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ELECTRONIC APPLICATION FOR PALESTINE EMBASSY IN MALAYSIA

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ELECTRONIC APPLICATION FOR PALESTINE EMBASSY IN MALAYSIA

A project submitted to Dean of Awang Had Salleh Graduate School in partial fulfillment of the requirements for the degree Master of Science of Information Technology
Universiti Utara Malaysia

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ABSTRACT

In a twentieth century, we have observed a large-scale growth of internet-based services in our every sphere of life. Information technology has been a necessary element using by the government as a necessary communication way for delivering services to its citizen. E-services delivery is progressing in developing countries, but the erudition is still in immaturity level. In addition, the citizens' needs are increasing and they want easy and secure way to reach the government information, services and transactions that will lead to building the trust between government and citizens. This project focuses on investigating the existing techniques and to come out with a proper solution to make electronic-Embassy more participation and empowerment, then developing A web-application to allow users to benefit from embassy services any time anywhere. In addition, focus in automate the most common consular transactions that using from residents that are registration and authenticate documents transactions.

DEDICATION

*I humbly thank **Allah** Almighty, the Merciful and the Beneficent, who gave me health, thoughts and co-operative people to enable me achieve this goal.*

*I wish to dedicate this work to **Holy Prophet Muhammad** (Peace be upon him) and his companions who laid the foundations of Modern civilization and paved the way for social, moral, political, economical, cultural and physical revolution.*

*I send my success to my father spirit (**shaheed: Basheer Al Madhoun**) who pushed me to progress in my academic life, my Dear and Lovely Mother **Um Adham** for her constant support and prayers, my Dear fiancée Esraa, all My brothers and my sisters for their understanding & endless love through the duration of my study.*

To my best friends who support me and pushed me to the top.

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2011

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LIST OF ACRONYMS

IT	Information Technology
ICT	Information and Communication Technology
G2G	Government to Government
G2C	Government to Citizen
G2B	Government to Business
SMS	Short Message Service
GDS	Government Delivery Services
IS	Information Systems
DS	Design Science
PHP	Personal Home Page
UML	Unified Modeling Language
HTML	Hyper Text Markup Language
CSUQ	Computer System Usability Questionnaire
GUI	Graphical User Interface
UUM	Universiti Utara Malaysia
IBM	International Business Machines
URL	Uniform Resource Locator

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CHAPTER ONE

INTRODUCTION

1.1 Background

E-government is known as a way for governments to use the latest information and communication technologies, especially web-based internet applications to provide better service for its citizen (West, 2000). Web Based e-government services as the information and services that provided to the public on government Websites (Wang, Bretschneider, & Gant, 2005). Web-based internet application is come instead of the manual system to request government services and transactions for citizen and users online, especially those living outside of the country. The internet is rapidly coming to be preformed contrivance for governments to deliver services to the citizen in an efficient way without wasting a lot of governmental resources, efforts and time (Kushchu & Kuscu, 2003).

Information and communication technology play important role in the realm of Consular Services development. Nowadays, the governments are moving towards to develop a mechanism to help their citizens who are abroad to take advantage of its services electronically. The governments now has the duty to provide citizen and companies with the required services and need to improve the e-services especially a online transactions like transportation, medical and trade transactions to transfuse

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