promotion of service levels in every stated dimensions. For this in all the activities that are performed in this field, the following solutions should be considered: 1- Making simple the way of giving services to customers and easiness of accessibility to them. 2-Improving the effectiveness and efficiency of government by omitting the management levels and layers. 3-Making easy of customers accessibility to information by substitution of customer with office bureaucracy. 4-Improving the condition of responding to customers and guarantee it, in relation to their needs. 5-Making simple the business process of institutions, reducing the costs by unite and omitting of unnecessary systems. 6-Creatin the result-base insight in government. 7-Promoting the level of creativity through applying the private sector trend in government affairs (Vintesent,1992).

The obstacles of establishing the electronic government and its struggles in Iran

In establishment of electronic government there are some obstacles which here we mention some of them briefly: 1-unfeeling needs to the availability of electronic government. 2-un supporting of high organizations' managers. 3-in ability in making lines between secret and un secret information. 5-un availibility or shortage of information technology specialists in some countries. 6-related problems with the how preservation of individuals' information. 7-How of analysing and reengineering of government services for using electronic government. 8-how of accessibility of all the users to electronic government. 9-the way of giving all the needed information to customers. 10-The issue of confronting with people who are not much familiar with computer (Jalali Farahani,2001).

Problems that can be seen in electronic government in Iran

After gathering all the data and information, the following problems are seen in electronic government in Iran:1-There is no certain and formal lists of internet sites to show the number of governments' sites. 2-The designing of some web sites are very week where even they haven't their organizations HOME PAGE. 3-According to the number of visitors point, the number of visitors from government sites are very low. 4-Most of the government sites haven't any relations with their dependent organizations. 5-The highest level of government's relation with customer is number two in table, there is no relationship of government in organizations and ministries with trade institutions and their staffs. 6-The available sites, don't follow any specific standard and their users have to download different Farsi fonts to be able to use these sites.

Results of the research

Paying attention to the current research, the weak reasons of electronic government are the following:1-The attitude and unavialibility of knowledge among the authorities. 2-Unavialibility of general national plan for the future of information technology. 3-Unavialibility of a responsible organization for planning and performing the electronic government. 4-The weakness of regularities and trends. 5-Unexistence of suitable deep-structure. 6-Unavialibility of necessary power for absorbing the developed technologies. 7-Unavialibility of flexibility in performing digital government projects.

Results

For passing from traditional government management in digital era, one of the main instruments is, applying the new model of government management, i.e. modern information technology, This study showed that using the electronic government projects in government management system of Iran are confronted with some serious issues and problems as: the deep-structure of information and communication technology, certainty and security of information, applying and using of government information and services, inability in applying the information and communication technologies, financial and budget problems. And also the establishment of electronic government in Iran depended on two main issues deep structure and culturalization or in other words with the issue that called 'electronic citizen'. Electronic government needs to the information community of Iran and also the accurate management model. At the end of this study, the following suggestion are given for future studies:

- Attempt to promote the thought and culture of using the information and communication technology by government/ government and prirate companies.
- Using the foreigner specialists and their knowledge in establishing and accomplishment of electronic government.
- The development of knowledge, human, technical and strategic skill of employees as a strategic priority for developing the information and communication technology.
- Preparation of government organizations in giving the services electronically.

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4/2/2013