E-GOVERNMENT SERVICE MODEL IN IMPROVING E-SERVICES FOR MINISTRY OF HIGHER EDUCATIONAND SCIENTIFIC RESEARCH IN YEMEN

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MINISTRY OF HIGHER EDUCATION AND SCIENTIFIC RESEARCH IN
YEMEN

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To my beloved mother, father, my brothers and sisters

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ABSTRACT

Information and Communication Technology (ICT) is considered as one of the most important aspects of today's world. The evolution of new technologies has dramatically changed the way that people interact with their governments in a very easy and transparent way.Electronic government, or e-Government, enables the organizations to provide better daily services to the clients. Nowadays, governments are measured by their citizens' satisfaction and understanding of the citizens' need is very important to improve that satisfaction that result to repetitive visit. Yemeni government,as an example, is trying to keep pace with the developed countries in various fields. Yemeni government, nowadays, is facing a lot of challenges as to providing daily civil services electronically is of a major challenge. Based on the findings from another researcher, Yemen has got low points on online services index. There are various e-government service models have been reviewed by researcher, but the most appropriate e-government service models are selected based on the requirements. A field study at Ministry of Higher Education and Scientific Research (MoHESR) was used to collect the requirements. Requirements have been gained via three methods as interview, questionnaire and MoHESR website analysis. The results areused for mapping the proposed requirements of e-government services implementation of MoHESR and existing e-government service model of SAFAD. Basing on the results gathered from the field, the research recommends that the new proposed e-government service model for MoHESR should address the dimensions of new interesting multi-language website, Simple services to interact with website, several specific online services and integrate the services with other agencies under MoHESR. The model was evaluated in questionnaire based field study.

ABSTRAK

TeknologiMaklumatdanKomunikasi (ICT) dianggapsebagaisalahsatuaspek yang paling pentingdalamduniahariini.Evolusiteknologibarutelahmengubahsecaradramatikcara orang ramaiberinteraksi dengan kerajaan-kerajaanmerekamelaluicara yang sangatmudahdantelus. Kerajaanelektronik, atau e-Kerajaan, membolehkanorganisasiuntukmenyediakanperkhidmatanharian yang lebihbaikkepadapelanggan.Kini, kerajaandiukurmelaluitahapkepuasandankefahamanrakyatkeranakeperlukanadalah sangatpentingbagimeningkatkankepuasanuntukmenghasilkanlawatanberulang. KerajaanYaman, sebagaicontoh, cubauntukbersaing dengan negara-negaramajudalampelbagaibidang. KerajaanYaman, padamasaini, menghadapicabaranbesaruntukmenyediakanperkhidmatanawamharianelektronik. Berdasarkandapatandaripengkaji yang lain, Yemen telahmendapatmatarendahpadaindeksperkhidmatandalamtalian. Terdapat model pelbagaiperkhidmatan e-kerajaantelahdikajiolehpenyelidik, tetapi model perkhidmatan e-kerajaan yang paling sesuaidipilihberdasarkankeperluan.Satukajianbidang di Kementerian Pengajian TinggidanPenyelidikanSaintifik (MoHESR) telahdigunakanuntukmengumpulkeperluan.Keperluantelahdiperolehimelaluitigaka edahsepertitemubual, soalselidikdanMoHESRanalisislaman web.Maklumattersebutjugadigunakanuntukpemetaankeperluancadenganpelaksana anperkhidmatan e-kerajaanMoHESRdan model SAFAD. Berdasarkankepadakeputusan yang diperolehidaripadabidang, penyelidikanmencadangkanbahawa model baru yang dicadangkan e-kerajaanperkhidmatanuntukMoHESRperlumenanganidimensilaman web multi-bahasabaru yang menarik, perkhidmatan yang mudahuntukberinteraksi dengan laman web, beberapaperkhidmatandalamtalian yang

khususdanmengintegrasikanperkhidmatan   dengan   agensi-agensi   lain   di
bawahMoHESR. Model initelahdinilaidalamsoalselidikberasaskankajianlapanga.