CZECH UNIVERSITY OF LIFE SCIENCES PRAGUE

Faculty of Economics and Management
System Engineering and Informatics

Diploma Thesis Abstract

Dimensions of e-Government in Iran

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Summary

In 21 century the e-Government and its services has changed people's life in many different levels. E-Government made it possible for the people to come up with their daily needs in the fields of education, finance, health, etc. As the time goes on people have started to get more and more dependent on e-Government services as a main toll for easing their daily life. Therefor the e-Government has become significantly important subject of study in different parts of the world. However in some countries including Iran there are some obstacles that prevent people from accessing e-Government services properly.

Keywords

E-Government, Iran e-Government, e-Government obstacles, e-government implementation, e-Services, e-Business, e-Administration, ICT in Iran, Internet infrastructure.

Objective and methodology

This thesis investigates e-Government in Iran. The main purpose is to analyze the process and obstacles of e-Government services in Iran.

Partial goals are:

- To make a current literature review and comparative study on e-Government in Iran.
- To explain how e-Government in Iran is built, and implemented in order to develop efficiency in the government performances, services, and actions with government agencies and citizens.
- To recognize barriers of implementing, and improving e-Government in Iran.

To achieve thesis objectives, the main method was based on the Linear Multiple

Regression Model using SPSS from IBM as a statistical tool. There were 113 respondents who participated in the survey. Then the survey data were analyzed using the Descriptive Statistic Method and the Linear Multiple Regression Model method to verify whether the proposal hypothesis is true or false. In business statistics, there is a significant relationship between two or more variables. The dependent variable was chosen as the time that citizens use e-Government services in 12 months while obstacles were put as independent variables.

In order to reach reliable data, literature review will be used through scientific articles, conference papers, journals, few books, and other sources available on the Internet through search engines such as Google Scholar. The analytical study will utilize methods of analysis, questionnaire survey and statistical analysis of data. Based on the theoretical knowledge and results of the study conclusion will be formulated. In order to achieve more accurate information banks, schools, and hospitals were studied to find out the real conditions and situations of using e-Government services by citizens and organizations in those places.

Linear regression of collected data

Using the SPSS program of IBM, data collected from the questionnaire survey has been successfully imported and processed.

The table below is the Coefficient table with the dependent variable is the time of using e-Government services in 12 months of respondents and independent variables are weak IT infrastructure, lack of knowledge and skill among the citizens, lack of knowledge and skill among the public administration staff, lack of strong security and lack of access to capable electronic devices. From these data, the model is generated as the function below:

$$Y= 0.382*X1 + 0.268*X2 + 0.252*X3 + 0.024*X4 - 0.002*X5 + 0.662$$

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	.662	.242		2.737	.007		
	Weak IT infrastructure	.382	.070	.394	5.465	.000	.885	1.130
	Lack of knowledge and skill among the citizens	.268	.081	.282	3.290	.001	.626	1.598
	Lack of knowledge and skill among the public administration staff	.252	.082	.264	3.069	.003	.619	1.615
	Lack of strong security	.024	.060	.027	.397	.692	.972	1.029
	Lack of access to capable electronic devices	-.002	.066	-.002	-.028	.978	.959	1.043

a. Dependent Variable: Use of e-services in 12 months

Y … the dependent variable of citizen's usage.

X1 … the indicator of weak IT infrastructure.

X2 … the indicator of lack of knowledge and skill among the citizens.

X3 … the indicator of lack of knowledge and skill among the public administration staff.

X4 … the indicator of lack of strong security.

X5 … the indicator of lack of access to capable electronic devices.

Conclusion

The major goal of the diploma thesis was to investigate dimensions of e-Government in Iran. The main purpose of the thesis is to analyze the process and obstacles of using e-Government services in Iran. There was a questionnaire survey which took place in rural and urban area in Iran with 113 respondents. The data of the survey then was used to analyze the impact of obstacles on the citizen's usage of e-Government services in Iran.

From the summary of generated survey data there is statistical relationship between weak IT infrastructure, lack of knowledge and skill among the citizens and lack of knowledge and skill among the public administration staff and use of e-Government services among citizens in Iran. Also most of the citizens use e-Government services regarding to solve their educational, financial and health issues.

Iran as a developing country needs many fundamental effort in building IT infrastructure and providing ICT education to citizens and employees. The majority of the Iranians are fed up with the obstacles and censorship which put them apart from the rest of the world. Therefore there is a strong urge especially from the young and educated generation to the government to achieve their rights.

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