Electronic -Government and Its Role In Improvement The Quality of The Performance of Public Services An Empirical Study On Some Government Agencies In Egypt

A Master's Degree In Business Administration

Under the Supervision of

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An Abstract

Under the rapid global changes that is an urgent need to develop the Public administration are reflected not only on the citizens, but also on this all state agencies in the form of delivery service more effectively, in addition to the optimum use of the sources of government information , And to be so e- government and one of the pillars of the basic and necessary for the development of public administration through the use of information technology and communications to develop the performance of government agencies so that it can provide high quality services to its citizens, so it was a point of research has attracted attention .

The research's problem is on how to benefit from the advantage of information and communication technologies in providing public services electronically through the implementation of electronic government in the working environment of Egypt, which aims to improve the quality of the performance of public services .

The research aims to identify the concepts of e-government and its role in improvement the quality of Public services that provided to citizens , As well as determine the manager's perception of e-Gov. concept according to their administrative level : (Top Management, Middle Management, Executive Management) and the requirements of implementation, and determine the most important obstacles to implement e-Gov., and their suggestions to support the Implementation, The research aims to know the attitudes of citizens towards electronic public services according to some demographic factors (gender, age, academic

qualifications) , As well as research aims to try to develop a framework for improvement   the quality of the performance of public services by implementing e-Gov.

And the search bases on four hypotheses, where the first hypothesis refers to the difference in manager's perception for the each of the concept of electronic government, and the requirements of implementation on the difference of the administrative level , And second hypothesis refers to that there are many internal obstacles in government agencies and external obstacles which would negatively affect on the successful implementation of electronic government , While the third hypothesis refers to the difference in attitudes of citizens towards electronic government services according to some demographic factors (gender, age, academic qualifications), And finally hypothesis indicates to that the implement of electronic government in government agencies has a positive impact on the quality of the performance of public services from the point of view of both managers and citizens.

According to the research problem, objectives, and hypotheses the research consists of five chapters, the first chapter discusses the electronic government as a tool to improve the quality of public services , This chapter deals with the new roles of government and the approaches to develop public administration, and also the quality of public services, and then address the conceptual framework for electronic government, the second chapter   reviews   electronic government implement in some developed, and developing countries, The Chapter III have the implementation of electronic government in Egypt, the Egyptian's program, as well as address the characteristics of public administration and the obstacles of implementation in Egypt , And this chapter also included the proposed framework for the development of the quality of the performance of public services by implementing electronic government, and Chapter IV applies   the empirical study, which dealt with the methodology and the results of statistical analysis to the study hypotheses, and Chapter V applies the results of the study, recommendations and provided some researches in the area of electronic government .

The researcher depended on basic data that obtained from Arabic and English literature in management science, research and studies published in

journals, conferences and symposia, reports and statistics for electronic government, as well as some appropriate websites on the Internet .

The researcher relied on primary data collected through survey and personal interviews with managers of government agencies on the different administrative levels (top management, middle management , executive management), as well as citizens who benefit from services provided by these agencies.

According to analysis of primary data, the five hypotheses of the study which are tested are true, the results are: there are difference in manager's perception for the concept of e-Gov., and its requirements on the difference of the administrative level, there are also many internal obstacles in government agencies and external obstacles which would negatively affect on the successful implementation of e-Gov., there are difference in attitudes of citizens towards e-Gov. services according to many demographic factors (gender, age, academic qualifications), and finally the implementation of e-Gov. has a positive impact on the quality of the performance of public services from the point of view of both managers and citizens.

And finally, The research confirms on the set of results and recommendations that refers to that, the successful implementation of electronic government depends on: administrative reform, modernize the laws and regulations, infrastructure of information and communications, human resources development, prepare citizens to accept and deal with electronic public services , marketing of electronic public services, and the necessity of regional and international collaborating in the implementation of electronic government, and also the possibility of implementing the proposed framework for developing the performance of government services, depending on the implementation of e-government which have a positive impact on the quality of the performance of Public services .