ELECTRONIC APPLICATION FOR PALESTINE EMBASSY IN MALAYSIA

MAHMOUD B.A. ALMADHOUN

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ELECTRONIC APPLICATION FOR PALESTINE
EMBASSY IN MALAYSIA

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By
MAHMOUD B.A. ALMADHOUN
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Dean of Awang Had Salleh Graduate School
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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.
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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Mahmoud B.A. Almadhoun
2011
TABLE OF CONTENTS

ABSTRACT .......................................................................................................................... II
LIST OF ACRONYMS .......................................................................................................... VIII
LIST OF FIGURES .............................................................................................................. IX
LIST OF TABLES ................................................................................................................ X

CHAPTER ONE: INTRODUCTION

1.1 Background .................................................................................................................. 1
1.2 Problem Statement ....................................................................................................... 2
1.3 Research Questions ...................................................................................................... 3
1.4 Research Objectives ...................................................................................................... 3
1.5 Research Scope ............................................................................................................. 4
1.6 Research Significance .................................................................................................. 4
1.7 Content of the Report .................................................................................................. 5
1.8 Summary ....................................................................................................................... 5

CHAPTER TWO: LITERATURE REVIEW

2.1 Introduction ................................................................................................................... 6
2.2 Palestine government: .................................................................................................. 6
  2.2.1 The current situation for the Palestine e-Government ............................................. 7
  2.2.2 E-Palestine project initiative .................................................................................. 7
2.3 E-Government: ............................................................................................................. 8
  2.3.1 E-government Levels ........................................................................................... 10
  2.3.2 Government in Saudi Arabia ................................................................................ 12
2.4 E-Services: .................................................................................................................. 13
  2.4.1 E-Services Types .................................................................................................. 14
  2.4.2 E-Services Delivery: ............................................................................................ 15
  2.4.3 Frame work for e-government services in Italy ..................................................... 16
2.5 Electronic Embassy ....................................................................................................... 17
  2.5.1 United State embassy in Australia ........................................................................ 17
2.6 Electronic Transactions ............................................................................................... 21
  2.6.1 E-Transactions Security ....................................................................................... 22
2.7 Summary ....................................................................................................................... 22
# CHAPTER THREE: RESEARCH METHODOLOGY

3.1 Introduction .................................................................................................................. 23  
3.2 Research Methodology Design ...................................................................................... 23  
3.2.1 Awareness of problem .............................................................................................. 25  
3.2.2 Suggestion ................................................................................................................... 25  
3.2.3 Development .............................................................................................................. 26  
3.2.3.1 System design ........................................................................................................ 26  
3.2.3.2 System developments point .................................................................................. 26  
3.2.3.2.1 Development Technologies ................................................................................ 26  
3.2.3.2.2 Development Tools .......................................................................................... 27  
3.2.4 Evaluation ................................................................................................................. 27  
3.2.5 Conclusion .................................................................................................................. 28  
3.3 Summary ....................................................................................................................... 28

# CHAPTER FOUR: SYSTEM ANALYSIS AND DESIGN

4.1 Introduction .................................................................................................................... 29  
4.2 Domain Understanding .................................................................................................. 29  
4.2.1 List of Requirements ............................................................................................... 29  
4.3 System Design .............................................................................................................. 31  
4.3.1 UML Diagrams .......................................................................................................... 31  
4.3.1.2 Activity Diagram .................................................................................................. 33  
4.3.1.3 Sequence Diagram ............................................................................................... 34  
4.1.3.4 Collaboration Diagrams ....................................................................................... 37  
4.1.3.4.1 Collaboration Diagram for System Login ......................................................... 38  
4.1.3.4.2 Collaboration Diagram for Online Registration .............................................. 39  
4.1.3.4.2 Collaboration Diagram for Authentication Transaction .............................. 40  
4.1.3.5 Class Diagram ....................................................................................................... 41  
4.3.2 Palestine Embassy Web-Based Prototype Interfaces Design .................................. 43  
4.3.2.1 Main Page ............................................................................................................ 43  
4.3.2.2 Login Page ........................................................................................................... 44  
4.3.2.3 Registration Page ................................................................................................. 44
**LIST OF ACRONYMS**

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Full Form</th>
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<tbody>
<tr>
<td>IT</td>
<td>Information Technology</td>
</tr>
<tr>
<td>ICT</td>
<td>Information and Communication Technology</td>
</tr>
<tr>
<td>G2G</td>
<td>Government to Government</td>
</tr>
<tr>
<td>G2C</td>
<td>Government to Citizen</td>
</tr>
<tr>
<td>G2B</td>
<td>Government to Business</td>
</tr>
<tr>
<td>SMS</td>
<td>Short Message Service</td>
</tr>
<tr>
<td>GDS</td>
<td>Government Delivery Services</td>
</tr>
<tr>
<td>IS</td>
<td>Information Systems</td>
</tr>
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<td>DS</td>
<td>Design Science</td>
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<tr>
<td>PHP</td>
<td>Personal Home Page</td>
</tr>
<tr>
<td>UML</td>
<td>Unified Modeling Language</td>
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<tr>
<td>HTML</td>
<td>Hyper Text Markup Language</td>
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<tr>
<td>CSUQ</td>
<td>Computer System Usability Questionnaire</td>
</tr>
<tr>
<td>GUI</td>
<td>Graphical User Interface</td>
</tr>
<tr>
<td>UUM</td>
<td>Universiti Utara Malaysia</td>
</tr>
<tr>
<td>IBM</td>
<td>International Business Machines</td>
</tr>
<tr>
<td>URL</td>
<td>Uniform Resource Locator</td>
</tr>
</tbody>
</table>
LIST OF FIGURES

Figure 2.1 Challenges and Obstacles in e-Government ........................................ 12
Figure 2.2 IT Value ............................................................................................... 16
Figure 3.1 The Methodology of Design Science Research .................................... 24
Figure 4.1 Use Case Diagram for Palestine Embassy Web Based System ............ 32
Figure 4.2 Activity Diagram for Palestine Embassy Web Based System .......... 33
Figure 4.3 Sequence Diagram for System Login .................................................. 35
Figure 4.4 Sequence Diagram for Online Registration .......................................... 36
Figure 4.5 Sequence Diagram for Authentication Transaction ............................ 37
Figure 4.6 Collaboration Diagram for System Login ............................................. 38
Figure 4.7 Collaboration Diagram for Online Registration .................................... 39
Figure 4.8 Collaboration Diagram for Authentication Transaction ...................... 40
Figure 4.9 Class Diagram for Palestine Embassy Web Based System ................. 42
Figure 4.10 Main Page .......................................................................................... 43
Figure 4.11 Login Page ......................................................................................... 44
Figure 4.12 Online Registration Page .................................................................... 45
Figure 4.13 Authentication Page ........................................................................... 46
Figure 4.14 About Palestine Page ......................................................................... 47
Figure 5.1 Descriptive Statistics Mean for Usefulness ......................................... 51
Figure 5.2 Descriptive Statistics Mean for Information Quality ............................ 53
Figure 5.3 Descriptive Statistics Mean for Interface Quality ................................. 54
Figure 5.4 Descriptive Statistics Mean for Overall Satisfaction Factor ................. 56
Figure 5.5 Questionnaire's Factors Percentages .................................................. 56
LIST OF TABLES

Table 2.1  Stages of e-government growth and type of government relationship .......... 11
Table 2.2 Electronic Embassies Services ................................................................. 18
Table 4.1 Functional Requirements ........................................................................ 30
Table 4.2 Non-Functional Requirement ................................................................... 30
Table 5.1  CSUQ Factors and Its Items ..................................................................... 49
Table 5.2 Descriptive Statistics (Usefulness) ............................................................ 50
Table 5.3 Descriptive Statistics of (Information Quality) ............................................ 52
Table 5.4 Descriptive Statistics of (Interface Quality) ............................................... 53
Table 5.5 Descriptive Statistics of (Overall Satisfaction Factor) ............................... 54
Table 5.6 Prototype’s Requirements Testing Result .................................................... 58
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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