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## Investigating the Effectiveness of E-government Establishment in Government Organizations

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### Abstract

Due to increasing development of information and communication technology in all sections and organizations and its presence in most activities, great revolutions have been started in doing things. Information technology has made things electronic through revolutionizing how things are done. E-government as one of the sub-category of information technology, has allowed the governments to present the information and services efficiently in minimum period of time and cost through using modern information technology. In this research, the effectiveness of e-government establishment in government organizations has been investigated. The data was analyzed by means of Likert Scale and the mean of views. According to the results of questionnaire, applying the tools of e-government improves users' satisfaction. Moreover, e-government establishment reduces the time of doing things, increases the effectiveness, improves after sales services with lower cost, improves services information, introduces new services, increases the degree of confidence in investigating the requests and services, increases the speed of cash payments, facilitates services receive, establishes communications with users and improves the quality of services.

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### 1. Introduction

The advances in information and communication technology and the invention of modern communicational and information devices in today's world have created new forms of doing things and giving services, thus the accuracy,

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speed and transparency have been increased, waste of time and costs have been reduced and doing things and giving services have been improved quantitatively and qualitatively (Grove, 1999). In fact, due to the great impacts of this technology, official structure will not be efficient without it, in spite of advances in other fields. Therefore, most countries attempt to develop information and communication technology in their official system and form the e-government. According to the researches, there has been a wide attempt to accomplish this goal (Lane & Lee, 2001).

E-government provides the governments with using the new technologies. It allows people to have access to government information and services, modify the quality of services, and offer the best government services to customers promptly. E-government also allows the customers to cooperate in different activities such as social activities (Hazlett & Hill, 2003). Globalization makes governments establish e-government in order to sell goods and services and export their culture to other countries (Lane & Lee, 2001). The aim of this study is to investigate the role of e-government establishment in the effectiveness of government organizations.

## 2. Research Literature

### 2.1. E-government

E-government allows the governments to use new technologies, i.e. having access to government information and services, modifying their quality, and giving opportunities to cooperate in processes and democratic symbols (Hazlett & Hill, 2003). E-government is the easy use of information technology in order to offer government services to customers directly and all day long. It also makes changes to whatever that interacts with the government such as citizens and commercial centers (Okotuma & caferly, 2000). In this regard, an effective strategy significantly improves the governmental sector. This strategy includes facilitating the process of offering services to citizens, deleting extra levels of governmental managements, preparing the accessibility of citizens, traders, and employees to government information and services, facilitating the executive processes of institutions, reducing the costs through integration, deleting extra systems, promoting the effectiveness of government operations in order to meet the needs of citizens, and finally achieving accountability, transparency etc. Therefore, e-government is a collection of electronic communications between the government, companies, and citizens (West, 2000). In order to implement e-government, researchers have presented some patterns, which are known as “Patterns of E-government Implementation”. Some of these patterns are presented in Table 1 (Ronaghan, 2002).

Table 1. Main patterns of e-government implementation.

Number	The name of implementation patterns	Stages of implementation
1	UNITED NATIONS	Foundations 2. Promotion 3. Interaction 4. Transaction 5. Integration
2	LAYNE LEE	Inventory 2. Transaction 3. Vertical integration 4. Horizontal integration
3	DATAQUEST/ GARTNER GROUP	Emergence 2. Interaction 3. Transaction 4. Transfer
4	HSINCHUN CHEN CONTINUUM	Information 2. Communication 3. Transaction 4. Transfer
5	DEL OIT RESEARCH	Distributing information 2. Official bilateral transactions 3. Multipurpose portals 4. Privatization of central portal 5. Clustering public services 6. Full integration and transferring the institution

The above patterns present slightly different stages of e-government implementation (Ronaghan, 2002).

### 2.2. Models of organizational effectiveness

there are various models of investigating the organizational effectiveness. The variety of models is due to the nature of this concept, its unknown borders, and various conceptualizations by organizations.

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