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MEASURING THE EFFECTIVENESS AND PERFORMANCE OF E-GOVERNMENT PORTALS IN THE KINGDOM OF SAUDI ARABIA

BY

HAIFA FAHAD M AAL-ZUABI

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International Islamic University Malaysia

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ABSTRACT

The purposes of this study are to investigate the effectiveness of e-government implementation in Saudi Arabia, explore the underlying factors for the efficient performance of e-government portals, address the gaps and problems that have emerged in e-government portals, examine the impact of the problems found in e-government plan and the needs of its citizens, give the recommendation on the improvement of the performance of e-government portals in order to serve Saudi citizens and its users in the most effective manner. To achieve these purposes, the study used variety of theoretical frameworks namely; model desirability and acceptance of the technology by the citizens, effectiveness, indicative assessment, performance analysis, the obvious benefits and the desirability of its users. The samples of this study are of two types, the first sample cohorts were the experts in information technology and the second samples were the Saudi citizens, who are the portal users. Three instruments were employed in this study namely; the first one was e-government questionnaire adopted from the United Nations administered to the group of experts, the second questionnaire was a developed one administered another group of experts and the third instrument was administered to 300 portal users to measure the portal's success factors. The findings of the study showed the comparison among the three portals that the Ministry of Interior portal is the most effective one compared to other portals followed by the Safeer's portal and the Ministry of Labor portal. The experts' perceptions on the ease of use of the Ministry of Interior portal are not different from the perceptions of users. Almost all the experts and users agreed that the features of the Ministry of Interior portal are well designed in terms of its interface and graphics. In addition to that, the results of this study showed that the portal of the Ministry of Interior is effectively designed and has achieved a high level of system efficiency and performance. However, the study pointed to a decline in the performance of the portal of the Ministry of Labor for ease of use by users and that the site design does not win the overall satisfaction as well. Majority of the experts and citizens are satisfied with the ease of use of the Safeer's portal followed by the portal of the Ministry of Labor and with the quality of the portal of the Ministry of Interior. Based on this, the study suggests to the government of Saudi Arabia to improve the ease of use of the portal of Safeer for all students and provide the highest level of protection and security to enhance the quality of its performance to be users' friendly and save their time also for the other portals. The study also recommends the improvement on the high level of performance of portal of the Ministry of Interior even if it is the best in comparison with the other portals.

ملخص البحث

هدفت هذه الدراسة إلى الكشف عن مدى فعالية تطبيق البوابات الحكومية في المملكة العربية السعودية، معرفة العوامل الأساسية لأداء ناجح لتلك البوابات، وللتعرف على المشاكل التي ظهرت فيها وأثر هذه المشاكل على مشروع تطبيق الحكومة الالكترونية في السعودية وإعطاء التوصيات المستخرجة من الدراسة لتطوير أداء هذه البوابات وذلك لخدمة المواطنين السعوديين بأكثر الطرق فعالية. ولتحقيق هذه الأهداف، تم استخدام العديد من الإطارات النظرية مثل: نموذج استحسان وقبول للتكنولوجيا من قبل المواطنين، الفعّالية، التقييم الإرشادي، تحليل الأداء، الفوائد الجلية واستحسان المستخدم لها بشكل عام. وعلى هذا، تم اختيار العينتين الأولى منهما هي مجموعة من الخبراء في تقنية المعلومات والثانية هم مستخدوا البوابات من المواطنين . وقد استخدمت الباحثة ثلاث أدوات، الأولى هي استبيان لمراحل الحكومة الالكترونية التابع للأمم المتحدة الموزع على مجموعة من الخبراء، أما الاستبيان الثاني تم تطبيقه لمعرفة أهم عوامل نجاح البوابات الالكترونية على مجموعة أخرى من الخبراء وأما الاستبيان الثالث فقد تم تطبيقه على ٣٠٠ مستخدم للبوابات. أشارت نتائج هذه الدراسة أن بوابة الحكومة الداخلية قد تطورت بشكل فعّال مقارنةً بالبوابات الأخريات. ومع ذلك، فقد تم اعتبار بوابة السفير على أنها الأكثر تطوراً مقارنةً مع بوابة وزارة العمل.إن تصورات الخبراء لسهولة استخدام بوابة وزارة الداخلية ليست مختلفة بشكل كامل عن تصورات المستخدمين. ووافق كل من الخبراء و المستخدمين على أن بوابة وزارة الداخلية تمتاز بتصميم جيد للواجهة و الرسومات المستخدمة. كما أظهرت نتائج هذه الدراسة أن تصميم هذه البوابة هو تصميم فعّال، بالإضافة إلى تحقيق مستوى عال لفعالية النظام و الأداء. وأيضا أشارت الدراسة إلى تدني أداء بوابة وزارة العمل بالنسبة إلى سهولة استخدامها من قبل المستخدمين، وعدم نيل تصميم الموقع الرضا الكلي أيضاً.كما أثنى الخبراء على مستوى الأمان و الموثوقية المتواجدة في البوابة الحكومية، و قبولهم لأداء هذة البوابة. كما أظهرت نتائج تحليل الأداء لبوابة السفير، أن هناك نسبة كبيرة من المواطنين والخبراء قد أثنوا على سهولة استخدام الموقع وأنه لا يوجد فرق كبير بالردود من قبل الخبراء والمستخدمين حول نقاط الضعف والقوة للبوابة. من خلال النتائج يوجد الكثير من الهفوات للحكومة الالكترونية فيما يتعلق بالتصميم والأداء وسهولة الاستخدام. ومثالاً على ذلك، تدني مستوى فعالية استخدام بوابة وزارة العمل مقارنةً مع وزارة الداخلية بينما بوابة سفير تم الإجماع من قبل العينة على أنها الأفضل استخداما من بين البوابات الحكومية المذكورة في هذة الدراسة على الرغم من ضآلة مستوى الحماية في بوابة سفير وبوابة وزارة العمل بينما تميزت بوابة وزارة الداخلية بالجودة العالية والتنسيق. وأخيرا، أوصت هذه الدراسة حكومة المملكة العربية السعودية على العمل على تطوير سهولة استخدام بوابة السفير و ذلك بتوافر استخدامها لجميع الطلاب . بالإضافة إلى، توفير أعلى مستوى من الحماية والأمان لتعزيز جودة الأداء وتوفير الوقت، و تطوير تصميم الرسومات في الموقع لسهولة الاستخدام من قبل المستخدمين. على الرغم من أن بوابة وزارة الداخلية قد بلغت مستوى عالي من الأداء مقارنة بالبوابات الأخريات.

APPROVAL PAGE

The dissertation of Haifa Fahad M Aal-Zuabi has been approved by the following:

_____
Imad Fakhri Alshikhali
Supervisor

_____
Asadullah Shah
Internal Examiner

_____
Mohammad Alrabbah
External Examiner

_____
Md.Yousuf Ali
Chairman

DECLARATION

I hereby declare that this dissertation is the result of my own investigation, except where otherwise stated. I also declare that it has not been previously or concurrently submitted as a whole for any other degrees at IIUM or other institutions.

Haifa Fahad M. Aal-Zuabi

Signature…….. Date……..

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Affirmed by Haifa Fahad M. Aal-Zuabi

…… ……

Signature Date

I dedicate this work:

To my dear merciful mother who always prays for me for guidance from the bottom of her heart, may Allaah protect her from all distresses

To my dear father who is a school in his patience and endurance, may Allaah protect him

To my husband Abdullmajeed for his endurance of my busyness.

To a slice of my liver, my son Abdullah and my daughter Sara for their patience for my busyness.

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The Researcher
Haifa Fahad Al-Zuabi

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