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DIPLOMA THESIS

Analysis and design of online public service

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Summary

This thesis deals with the barriers of e-government in Pakistan and some other developing countries. The main goal of this thesis is to identify the problems and try to provide an appropriate solution or suggestions. The thesis tries to discuss the current situation of e-government in Pakistan and try to analyse the success of those services. Once the barriers will be found out the author will try to propose an online service portal. This portal will be based on the literature and the surveys which will be conducted. To get an overview of online services it is important to ask people about their experience and try to identify the problems. It is important to identify the problems before anything will be designed.

In practical part of this thesis a broader survey will be done with some other developing countries which are neighbouring countries of Pakistan. That will give an idea for developing a new service. The services which will be provided will be based on the studies taken from the surveys and personal experience of the author.

Key words

E-government, Pakistan, survey, comparison, proposal for online services

Introduction

E-Government is one of the most important instruments for modernization and reform as governments deal with the continuing pressure of increasing their performance and adapting to the pressure of the new information society. (Morven McLean, 2004)

The ability to improve citizens' access to services has made e-Government an attractive investment for government organisations, fuelling worldwide implementation of such applications. (Rahman, 2008)

Electronic government, or e-Government, is enabling government organisations to give better services to their constituents. Transactions such as filing taxes online, applying for jobs, renewing driver's licenses, and ordering recreational and occupational licenses can now be conducted online, quickly and efficiently. (West, 2004)

Ghazzawi Khalil quoted Dr. Daniel HaeDand Lee and wrote in his article that as many public sector organizations are either planning for or implementing major e-Government projects, there is a growing need to understand how these projects can be successfully managed for maximum realization of their potential benefits. (Khalil, 2014)

As so many public sector associations are either making arrangements for or executing real e-Government ventures, there is a developing need to see how these activities can be effectively overseen for greatest acknowledgment of their potential advantages.

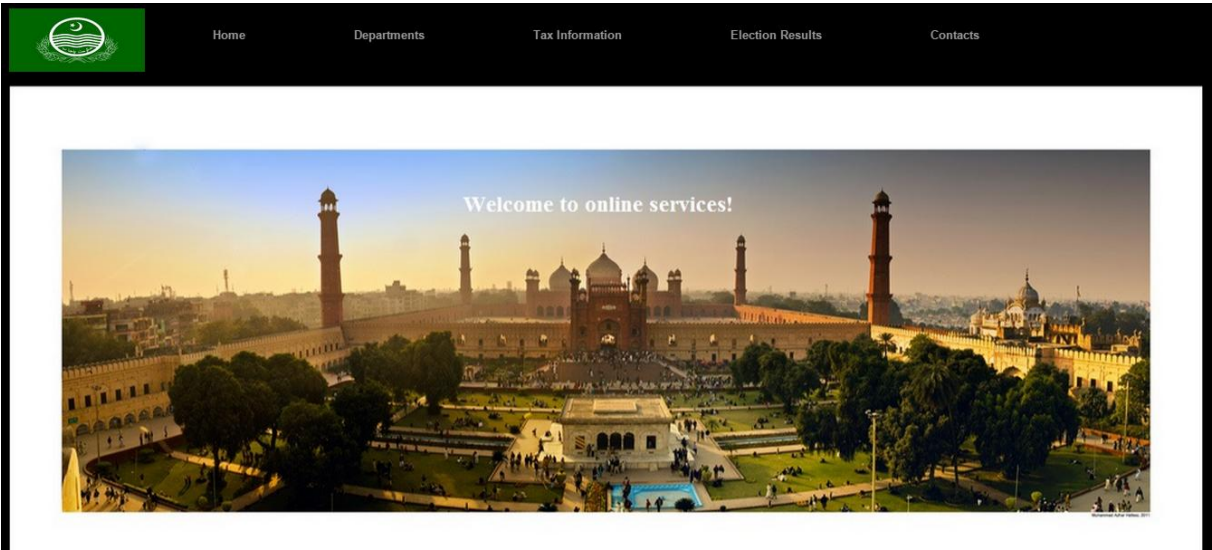
Government services are expected to be socially inclusive. This means that all citizens who want to use these services must have ready access to these services. It also indicates that all such citizens must have the knowledge to use the system provided by the government and also feel confident and comfortable using it. This presents huge challenges to government as it implies ready access to computers and a satisfactory level of ICT literacy.

Advantages and disadvantages of e-government

It is a bitter fact that everything has its positives and negatives. On the one hand online services make our life better and bring transparency and flexibility to the services provided by the government and on the other hand it has some drawbacks. The following table identifies some of the advantages and disadvantages.

Advantages	Disadvantages
It is much cheaper for both government and public	Building and maintaining a new website can require a lot of money. It needs professionals and also some technical costs.
It is much quicker than traditional way of services where people have to wait in a queue and the workers can be either lazy or slow.	Implementing new security ways can cause problems for citizens to provide more information about them.
Websites provide better ways to manage the information compared to the traditional ways. Hypertexts allow us to provide access to complex sets of information in easier and user-friendly way.	It can cause some security dangers to the government. It can give a chance to hackers to hack the system and that can be tragic for the government and also for the citizens who will use these services
It is a new way of governance and it provides a new, additional point of contact. Only 20% of the whole population of the world has access to internet but it is increasing every year especially in developing countries.	One of the biggest drawback of these services in developing countries is that they are not under the reach of everyone as it is known that developing countries do not have a wide range of internet access to its citizens.

An image of website which was designed for online services



Conclusion

It is not so difficult to conclude this thesis after having all the basic primary and secondary information about the e-government in Pakistan and in Punjab. It is easy to find that the government lack infrastructure and skills. The government doesn't invest proper amount of money in this field. The government has other priorities such as development which can be seen by eyes like bridges and roads and huge buildings. The government doesn't show any interest in online services and the reason can be said that the bureaucrats doesn't want the system to get better. They don't want to facilitate people as they want to be and as it is needed. They bureaucrats are one of the weakest/strongest in the case of any country but in developing countries it is not working so good.

The employees who work for the government are mostly corrupt therefore it gives them opportunities to steal money from simple people who come to get some services and cannot get them until they pay extra money. The government should have clear intentions in its mind and introduce more services. The government must invest more money in this field. The government must educate people and employees. In first half government should train the employees, even if the employees will be costly for the government, they should hire them and make them freedom to design these services. These services provide continues services and one of the keys for these services are transparency and reliability. If the user will know that this service can trick him the user will not trust that service. The user should be able to trust those services but that is one of the other reasons why people would hesitate in Pakistan to use these services. Transparency is the last thing the bureaucrats would think about. The IT experts who would like to work for the government should be given full freedom and the government should back those experts. If the government wants, everything is possible.

The government should discuss these issues with the ministry if IT and check the structure of some other countries and try to follow that. It wouldn't be a bad idea if they call some experts from abroad to give some lectures about the importance of online services and show them the ways how it can implemented successfully. Pakistan is in the beginning of these online services so some developed country's experts can guide the government from where to start and how to educate people. If the government would take it serious it would be possible because Pakistan has an enormous talent in IT and that would not be so difficult to find some skilful people within the country or within the province of Punjab.

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