
Designing and Implementation Iraqi E-Government Front Office Online System

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Electronic Government (e-Government) is a simple-identified phenomenon in globally. E-Government (front office) is the application of information technology through average person field companies to obtain to its people in the current and effective technique (Al-Taie, M. Z. and S. Kadry). In 2003, Iraq began the establishment of electronic government with the help of the Italian government as the Italian government provide the equipment and techniques to establish ICT in Iraq as well as the training of personnel to use these equipments (Sharief, Graul, & Ian, 2007). Although Iraq has shown a considerable increase in Internet connections from 12,500 in the year 2000 to 2,750,000 in the year 2008, still it constitutes only 10% of the Iraq population had access to the Internet. Moreover, among those who had internet access, usage intensity is low which is quite poor compared to the global average (Al-Hammadany [3], Heshmati [3], 2011). The use of e-Government has revealed advantages for the government in the supply of more efficient and effective information and services to the people of Iraq (Nassir Al-Khafaji, Dr. Abdul Jaleel Kehinde, Prof. Dr. Wan Rozaini, 2012). According (UN, United Nations E-Government Survey 2012 (Iraq is currently, The percentage of stages of implementation is a rate of 25% where the execution rate in four stages,

respectively (75% and 33%, 6%, 26%). We notice there are weaknesses in the establishment of e-government applications that provide online service in Iraq.

The purpose of this study is to discover what the challenges facing e-government – front office online services in Iraq and explain the workings of the front office as well as engage the Iraqi people to use e-government. And increase their confidence of electronic transactions furthermore, how construction front office available and efficient and easy for different users and increase the confidence Iraqi's users to use of the e-government online services through the portal. Designing applications for smart phones, such as the application of the diagnosis of kidney disease and to identify the symptoms and what initial treatment.

Keywords: ICT, E-Government, Front Office, Online Services

Introduction

E-government is becoming one of the essential foundations of recent modern society. It represents an important part in social, economic, social, and political development of the country. "Information and Communication Technology (ICT)" has totally changed the way we live, feel, and perform. It assists to in knowing the sight of fine government. Noticed the governments in developing nations attempt to supply solutions to citizens from the elements of information technology and communications. Thus, ICT has brought several improvements to the government services, for example vote on-line renewing a driver's license, elector registration, as well as others (Al-Khafaji, Shittuline, 2012).

"E-government" reveals to use of "Information Communication Technology (ICT)" in phrase of supply best interaction between the government and it is personnel, people, organization, non-income organizations as well as other companies through development gain access to and supply of government information and products and services (Durickovic and Kovacevic 2011).

Front Office is definitely an interactive join with the people to gain access to the services as well as obtain the necessary information through the government. It needs to supply easy to use environment for the people

and represent a link between government and people. The research of front office in a nation consists of the two sides, for example online service and citizen engagement (National IT Industry Promotion Agency, Philippines, 2012).

Front-office implement in two stages: (Kyrgyzstan, 2008)

1) Online services

Information

Interactive Information

Transactions

Data Sharing

2) Citizen engagement

According to Wimmer (2003), the success and evaluation of any "e-government" depends on the ability and the confidence of citizens in the use of available services as well as on e-transactions, such as e-commerce and the citizen's confidence in the integrity personal data inside an open and responsible government.

Background

With the help of the United Nations In June 2004 - it appealed to the international community to help the new Iraqi government in order to create the foundations of e-government, therefore Iraqi government signed with the Italian government memorandum of understanding to develop this sector, by the Iraqi Ministry of Science and Technology and Italian Ministry of Innovation and Technology, therefore provided financial and technical support for the establishment of an internal network to connect Iraqi ministries with each other. The Government internet project presents the initial step for the creation of a powerful E-government System, able to support the reconstruction the infrastructure of the Country (Matloob, 2008).

Online service and citizen engagement would be the two primary variables to evaluate their state of the artwork of the front office in the nation. The standard and maturity of online service will depend upon the characteristics of government's particular person internet sites.

The Iraq is in level 2 according to UN. The citizen engagement in the policy as well as making decisions procedure is essential in e-Government system. The citizen could make by themselves engaged via

government website. The present government website needs to be improved with increased active characteristics. ("United Nations E-Government Survey 2012").

The limitations that reduce the citizens of developing world often arise from traditional socioeconomic and social environments. Some people believe that problems of access to technologies and information may sustain so long as you can find disparities in the statistical distribution of socioeconomic sources, along with disparities in telecommunications infrastructures, computer literacy, social expectations, leisure and community support (Muhammad Zubair Khan, Amanullah Khan Miankhel2, Allah Nawaz3,2012).

Problem statement

The aim of this research is to focus on Iraq e-Government front office system. Although Iraq has shown a considerable increase in Internet connections from 12,500 in the year 2000 to 2,750,000 in the year 2008, still it constitutes only 10% of the Iraq population had access to the Internet. Moreover, among those who had internet access, usage intensity is low which is quite poor compared to the global average (Al-Hammadany [3], Heshmati [3],2011). Developing ICT solutions like e-government applications that address accessibility issues related to basic and digital user is a key to grow use in ICT, adoption and appropriation amongst the masses in developing countries (Kettani and El Mahdi, 2009). The e- government front office part is consists of online service delivery to citizens and businesses, through the web or other electronic digital way (Nag Yeon Lee, 2010). That any evaluation of electronic government needs to look at the number of users of electronic government online services (Anni Dugdale, Anne Daly, Franco Papandrea and Maria Maley, 2005). The use of e-Government has revealed advantages for the government in the supply of more efficient and effective information and services to the people of Iraq (Nassir Al-Khafaji, Dr. Abdul Jaleel Kehinde, Prof. Dr. Wan Rozaini, 2012). According ("UN, United Nations E-Government Survey 2012") Iraq is currently, Implementation rate is 25% from e-government online services where the execution rate in four stages, respectively (75% and 33%, 6% 26%). We notice there is weakness in the establishment of e-government applications that provide online service in Iraq.

Therefore the main aim of this study is to determine the elements that effect on the design, e-government front office (on line services) in Iraq and identify the challenges to provide the information and services in order to design e-government front office online services will enable better for citizen accessible users and increase the confidence Iraqi's users to use of the e-government through portal, Designing applications for smart phones, such as the application of the diagnosis of kidney disease and to identify the symptoms and what initial treatment

Research Question

What the elements effect on online services e-government front office in Iraq?

How to design and implement online front office systems?

Research scope

In this study will be to collect data from different segments of Iraqi society whether they are provisional to use computer or begging to use it. In addition to the people responsible for the implementation of e-government in the ministries of Science and Technology and the Ministry of Communications in order to reach accurate results and effective in identifying obstacles implementation front office system in e-government in Iraq.

Research objectives

Designed e-government systems to improve the services provided to citizens and stakeholders and that the purpose of this research design and implement office front for effectively and create pages of electronic easy to use for various commentators Iraqi society, thus, an increasing number of users of services electronic government of Iraq and help accomplish the electronic government quickly and get rid of the problems facing Iraqi society at the forefront of corruption and improve the economic situation of the individual by encouraging citizens to use the Internet in electronic trading and head to the direction of electronic commerce and will contribute to the evolving society and improve e-transactions. Designing

applications for smart phones, such as the application of the diagnosis of disease and to identify the symptoms and what initial treatment.

Literature Review

E-government

The phrase electronic government (e-government) can be used to explain the? Using information technology to assist government procedures, enhance people, and supply government services. The supply of the web for public application provided increase for the use of the phrase e-government that relates to using ICT to offer the dealing with of information and delivery of services to the people and the business enterprise via on the internet. Certainly, the Internet is easily the most persistent technological development that can be leveraged by every establishment. Iraq's government and its people are the same. (Marini binti Othman [9] and Ammuthavali Ramasamy [9], 2013). With the many beneficial effects of ICT in business, it's difficult to assume a modern stage business working without use of ICT. ICT spreads throughout every factor of 21 century companies. In e-government front office, computer systems are used to make services and share information within and through e-government front office remains at enhanced comfort of these homes and personal locations, communicate with the front office staff by way of telephony or the Internet to make and confirm nerviest and debit card payments have become an integral part of front office procedure today with suitable "software and hardware". Citizen e-payment for their services, which saves time and reduces queuing at the front offices. (Ansah, Albert Kwansah, Victoria S. Blankson, and Millicent Kontoh, 2012)

ICT in Iraq

The "U.S. Agency for International Development (USAID)" released Issued agreement on the reconstruction of Iraq in the Jordanian capital Amman. The Communications and Information Technology in Iraq linked to the relationship between the public sector and the private sector in an effort to improve and enhance communication and increase the technology used in Iraq and contributed to global companies , the Iraqi government, businesses

and stimulate further cooperation and assistance in the implementation and promotion of technical The Iraq ICT Connections is a general public-private sector relationship attempting to enhance information and communications technology increase in Iraq.

Representatives from BearingPoint, "Cisco Systems, Computer Associates, Intel, HP, Microsoft, Motorola, and Oracle" accompanied the achieving in Amman along with over twenty Iraqi government officials and business people, in addition to several experts from the "U.S. Government and the United Nations".

This Connection motivates the development of new, and growth of present improvement projects in the ICT field with a specific focus on teaching applications focusing on Iraqi ladies and youth. Several of those activities recommended at the launch consist of: increased programs in universities for computer programmers; low-cost Access to the internet for schools and local community centers; software and practicing for a government procurement system; and an internet job database in Arabic.

The projects being applied by the Iraq ICT Connections will help enhance schools, create jobs, and improve productivity, and we thank our business companions and additional contributor for working with USAID. (USAID/IRAQ LAUNCHES THE IRAQ ICT ALLIANCE)

Front Office in UK

The UK E-Government level Modelling Levels in the advance of e-government front office of the United Kingdom, referring to Figure 1 displays the improvement in the steps of supplying electronic services. There are several of the problems faced by the implementation, for example motivating people and stakeholders on using services supplied by the web sites of the government's electronic positioned first stage implementation of an easy site to supply basic information around the different organizations. The second stage is a posting email. The third level is the involved electronic posting Accessibility to efficient search methods at this stage allows people to recognize its deal with and publish code as a way to access only local information which may be selected from organizations' database. The fourth level of the people should be able to finish online dealings including the payment of service fees and taxes The final stage would be the citizen is able to reach them information and share them with the numerous organizations

through the internet. (Shareef M. Shareef, Hamid Jahankhani, Mohammad Dastbaz, 2012)

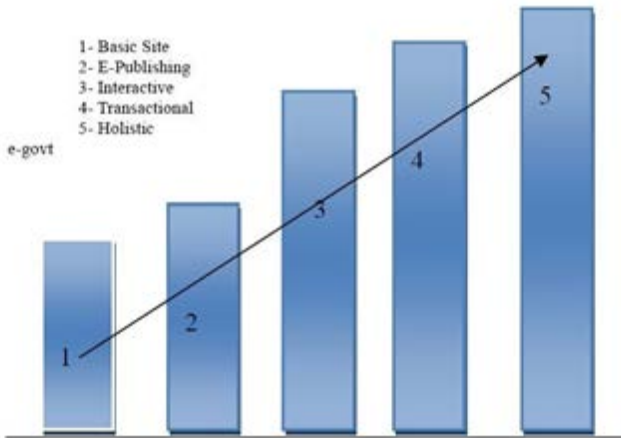


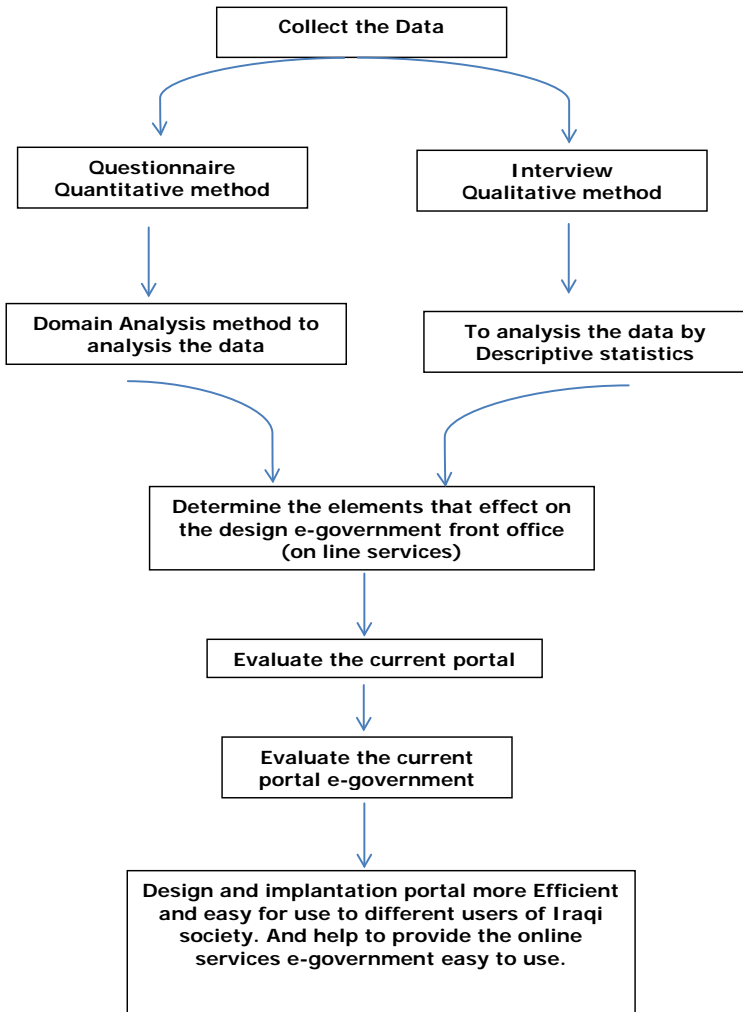
Figure 1. The UK's sketch of E-government stage model

Research Methodology

In this study, the data will be collect the data through the interview and the questionnaire (Quantitative method and Qualitative method) that will be collected at the beginning to make interview with staff responsible for the implementation of e-government in the ministries of Science and Technology and the Ministry of Communications and will analysis this information by use Domain Analysis - Focus on cultural context, describe social situation and cultural patterns within it, semantic relationships. In addition collect data by questionnaire from different segments of Iraqi society whether they are provisional to use computer or begging to use it. After that analyzing the information that collect by questionnaire through use the Inferential statistics to measure the rate of the elements and evaluated portal of e- government in Iraq after that we will design portal more Efficient and easy for use to different users of Iraqi society.

Research Design

In this diagram below will explain the workings of research from the beginning of data collection to identify the determine the elements that effect on the design e-government front office (on line services) and then Portal design more effective and easy to use for different users.



Research Contribution

In this study, after the collection of information, analysis and design portal of e-government will contribute to discover what the challenges facing e-government – front office in Iraq and explain the workings of the front office as well as engage the Iraqi people to use e-government And increase their confidence of electronic transactions furthermore how construction front office available and efficient and easy for different users. And will help to overcome all the problems facing the implementation of e-government front office system especially provide the services online and improve E-Commerce thus leads to improving the economy in Iraq. Lastly, the study can be viewed as special as it significantly evaluates the trend of use/non-use the portal of e-government in Iraq and supplies enormous range of future studies on the effect of behavior improvements and changes in the lifestyle of Iraqi people on use/non-use the online services. This study additionally proves to be essential in the growth and development of future government plan for motivating online services use and investment in national infrastructure.

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