



## Issues Facing Citizens In Iraq Towards Adoption Of E-Government

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### Abstract

Developing countries have established promising e-Government initiatives with the objectives of enhancing the accessibility of government services and information for their citizens.

Purpose: This research attempts to explore and investigate the key challenges and Issues that facing e-government adoption and the factors influencing citizen in Iraq.

Methodology: The research depended on qualitative approach, the participants comprised undergraduate and postgraduate students at Baghdad university because university students are amongst the adult population for whom the Internet has become part of their daily routine. population of 369, Potential participants for the focus groups were identified from the questionnaire survey.

Finding: The findings show that Trust and Awareness significant and direct relationship with adoption of e-government in Iraq. Corruption was found to have significant and negative relationship with the adoption of e- government.

KEYWORDS: E-government, Corruption, Trust, Awareness

### Introduction

E-government has been defined as “the application of information and communications technology (ICT) to transform the efficiency, effectiveness, transparency and accountability of informational and transactional exchanges within government, between governments and government agencies at federal, municipal and local levels, citizens and businesses; and to empower citizens through access and use of informationInvalid source specified..

The focus of this study is the Challenges facing citizens E-Government concept in Iraq as one of these Middle East countries that still facing issues in implementation of E-Government. In fact, the Iraqi government has already launched implementation of E-Government in 2009.

E-government its way to improve government performance to become more efficiency and effectiveness, also E-Government lead to increase Transparency and efficiency in the state administration, However adopt E-Government will help to expend areas of citizens and businessmen to participate in new economics based on modern technology, knowledge. also provide opportunity to citizens in the policy discussion Through direct dialogue, support decision making.

E-government implementation reform efforts that can help government to improve performance and reduce costs, however the current society had a phenomenal growth transformation due to the advance of InternetInvalid source specified. .

### **Problem statement**

When the government adopts e-government in many government agencies and ministries, Popped significant problem its intellectual comprehension of the concept of e-government by the employees in governmental agencies and citizens. And not to issue legislation and laws to regulate electronic transactions and the absence of an electronic signature regulates electronic trading.

### **Objectives**

The purpose of this research to:

1. Enhance and understanding concepts of e-government among citizens in Iraq.
2. Find out the Benefits of E-Government and challenge facing E-Government adoption in Iraq.
3. Analyze the drivers and barriers affecting on e-government implementation in Iraq.
4. To enhance citizen trust in these E-Government services.

### **Research Importance**

E-government it not only about website, Email and how to delivery and receive the information across the net or electronic payments. E-government should recognize and understand it from citizens because they are affect directly to adopting e-government, in our study try to understand what is the issues facing citizens in Iraq.

### **Research Hypothesis**

**H1:** There is a positive relationship between citizens Trust and Adoption of E-Government?

**H2:** There is a positive relationship between Corruption and Adoption of E-Government?

**H3:** There is a positive relationship between citizens Awareness and Adoption of E-Government?

### **Methodology**

This research depended on qualitative approach based on both primary and secondary data. A survey has been implemented in order to test the hypothesis.

The primary focus of the methodology is to identify the issues of e –government implementation and adoption in Iraq.

The participants comprised undergraduate and postgraduate students at Baghdad university not only for practical reasons and for convenience's sake, but because university students are amongst the adult population for whom the Internet has become part of their daily routine.

According to (Risko EF, 2012) for population of 369 , Potential participants for the focus groups were identified from the questionnaire survey; In total, 369 students expressed their opinion regarding various topics of e-government services, 261 male and 108 female. About two thirds (205) of the students were undergraduate students, and the remaining one third (164) were postgraduate students.

### **Literature Review**

#### **E-GOVERNMENT**

E-government is defined as the use of ICT to lead government to be more accessible, effective, and accountable. E-government exemplify a fundamental change in public sector structure, behaviour, attitude, value, culture and the ways of conducting business by use the potential of ICT as a tool in the government agency Invalid source specified. .E-Government refers to the delivery of Government information and services online through the internet or other digital means Invalid source specified.. Full exploitation of e-government will bring a lot of benefits to the management philosophy of many governments and is going to bridge the interaction gap between ordinary citizens and the government Invalid source specified.. E Government exemplify paradigm shift from traditional models to modern models that based on ICT which view citizens as customers different words in government has been used. Words such as: online government, digital government and network government. Invalid source specified.

#### **Benefits of E-government**

##### **There are many advantages and benefits for adopting E-government**

1. Providing good quality service for citizens, reducing the cost for citizens Increase in the satisfaction of citizens and government agencies. Invalid source specified..
2. create a good relationship between the government and citizens Invalid source specified..
3. lead to raise transparency and accountability also lead reduce the corruption Invalid source specified..
4. Support to using tools of Information Communication Technologies in other society's sectors Invalid source specified..

#### **Issues and Barriers facing E-government Adoption in Iraq**

1. Lack of awareness and understanding about the E-Government services.
2. Citizens have no enough confidence and trust to use E-Government services.

3. shortage of public and private collaboration
4. Lack of e-Government transformation and resistance to change
5. Increase in unemployment Invalid source specified..

### **Corruption**

Many study detect the corruption is big issue effect on e-government implementation, one of the features of e-government is help government to reduce the corruption in the country and it provides better services for the citizens Invalid source specified.. Corruption is a broad concept include illegal activities, illegitimate, fraudulent, immoral and abnormal practices Invalid source specified.. One of the advantages of E-government projects are helpful in reducing bribes, however Corruption faced by the common citizens take step to implement E-government anti corruption strategy, There are varies types of corruption such as Administrative corruption, Collusion, Extortion Invalid source specified..

### **How we can reduce the corruption**

Actually there are a lot tools to reduce the corruption in Iraq, during the Education we can reduce it when all staff and citizen has good Education should be more ethically, Knowledge and Value that's should don't allow to happen the corruption. Also Government should make a change process to avoid the corruption; also government must take series action against the corruption and make easy contact between citizen and government

### **Trust**

When any country looking to implement E-government should create and Building trust between government and citizens especially in our country Iraq . In Iraq, There some people have skills and knowledge to access and use the technologies, but they still follow and prefer traditional ways Invalid source specified.. trust in government, importance to let government recognize , the economic structure, the government structure (centralized or not), levels of maturity within the government and citizen demand Invalid source specified.. however to let our citizens' and employees have confidence to use electronics ways should building fair and independent judicial systems, is considered to be a major factor in building trust in E-Government Invalid source specified.. trust became a requirement for economic and social interactions ,trust is a psychological state or orientation of an actor (the truster) toward a specific partner (the trustee) with whom the actor is in some way interdependent (that is, the truster needs the trustee's cooperation to attain valued outcomes or resources) Invalid source specified..

### **Awareness**

Awareness considered as important factors for e-government adoption, this is a variable associated with people's knowledge about e-Government and the availability of electronic services online. Recent research conducted in Middle East

country with a similar profile to Iraq, indicated that awareness of the existence of e-Government services is positively related to the usage of e-Government services, Other studies found that awareness is a variable that will increase the demand on e-Government services between Small and Medium Enterprise's (SME's) within the UK Invalid source specified.

### Empirical Study

This research focuses on issues facing citizens toward E-government adoption in Iraq, The research is investigated some factors that affect to this case Trust, corruption and Awareness.

### Data Collection

A interview has been implemented in order to test the hypothesis.

### Data Analysis

Table 1 Mean Score Value Interpretation

Mean Score	Interpretation
1.00 -1.80	Strongly disagree
1.81 – 2.60	Disagree
2.61 – 3.40	Moderate agree
3.41 – 4.20	Agree
4.21 – 5.00	Strongly agree

Table 2: Descriptive Statistic for all Variables(Citizens)

Variables	N	Minimum	Maximum	Mean	Status
Corruption	369	1	5	1.00	Strongly disagree
Trust	369	1	5	4.72	Strongly agree
Awareness	369	1	5	3.48	Agree

### Reliability Analysis

Table 3 shows the reliability test of the variables of the study. Cronbach's Alpha was citizen to determine the reliability of the measures and to find the internal consistency of the scales and its items. In Cronbach's Alpha reliability analysis, the closer Cronbach's Alpha to 1.0, the higher the internal consistency reliability. According to Cronbach's Alpha reliability less than 0.6 considered poor, reliability in the range 0.7 is considered acceptable, and reliability more than 0.8 are considered good. The table below shows that all the scales are reliable. The table states that all the scales have acceptable, good and very good reliability.

Table 3: Reliability Test

Scales	Number of Items	Cronbach's Alpha	Status
Corruption	11	0.616	poor
Trust	6	0.872	Good
Awareness	6	0.748	Acceptable

### Regression

In order to test the hypotheses of this research, a Pearson Correlation is employed. The variance of the relationship between dependent variable and independent variables is examined using multiple regression. The next subsections presented Pearson correlation and regression analysis.

### Pearson Correlation

Table 4 shows the results of Pearson correlation analysis. The relationship between all the independent variables and the dependent variables are significant and non significant . The highest correlation is found between e-Government adoption and Trust with correlation of 0.797. The negative yet significant relationship is found between e-Government adoption and Corruption with correlation of 0.550.

Table 4: Pearson Correlation

Variable		E-governme nt Adoption
E-Governmen t Adoption	Pearson Correlation	1
	Sig. (2-tailed)	
	N	369
Trust	Pearson Correlation	.797**
	Sig. (2-tailed)	.000
	N	369
Awareness	Pearson Correlation	.631**
	Sig. (2-tailed)	.000
	N	369
Corruption	Pearson Correlation	-.550**
	Sig. (2-tailed)	.000
	N	369

## Descriptive

### **H1: There is a positive relationship between Corruption and Adoption of E-Government?**

The First hypothesis of this research stated that “H1: There is a relationship between Corruption and the adoption of e-government

Based on Table 4. the relationship between the two variables is non-significant because correlation is non-significant at the level less than 0.05. However, the relationship is negative due to the negative sign in front of the coefficient. Therefore, the relationship is significant and negative the first hypothesis is rejected.

### **H2: There is a positive relationship between citizens Trust and Adoption of E-Government?**

The second hypothesis of this research stated that, “H2: There is a relationship between Trust and the adoption of e-government . The second research question was to find the relationship between Trust and the e-government .adoption.

The Pearson correlation presented in Table 4 shows that the relationship is significant because the correlation is significant at the level less than 0.05. The relationship is also positive due to the positive sign in front of the coefficient with correlation of 0.797. This result indicates that the increase Trust for the adoption and the usability of e-government will lead to increase in the adoption of e- government. The second hypothesis is accepted.

### **H3: There is a positive relationship between citizens Awareness and Adoption of E-Government?**

The third hypothesis of this research stated that “H3: There is a relationship between Awareness and the adoption of e-government . Based on the result which has been generated in Table 4. the relationship between the two variables is significant because at correlation of 0. 631 and it is positive because of the positive sign in front of the coefficient. Therefore, an increase in the Awareness will lead to increase in the adoption of e- government. The third hypothesis is accepted.

## Conclusion

The research described in this paper those findings and identifies Issues that could exert an influence Adoption of E-Government in Iraq. Despite the fact that the use of student subjects might have limited the generalization of the findings of this study, the paper provides useful insights into the motivations underlying the intentions to use e-government services in developing countries like Iraq. however, E-government plays an important role against corruption and Corruption is the main problem all over the world that never be ignored, this is not only government responsibility also citizens’ The awareness is necessary; the media play a great role in this point.

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