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**THE RELATIONSHIP BETWEEN E-GOVERNMENT
SYSTEM AND GOVERNMENT OPERATION
EXCELLENCE IN THE SULTANATE OF OMAN**



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UUM
Universiti Utara Malaysia

**DOCTOR OF PHILOSOPHY
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GOVERNMENT OPERATION EXCELLENCE IN THE SULTANATE OF OMAN**

By

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**Thesis Submitted to
School of Technology Management and Logistics
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in Fulfillment of the Requirements for the Degree of Doctor of Philosophy**



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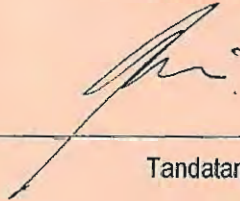
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ABSTRACT

Every government is seeking to provide the best services to demonstrate efficiency and excellence of performance. This goal could be achieved by improving the service performance of entire sectors in society. The government of Sultanate of Oman has realized the importance of moving towards information technology. Therefore, e-Government initiatives were launched in Oman as a part of overall country information technology in 1998. It was first established under the name “Digital Oman”. Every government sector has since upgraded the performance by having its own websites and e-services application. However, there are gaps and loose connections exist among the sectors, which has consequently tarnished the image of Omani E-government. This has led to important questions about the requirement of modification and improvement of such service. Hence, the purpose of this research is to investigate and explore the factors that drive the e-government implementation and affect the government performance as well as the government-citizen relationship in Sultanate of Oman. A survey was conducted among Omani citizens in order to have their feedback and overview of the current e-government in the Sultanate, their technological and behavioral intention in using the e-government system and the governmental operation excellence (GOE) of the system. The outcomes of the study indicate that the e-government system has a direct effect towards GOE. The ‘technology intention to use’ is found to have a mediating effect, while the ‘behavioral intention to use’ has a partially mediating effect on the e-government project approach from citizen's point of view. The study outcomes should offer guidance to conduct e-government projects, especially for the policy makers in the Sultanate of Oman for future researchers. It also can provide a foundation for future researches related to the issues of the government-citizen relationship.

Keywords: e-government, government-citizen relationship, digital oman.

ABSTRAK

Setiap kerajaan sentiasa berusaha untuk memberikankan perkhidmatan yang terbaik dengan mempamerkan kecekapan dan prestasi kecemerlangan. Matlamat ini dapat dicapai dengan meningkatkan prestasi perkhidmatan bagi keseluruhan sektor dalam kemasyarakatan. Kerajaan Kesultanan Oman sedar akan kepentingan era informasi terkini. Justeru itu, pada tahun 1998, e-Kerajaan telah dilancarkan di Oman sebagai sebahagian daripada inisiatif keseluruhan teknologi maklumat negara. Ia telah dilancarkan dengan nama "Digital Oman". Setiap sektor kerajaan telah menaik taraf prestasi dengan memiliki laman web sendiri dan aplikasi e-perkhidmatan. Walaubagaimanapun, wujud jurang dan hubungan yang longgar di antara sektor kerajaan, yang boleh mencemarkan imej e-kerajaan Oman. Ini telah membawa kepada persoalan besar tentang keperluan pengubahsuaian dan penambahbaikan perkhidmatan tersebut. Oleh yang demikian, kajian ini bertujuan untuk menyelidik dan meneroka faktor-faktor yang mendorong pelaksanaan e-kerajaan yang akan memberi kesan kepada prestasi kerajaan serta hubungan kerajaan dengan rakyat di Kesultanan Oman. Satu kajian telah dijalankan di kalangan rakyat awam untuk memperoleh maklumbalas dan pendapat mereka terhadap e-kerajaan di Oman, kepekaan teknologi dan kecenderungan mereka dalam penggunaan sistem e-kerajaan dan kecemerlangan operasi kerajaan (KOK). Keputusan kajian menunjukkan sistem e-kerajaan mempunyai kesan langsung terhadap KOK. "Kepenggunaan teknologi" didapati mempunyai kesan mediasi, manakala "kesanggupan untuk menggunakan" mempunyai sebahagian kesan mediasi dalam pendekatan projek e-kerajaan. Hasil kajian boleh dijadikan sebagai panduan dalam menjalankan projek-projek e-kerajaan, terutamanya dalam penggubalan dasar-dasar kerajaan di Kesultanan Oman. Ia juga boleh dijadikan asas dalam penyelidikan yang berkaitan dengan isu-isu kemasyarakatan sesebuah negara di masa akan datang.

Katakunci: e-kerajaan, hubungan kerajaan-rakyat, digital oman

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LIST OF ABBREVIATIONS

E-Government

G2B

G2C

G2E

G2G

ICT

IT

ITA

SCT

TAM

TTF

Electronic government

Government-to-Business

Government-to-Citizens

Government-to-Employees

Government-to-Government

Information and Communication Technology

Information Technology

Information Technology Authority

Social Cognitive Theory

Technology Acceptance Model

Technology Task Fit



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CHAPTER ONE

INTRODUCTION

1.1 Research Background

In recent years, Internet and Information Technology growth has been the main driver and catalyst for the demand of change in most of the business and service sectors in the world. New technologies and concepts have therefore changed government interaction with business, agencies, organizations and citizens (Lee, 2010; Rokhman, 2011) by establishing new service styles, such as: e-banking, e-commerce, e-voting and others. Digital government or electronic government has been popularized with the term e-government. This refers to the government services provided to citizens through new IT technologies to make provision faster and easier. It was first initiated in the end of 1990s and it is considered as an innovation brought by technological progress from Information Technology growth (Grönlund and Horan, 2005).

Every government is seeking to provide the best services to its country to achieve efficiency and accepted performance. This goal could be achieved by improving the service performance of entire sectors in society. Billions of dollars have been invested by governments in order to undertake their first step towards implementing e-government projects and to implement the best methodology of all attached and correlated electronic-based services like: e-payment, website, e-system, e-application and others. This will permit new channels of interaction and communication between different government sectors and between government and business organizations. This interaction will lead to

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