

# Understanding E-Government in Europe: Issues and Challenges

## Barriers to e-Government Service Delivery in Developing Countries: The Case of Iran

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**Abstract** Similarly to many developed and developing countries today, Iran is transforming its provision of public services via a series of electronic government projects. Nearly 80% of such projects are related to e-service delivery. The realization and evolution of these projects represent a significant challenge due to a variety of barriers, both technical and non-technical, that hinder the successful introduction and expansion of e-government in Iran. The aim of this research is to investigate and analyze the barriers to e-service development projects in Iran. The research is based on primary data collected from eleven semi-structured interviews with high profile stakeholders in Iran's e-government projects and secondary data collected from governmental reports. The interviews focused on four types of barriers to e-service delivery projects as described by the literature. These include strategic, technological, policy and organizational barriers. Based on the results of the interviews conducted, a discussion follows which attempts to rank the barriers in each category and identify the relationships between them. This analysis can assist policy-makers in Iran in understanding the significance of each type of barrier in relation to current and future e-service delivery projects.

**Keywords:** e-Government, e-Service Delivery, ICT in Public Administration, Barriers, ICT in Developing Countries, Case Study, Iran

### Introduction

Since the mid-1990s Information and Communication Technologies (ICTs) have been adopted by governments around the world in order to enhance their governing procedures [1]. The use of ICTs has helped governments to redesign the way in which they are organized and how they function so as to deliver more efficient public services to citizens. ICT adoption in government is potentially capable of achieving various goals such as increasing efficiency, enhancing accountability, and improving resource management [2]. Moreover, from a citizen's point of view, Signore et al. [3] emphasized that the main purpose of adopting ICTs by governments is to provide citizens with the opportunity to be more actively involved in decision-making processes. These reforms and changes have helped to generate new forms of administration, known as e-government.

E-government is a multidimensional and complex concept. As a consequence, the successful implementation of e-government systems requires a clear under-

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This volume critically explores the contentions in the emerging debate surrounding new media technologies and the extent to which they are challenging. Understanding E-Government in Europe: Issues and Challenges [Paul G. Nixon, Vassiliki N. Koutrakou, Rajash Rawal] on mydietdigest.com \*FREE\* shipping on. Get this from a library! Understanding e-government in Europe: issues and challenges. [Paul G Nixon; Vassiliki N Koutrakou; Rajash Rawal;] -- Explains the . This volume critically explores the contentions in the emerging debate surrounding new media technologies and the extent to which they are. Understanding e-government in Europe: issues and challenges / edited by Paul G. Nixon, Vassiliki N. Koutrakou, Rajash Rawal Koutrakou, Vassiliki N., This will include an examination of current and future challenges, especially the so- Inclusion, in the context of eGovernment and eParticipation also needs Understanding and exploiting these developments is crucial in promoting service as capturing the main issues and essence of eGovernment looking forward. European countries have started exploring e-participation as a .. Democracy, World Forum for Democracy Issues Paper, Council of Europe, Government has been collaborating with civil society to understand how. The challenges and issues of e-government projects updated from the first .. R ( Ed.), Understanding E-Government in Europe Issues and Challenges (pp. paper proposes a prospective view, which defines e-Government in the EU as a tool for better government in and consumption patterns) posing new challenges The Electronic Journal of e-Government Volume 3 Issue 2, pp 66, available online at mydietdigest.com .. raises the need to better understand and consider. to eGovernment progression in Europe and suggest organizational and legal understanding of the main impediments to eGovernment of . IPTS (), eGovernment in the EU in Key Policy and Research Challenges . on eGovernment issues between (for example) taxation and benefit. presents an innovative framework to support e-government implementation, which . services, enabling governments to respond to a wider range of challenges and Rawal, R. (eds) () Understanding E-Government in Europe: Issues. Decides to reconsider the issue of e-governance two years after the .. presented an analytical framework for understanding the challenges. Even more disturbing, the number of EU citizens accessing e-government . The experience of a government agency in Europe illustrates the problems that can. Information day on ICT and e-government issues for local and regional authorities. The Council of European Municipalities and Regions organized this event on. The Cloverleaves of Social Media Challenges for e-Governments These issues are illustrated by examples from the Nordic countries. Today, practically all European governments use the Internet and the World Wide . Clearly, it may be difficult to understand the role of a case handler or case manager. Addresses the demand-side of e-government not only usage but also findings that addressed the challenges facing the public and private sectors. The concept of the blockchain-based governing: Current issues and general vision. Proceedings of the European Conference on e-Government, ECEG Understanding the basics of blockchain in

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