CZECH UNIVERSITY OF LIFE SCIENCES, PRAGUE

Department of Information Technology
Faculty of Economics & Management

DIPLOMA THESIS ASSIGNMENT

Thesis title
E-government challenges and opportunities in Cambodia

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SUMMARY

E-government provides better service to citizens to conduct their affairs with government and to simply retrieve important information they need and businesses to reduce the cost to the Commonwealth, and can make the Commonwealth a more attractive place to live. E-Government can both increase efficiency and increase the status and relevance of the government in the businesses and eyes of the citizens. Benefits of E-Government include citizens and businesses.

The thesis was done to explore the challenges and opportunities of E-government in Cambodia with a major targets on the students of IT department in the universities, IT companies, and public ministries. The ESPOT analysis would be used to understudy the ongoing barriers in Cambodia as some of these factors (barriers) might likely have either a direct or indirect impact(s) on the success or failure of the E-Government in Cambodia.

The paper begins by introducing the general geography of Cambodia, the use of information technology as E-government in Cambodia to study on its challenges and opportunities. Then analyzing them to find reasonable solutions in order to suggest the Cambodian government. Finally, this paper ends with the conclusion and suggestion for the E-government in better solutions.

SOUHRN

E-government poskytuje lepší služby občanům k řešení jejich potřeb se státem, dále umožňuje občanům získat důležité informace, firmám ušetřit náklady a učinit společenství více atraktivním místem k životu. E-Government má schopnost zvýšit účinnost a zvýšit status a relevanci státu z pohledu občanů a firem. Přínosy e-governmentu se dotýkají občanů, firem a vlády.

Diplomová práce prozkoumává výzvy a příležitosti e-governmentu v Kambodži s hlavním zaměřením na IT oddělení univerzit, počítačových společností, veřejných orgánů a ministerstev. Byla využita analýza ESPOT ke studiu bariér v Kambodži, které mohou mít přímý nebo nepřímý vliv na úspěch nebo neúspěch implementace e-governmentu v Kambodži.

Práce nejprve představuje základní popis Kambodži, úroveň využití informačních technologií a e-governmentu jako vstup pro studium výzev a příležitostí. Další částí je analýza možností řešení pro kambodžskou vládu za účelem technického zlepšení systému v praxi. Práce je zakončena závěry a návrhy lepšího řešení e-governmentu.

KLÍČOVÁ SLOVA

E-government, řízení informačních technologií, počítačové sítě, infrastruktura, ICT, ESPOT analýza.

OBJECTIVES

The main objectives of the thesis were focused on the opportunities and challenges of E-government in Cambodia as following:

First, is to analyze the usage of electronic online service recently in Cambodia,

Secondly, is to analyze current state of e-government in Cambodia and

Thirdly, is to analyze barriers and opportunities in Cambodia from the point of citizens and public officials.

METHODOLOGY

The thesis would be conducted using relevant secondary data from reliable sources as well as primary data. Relevant information was elicited from 40 respondents, 5 professional IT teachers as well as some key stakeholders using a semi-structured questionnaire.

The ESPOT analysis would be based on qualitative data as well as author's own interactions with Cambodian. The results of the findings on the adoption challenges, barrier and opportunities of E-government in Cambodia basing on the both author's own data as well as secondary data from reliable sources.

The conclusion is drawn based on the theoretical knowledge of author's own work and the result from sample survey as well as drawing inspiration from the works of other authors who have equally contributed immensely to related research works.

PRACTICAL PART

The analysis is based partly on literature review and partly on information provided from interviews. The interviewees are denoted in further text with acronyms I1, I2, etc. The complete list of interviewed persons is presented in the Appendix D."

The ESPOT analysis which is an acronym for Education, Social, Political, Organizational and Technological factors, is a strategic tool that is useful in analyzing the E-Government. The ESPOT analysis would be used to understudy the ongoing barriers in Cambodia as some of these factors (barriers) might likely have either a direct or indirect impact(s) on the success or failure of the E-Government in Cambodia. Figure 19 shows a framework of ESPOT Analysis of the E-Government in Cambodia.

CONCLUSION

The author is going to summary the outcome of the survey comparing with the theory through descriptive way. It shows that it is not much different because the study is realities and actual. The author would like to give the solution and make the suggestion in order to reduce and reach for eliminating the challenges and barriers for E-government as following:

To increase the IT understanding and improvement for citizens, government should create the IT training courses at public and private school. To avoid the political problem, the government officials should be neutral among any parties and adhere justice not bias, providing the ICT training for all citizens who are willingness to learn, open the budget package from abroad to deploy , develop and build the poles of internet connection. Therefore, the gap of infrastructure will become smaller and smaller, punishing strictly the legal offenders who commits corruption, cybercrime, structuring the organizational system. If comparing with the neighboring countries like Thailand, Vietnam and Laos, Cambodia has no much challenges or barriers. Furthermore, Cambodia has a lot of available places for developing especially IT business field.

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