

Document for registration DIPLOMA STUDENT'S THESIS

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TOPIC IN CZECH:

Posouzení a hodnocení E-government systémy v Republice Kosovo

THESIS TITLE IN ENGLISH:

The assessment and evaluation of E-government systems in Republic of Kosovo

SUPERVISOR:

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RESEARCH PLAN:

Research Objectives

To execute the research successfully the following objectives will be met:

- I. To analyze strategies, frameworks and other related documents of E-government systems in general and its implementation in Republic of Kosovo.
- II. To analyze and understand the current situation of E-government systems of Kosovo
- III. To compare some of the Kosovo governmental electronic services and user experience with other benchmark Governmental Electronic Services.
- IV. Provide recommendations for the direction which Kosovo e-government should take to offer its citizens a comprehensive and reliable electronic services.

Research Question

Based on the Research objective the Main question of the research is as following:

Does Republic of Kosovo have proper Electronic Government?

For a more thorough answer the following sub questions will be tend to answer:

- 1.How E-Government is designed and implemented in Kosovo?
- 2.How effective E-government is in Kosovo?

The sub-questions are formulated to answer the main question in two smaller parts. This will give a more comprehensive answer to the main question and also will allow the research to be very practical.

The first research sub-question tends to investigate what is done until know in terms of Infrastructure, Technology and Electronic Services in the Republic of Kosovo. Answering this sub-question will result in a thorough Situation Analysis of the current state of E-government of Kosovo.

The second sub-question looks into the process and experience of citizens in Kosovo with E-government and if they were been able to communicate or interact with any Governmental Institution through any electronics service. Here the e-government will be evaluated as a product and the quality of its usage. This will be done through a short survey online and it will allow to compare the results with similar studies in EU27+.

List of recommended literature:

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