

E-Government's Role in Streamlining Administrative and Financial Procedures

<https://www.doi.org/10.56830/WRBA03202402>

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Abstract:

It has resulted in rapid developments in the world in all areas. and, in particular, in the area of information and communications, many of the challenges that have blinded management to the burden of preparing to change working methods, By shifting from traditional government to e-government, directly reflecting performance blindness, The e-government model provides a lot of opportunities for success, clarity, and accuracy, In service delivery and transaction delivery, the shift towards e-government has become a global orientation that encourages the adoption of e-service systems. The transition to e-government has gone through several stages and it entailed a lot of answers and some negatives that could not result in reluctance to implement e-government, The study aimed to demonstrate e-government's role in facilitating administrative and financial services in view of the accuracy and geographical reach of service delivery throughout the country, The study found the important role played by e-government in accelerating progress and strengthening the economy, thereby contributing to the creation of employment opportunities for citizens.

Keywords: E-Government, E-Administration, Administrative Procedures.

Introduction:

In recent decades - specifically the third millennium - the world has witnessed a great revolution in all fields of science and literature, and the world is currently experiencing a large-scale surge in informatics and technology (Arendsen, Peters, Ter Hedde, & Van Dijk, 2014); We find tremendous leaps and striking applications that highlight the evolution of the idea of using information in various areas.

in particular management; It will then evolve into an analysis of those reports to find out the reasons for the changes, and then predict what will happen in the future based on that information, and then we will have a comprehensive view of that information (Drigas & Koukianakis, 2009), recognize its different effects in decisions at all levels, and ultimately find ourselves in a more advanced stage of development; The use of information to achieve the Goals, as a result, is reflected in public administration in various societies and organizations around the world, which is the mechanism that drives the country's development and serves citizens (Wimmer & Traunmüller, 2004), thus incorporating information programming into the Department's work format, electronics.

From the foregoing, we cannot imagine how to provide online services available on the Internet without resorting to simplification and flexibility of procedures (Gil-Garcia & Martinez-Moyano, 2007); The Department's or e-government project is now an inevitable result of interactions in the areas of ICT, streamlining and improving the relationship between citizens and management.

Study Problem:

E-government and digital transformation are one of the pillars of the knowledge-based economy and are beneficial in the implementation of e-government programs in the light of accelerated global technological developments and the trend towards digital transformation. This shows the need to challenge the development of the e-government program and its transformation of the digital or smart situation in the light of the increasing roles of emerging technologies in order to determine the current status of e-government programs development and thus identify the gaps to be addressed and propose the recommendations needed to activate the results of this program.

Significance of the Study

The importance of the study comes in light of the important role played by the administrative organ of the State in development and the cycle played by the e-government and digital transformation programme as one of the drivers of improving the efficiency of the administrative organ on the one hand and meeting some of the requirements of modernizing the economy in the direction of the knowledge-based digital economy on the other hand, enhancing the value of states on structural transformations to support development within the framework of sustainable development strategies.

Study Curricula

The study uses the analytical descriptive approach as one of the main approaches for compiling relevant data and information from international and national reports to evaluate the e-government program, as well as using a questionnaire to survey Ray's experts on e-government justice and digital transformation and to draw the experiences of his beneficiaries that contribute to determining the evolution of the e-government program and what the requirements and constraints of this transformation are.

Reviews of the Literature

We review in this part some of the global, public and private studies on the subject, including a study (Von Haldenwang, 2004), the study's objective is to ascertain the role of e-government in promoting sustainable development by reviewing some practices and a number of related studies. The study discovered five e-government factors that have a clear role in promoting sustainable development. (Legal, technological, organizational effectiveness, collaboration between digital technologies and resource management, citizen's satisfaction) (Papadomichelaki & Mentzas, 2009), the results of the study included an assessment of the maturity index of e-government and mobile services at the regional and national levels, suggesting some possible recommendations to promote the digital transformation of these government services and their availability through digital channels, as well as a study (Kromidha, 2012), on the strategic development of e-government, this study presents the realities of e-government strategies in States and approved applications and prospects for their development. The most important topics examined by this study relate to projects in e-government and new initiatives as well as legislative and legal frameworks,

interoperability frameworks and monitoring and evaluation approaches. (Voutinioti, 2013), on the determinants of users' adoption of e-government services in Greece and the role of citizen service centres, and the resulting service facilities for citizens, While discussing the study (Sun, Ku, & Shih, 2015), it discussed the operational framework for e-government transformation in administrative and financial services and highlighted the advantages and disadvantages, and suggested the necessary recommendations for States to shift towards global e-governance, while targeting the study (Rey-Moreno, Felício, Medina-Molina, & Rufin, 2018), the study noted that government agencies differ in the services they provide to beneficiaries, whether in terms of the nature of users, information or data exchanged, the method of receiving the service and the associated laws and obligations, However, in order for any e-government to succeed in providing distinct electronic services, the criteria against which the service is provided to the public must be standardized. The beneficiary does not find a different way and way of dealing with any electronic service to any government entity. The study recommended that policies should be adopted to facilitate citizens' government services.

Study concepts

E-Government:

E-government is also called e-governance, which is the application of ICT to government functions and procedures to increase efficiency and transparency, and enhancing citizens' participation (Heeks & Stanforth, 2007). This definition illustrates how ICT can be used as a support tool in the development of good governance. Appropriate application allows the e-government to increase levels of effectiveness and efficiency in the delivery of government tasks, as well as improve and accelerate processes and procedures and increase the quality of public services, as well as to develop decision-making processes and provide opportunities for seamless communication between government offices.

E-government is also defined as the Government's approach that uses the means of communication and information technology, especially the Internet. Intergovernmental relations are built on technology to enhance the internal functioning of government bureaucracies, and the role of technology in the State facilitates the rapid exchange of information between departments and agencies. (Silcock, 2001), interaction between different Governments through the use of the Internet to reduce the

costs incurred by the Government, especially in the sale and purchase of goods and services from multiple companies. The use of technology also helps to provide public online services to citizens, as well as publishing Government polls through e-mail, and launches the term digital government to express e-government. (Huang, 2007), where the term "digital government" refers to the inclusiveness of the use of all communication and information technologies in public sector organizations (Irani, Love, Elliman, Jones, & Themistocleous, 2005).

E-Government Formation

The emergence of the concept of e-government began in the 1950s and 1960s, through the emergence of ideas of scientific management, and the spread of this concept expanded as early as 1990, becoming the most popular concept on the public sector reform agendas of liberal democratic political systems since the era of US President Bill Clinton. (Datar, Panikar, & Farooqui, 2008), the concept of e-service delivery was also used to modernize the Government by the Labour Party of the United Kingdom in 1997, in addition to the fact that the concept was initiated by many countries such as Canada, New Zealand and Australia (Afarini & Hindarto, 2023).

E-Government Areas:

- **Linkages with Governments:** This aspect focuses on central Governments' relationship with local governments, relationships that combine organizations, departments and agencies, as well as their focus on defining the relationship between staff and government (Arba'ah, Utami, & Muhammad, 2023), and the relationship between the legislative and executive branches.
- **Practical linkages:** e-business that defines the relationship between governments and markets, as well as the relationship between government and the private sector (Distel & Lindgren, 2023).
- **The relationship between government and citizens:** that is, the focus on the relations between government and citizens, the services provided to them and the needs to be met (Malodia, Dhir, Mishra, & Bhatti, 2021).

Benefits and Features of eGovernment

Enhancing inclusive governance results in e-government contributing to building trust between Governments and citizens by using Internet-related strategies to engage

citizens in the political process, thus demonstrating the Government's transparency and increasing the ease and speed of implementation made it easier to reduce paperwork. (Anand, 2020), the use of technology means to exchange information and ideas among government agencies, and facilitated access to government decisions and policies, as the e-government gives all citizens the right to access information.

- Enhancing operational efficiency. Citizens are interested in the efficiency of services provided. Governments' effectiveness is measured by the quality of their dealings with citizens (Saylam & Yıldız, 2022). This has become possible with the advent of e-government.
- Reducing the government's administrative costs is considered to be very effective in terms of reducing costs. For example, a survey on an issue can be done at very low cost, as well as data collection and other government tasks without excess expenses (Glyptis, Christofi, Vrontis, Del Giudice, Dimitriou, & Michael, 2020).
- The development of the Department's work, which leads to the replacement of tools used in traditional administration, such as papers, pens with electronic tools, such as computer devices.
- Reduce expenses for traditional management components, such as: reduce expenses for the purchase of pens per month (Al-Besher & Kumar, 2022).
- Eliminate geographical problems in sending and receiving information.
- Create a better business environment, as the use of ICT in government helps streamline interaction and interactions between the government and business sectors.
- Provide benefits for citizens and public administration at a number of levels, as good income can be obtained through data collection and transmission to stakeholders.
- Improving the quality of life in societies in need of care, as modern communications technologies provide the Government with access to and empowerment of marginalized groups, their involvement in the political process and their provision of goods and services (Zabukovšek, Bobek, Tominc, & Štrukelj, 2021).

Electronic Government Constraints

- Difficulty for management, or staff, to cope with new electronic changes.

- The inability of most customers to handle the electronic system applied in the facility.
- Not being able to understand some emails, which need oral clarification.
- The high cost of tools (Yan & Lyu, 2023) and devices used to provide Internet connectivity.
- Some e-departments are not interested in providing adequate training to staff, which leads to difficulty in integrating them with the new working environment (Wagola, Nurmandi, Misran, & Subekti, 2023).

E-Government Applications in Egypt Model

The Egyptian Government has established the Egypt Portal, which provides citizens with all government services in a prompt and easy manner without geographical mobility. Each citizen shall register on the website with personal identity and personal telephone number. Here are practical forms of these services:

Authority	Features of the application of e-government services
President of the Republic	Smart Secure Versions Complex Looked Work 2020m
Ministries	Ministry of Interior and Civil Status Applications
	Application of beam for electricity billing services
	Number of University Hospitals with Telecommunications Device
	Launch of e-litigation platform for economic courts
	Support digital transformation for comprehensive health insurance
	Application of ironing system to enter and exit ships for docks and ports
	Smart Farmer Card Development
	Create smart city 6 with 4G specifications
Launch of AI platform	

Results:

- The orientation of e-government has contributed to enhancing communication and collaboration among employees through building an environment of joint dialogue.
- Enhancing good governance, and transparency, expanding public participation in policymaking and decision-making contributing to the fight against corruption, and e-government itself does not put an end to corruption, but is accompanied by mechanisms that make government actions clearer.
- Reduce the cost of hiring many employees.
- Improve the productivity and efficiency of government agencies, increase the productivity of government employees, and reduce public expenditures by reducing the number of offices and paper consumption.
- Increasing the level of services provided to clients, which contributes to the development of all work departments by reducing the time devoted to the performance of functions.

Recommendations:

- The need to provide staff capable of handling e-management devices. The benefits of e-management are quick to carry out the work, thereby saving time for public tasks.
- Help implement professional methodology steps, and link them to correct decisions based on the speed of access to information.
- The need to use Internet tools and applications to publicize the facility and its professional role.
- The need for permanent and stable Internet connectivity.
- Take into account the reliance on strengthening the role of the Management Information Systems Section, which contributes to electronic information management, and provide a set of strategies that support the Department's role in its work.

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