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

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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:


