Factors Affecting the Success of E-Government Implementation in developing Countries: A Case Study of Kurdistan Region of Iraq (KRI)

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Abstract: **The This paper is attempting to identify the success factors to implementing the E-Government in Developing countries generally and the paper will focus on two case studies in Kurdistan Region of Iraq. There are a huge gap between citizen and government regarding government services. The government need to provide the E-Government services with less expensive cost to their citizen, while the citizen expected the best services from the government. In KRI there are some employers it can be represented as E-Government services, such as the passport Office of Sulaimany and Municipality of Sulaimany. This paper will propose the each of the Government's vision, Citizen Awareness, Trust, and ICT as the main factors to implement the E-Government in developing Countries. This study also proposes some E-Government services for each of Passport Office of Sulaimany and Municipality of Sulaimany in a form of two case studies.**

Keywords: *E-Government , Citizens, Factors, KRI, ICT, Awareness, Trust, Government Vision*.

1.Introduction

The E-Government is the utilisation of information technology to empower and enhance the productivity with which government service are given to citizen, representatives, organisations and offices. These days, the advantage of E-Government has gotten to be a standout amongst the most intriguing issues amongst Citizens and Governments, particularly in creating nations. A few people are contending that the Government ought to have an arrangement to make it subject every day routine and exchanges electronically. The E-Government is not a simple system as a few people are expected. For occurrence, on one hand the Government is expected to give E-benefits minimum expense to its native while, On the other hand, the subjects are required the best administrations from their legislature [1].

At present, because of the oil costs some of creating Countries are confronting economic emergency, subsequently these administrations are endeavoring to give the E-administrations to their Citizens with minimal effort. UN report records the explanations for low selection of E-Government administrations as: Usefulness, Content, Accessibility, Lack of Trust, Lack of Confidentiality, Social and Cultural Issues, Inadequate Infrastructure, Inadequate Delivery of Services [2]. E-Government appropriation models can recognize the components prompting selection by residents, which could then prompt more fruitful E-Government ventures [2]. According to [3] E-Government sites, residents can show signs of improvement open administrations, speedier than up close and personal administrations, from any place and at whatever time, and from the administration side, the more natives utilize these applications, the more. Operation and administration expenses can be decreased [4] [5]. A few people are feeling that the E-Government will implement by having a decent IT base as far as database, Internet, PCs. Actually the ICT will not be spoken to as one of a kind component to achieve the E-Government execution. Thinks to propose that E-Government appropriation is not only a mechanical issue, it is affected by different variables, for example, human, social, social and monetary viewpoints [6]. In the light of the past foundations and contentions this study, plans to decide some basic elements that will influence the achievement of E-Government Implementation in creating Countries. This study will suggest that the each of Government Vision, Citizen Awareness, Trust and ICT issues will be spoken to as vital variables to execute the E-Government in creating Country. Whatever is left of this paper is sorted out as takes after: In the following area, we quickly present the E-Government in Kurdistan Region of Iraq. At that point, the writing audit will be clarified, which is trailed by the two contextual analyses in KRI. From that point, results are talked about with various ramifications and conclusions. At long last, the constraints of this study and suggestions for future studies are also examined.

2.E-Government in Kurdistan Region of Iraq

The aim of this section is to survey the present E-Government circumstance in KRI. In KRI the legislature is begging to give some E-Services to its resident, such in telecommunication sector, traffic, and passport offices. Regardless of these there is a colossal quantity of taxpayer driven organizations are as yet fulfilling by utilizing papers and conventional approaches to its subject. One area that the KRG is especially intrigued by is the execution of E-Government to set up modernized government to the point of encouraging straightforward administration, constructing a more grounded association with its residents, and more compelling conveyance of fundamental administrations

(KRG IT Academy 2009) [7]. To accomplish this, the KRG built up a five-year arrangement (2011-2015) to set up the locale for E-Government execution. Be that as it may, nationals' observation about E-Government has not yet been investigated in the area and no study has yet been directed to analyze whether subjects will receive E-Government services, and what components may affect their choice [7]. In recent years, Kurdistan turned to ICT as an instrument to enhance taxpayer driven organisations and native prerequisites. In such manner, an administration bureau has dispatched an IT office at the committee of services, to execute IT anticipates as a team with different partners and areas. The Ministry of transportation and correspondence has constructed distinctive sorts of travel trades 1000E1 and 600E for Erbil and Duhok separately, and has additionally associated Kurdistan urban communities through a microwave system in sort SDHSTM-1 (MOC, 2009) [8]. According to the meeting did with the leader of the IT office on the board of services the majority of the services in the KRI region are associated together through fiber optic links, furthermore there is a thought of interfacing with the FLAG system [9]. As of late, the Ministry of transportation and communication, arranged to dispatch an E-Government venture by interfacing government, foundations by means of a system in the district this will empower subjects to speak with the administration under a system called "Access Network".

In Kurdistan, the E-Government project is a national activity, supported by the previous Prime Minister of the region. It intends to enhance adequacy and effectiveness in government supported organisations by enhancing the nature of the administration conveyance of its natives and different partners [10]. KRG turned to ICT in later years as an apparatus to change government and to give administrations to its resident adequate and effective. In this connection, the board of services has dispatched an IT office to set up a key guide for government, with a specific end goal to bolster government change and to get ready for E-Government activities and their execution to take after the created nations [8].

The other critical task has been built up by IT office is the IT Academy (ITA). The ITA was propelled in 2009 as a part of the system as a middle for learning and preparing government workers in different perspectives, for example, IT skills, managing, and others. This centre has been officially having a partnership with Microsoft [11]. In the KRI there are no such online administrations accessible for the general population, 95% of administrations are manual, aside from the delicate structures on the KRG site, and structures accessible on the Kurdistan Board of Investment (KBI, 2009) site for businesspersons. Taking all things together, it will be actualized to belligerence that there are absences of E-Government administrations in KRI [10].

3.Literature review

In this paper pertinent literature and research have been viewed, containing different types of current published research papers, in order to study and develop the factors in contributing to building a good E-Government implementation. According to number, studies and papers there are different factors that will affect the success of E-Government. In fact, there are different resources and scientific researchers have been published in order to address the E-Government implementation. In this paper

three main factors have been a pointed as main critical factors to success the E-Government implementation in developing countries.

4. Critical Factors
4.1 Abbreviations Government vision Factor

Setting up an expansive vision of E-Government ought to begin from the arranging procedure which is the mutual good of the general public. The legislature ought to have a reasonable arrangement this to prevent the fail of E-Government improvement and implement. Before the E-Government execution the top government chief ought to have an unmistakable vision to the partners of its administrations [12]. The Government ought to play out the accompanying undertakings:

1-The entire E-Services arrangement ought to be composed legitimately.

2-Pre-execution arrangement ought to be disclosed to the national. The point of this point is to expand the resident fulfillment course to the E-Government administrations.

3-The E-Government future arrangement (such next 20 years) ought to be explained to the natives, this to persuade the residents about the level of the Government's vision. At some point the administration will discharge a few administrations that the nationals won't be upbeat of utilizing these administrations, toward the end these administrations or task will fail. The government pre and during the process of E-Government implementation must show and explain to the citizen how the E-Government services will benefit them and how these services are easy to use [3]. For example, [13] [14] [15] [16] addressed two main variables, which previously identified in the technology acceptance model (TAM), perceived usefulness (the extent to which citizen believes that using E-Government would enhance his or her efficiency) and perceived ease of use (the extent to which citizen believes that using E-Government services will be of effort).The government should attempt to address the all citizenship requirements for each service. For instance, when a user of an online system will not find the whole information or facility about his or her point of interest, he or she will attend the office physically. According to [3] proposed perceived service response as an influences factor on citizen intention to use E-Government services. They suggested that if citizen feel that there is an inadequate service response to government websites when they require it or being treated unfairly, they are less likely to adopt E-Government , rather they would go to physical government offices to seek services. The Citizen has a direct impact on the success the E-Government implementation; as a result, the citizen participation should be included within process of government vision.

Citizens ought to be implicit the E-Government vision [12]. Regarding to [17], he demonstrated Rules for the vision ought to be confined:

1. It must be expressed emphatically; it ought to be expressed as far as moving towards something 'that is needed. The administration's vision ought to be depicted plainly, what the advantage or positive result will be accomplished with the applying of this vision. Furthermore, how the native needed will be tended to with the present Government vision or methodology.

2. It ought to be as particular as could be expected under the circumstances; ideally, the confirmation ought to be in a

structure that is tactile based, that is, the thing that could be seen, heard or felt. The Government's vision ought to address the specific resident necessities and requirements. In another word, the vision ought not include the additional data and issues that the residents are not intrigued by, this to keeping away from the subject fatigue from having excessively numerous data and systems. Moreover, the vision ought to be worthy by most of the residents. It is the Government duty to give, it is subject strong confirmation to move from any work of art or customary support of an E-Government .

3. It must be conceivable to have a contribution to the accomplishment of the vision, to have possession. Truth be told it will be troublesome and excessive for the Government to reporting it is vision encompassing the E-Government without setting up a decent foundation, methodology, and instruments to actualizing it is vision. In the light of the past contentions and status, in this area the Government's vision and it is part of the accomplishment of E-Government usage has been clarified. This issue has been chosen as one of the essential elements to actualizing the E-Gov. As a result, the authors of this paper hypothesize that the Government's vision will be represented as one of a success factored to implement the Government. H1: Government Vision will have a direct impact to implement the E-Government in Developing Country.

4.2 Awareness and Trust Factor

According to [18], awareness is "an understanding of the activities of others, which provides a context for your own activity". Nowadays, different types of media and channels is available for most of people in the world, in turn, people can access to the Government activates thought these channels such as mass media, Social Media and Mobile Media and Printed Media. These channels will be represented as a facility to improve the citizen's awareness to use the Government electronic Services.

Awareness utilizing the broad communications to present the idea of the E-Government framework for individuals in people in general segments, leading courses or workshops to energies the general population parts' work power to apply the ideas as their day by day operations. The Government ought to urge the Citizens to utilize its E-Services this by expanding the level of the resident's awareness. This is by clarifying the advantages of E-Services over the conventional Services as far as each of decreasing the time, Cost, and bureaucracy. If the potential advantages of E-Government administrations are delineated and the nationals trust that the change is conceivable people will acknowledge the change [19]. Awareness, training and specialized learning are considered as essential variables for e government appropriation [12]. Since E-Government relies on upon IT, clients require some level of IT awareness and capability that empowers the use of E-Government [20]. In E-Government the terms of mindfulness will be included diverse issues, for example, Citizen, IT, Government and Business mindfulness. It's the Government dependably to mindfulness the nationals with a specific end goal to utilize the E taxpayer driven organizations [21]. Awareness of particular E-Government supported organizations 50% grown-up feeling safe to transmit individual information to govern by means of Internet [22]. Most of the exchanges in KRI happen physically (up close and personal) which connected with society state of mind, as such, numerous individuals incline toward line approach instead of online

exchange, because of the absence of trust in government [11]. The discoveries demonstrate that apparent convenience, similarity also, reliability is huge indicators of residents' goal to utilize an E-Government supported organization. The ramifications of this study for examination and practice are introduced.

The discoveries demonstrate that apparent convenience, similarity and reliability are huge indicators of natives' aim to utilize an E-Government driven organization. Trust has been observed to be the regular build coordinated into E-Government reception models [1]. However, break of protection and security may hurt open trust in E-Government [23]. Trust figures out if or not clients will get administrations through the Internet. Consequently, associations should know that they must be reliable in giving all data amid the conveyance of administration's Approach [24]. The Approach they watched that apparent trust positively affects nationals' demeanor toward E-Government , as it upgrade their desire of the results. Trust: Where important, clients must be consoled that security and protection issues have been tended to by the system Trust [25]. It appears, assumes an urgent part when complex e-administrations requiring exchanges or proactive, mechanized conveyance become possibly the most important factor; and it should be common: upgrading uptake and saw profits by the client point of view from one viewpoint and empowering self-association and self-control ("light government") for governments then again. In the light of the past contentions and status, in this segment the mindfulness and trust variable and it is partially on the achievement of E-Government usage has been clarified. This issue has been chosen as one of another imperative component to executing the E-Government [26]. Accordingly, the creators of this paper theories that the mindfulness and trust will be spoken to as a second achievement element to actualize the E-Government .

H2: awareness and trust will have an immediate effect to execute the E-Government in Developing Country.

4.3 Information Communication Technology (ICT) Factor

ICT framework is one of the essential difficulties that are confronting E-Government usage in developing countries [27]. Without a solid IT foundation the residents' day by day exchanges will be lost thus the greater part of subjects want to utilize customary administrations (face –to-face contact) rather than the E-Government services [11]. ICT assumes a vital part in advancing availability, network, responsibility, proficiency, and powerful, social, political, and financial advancement in numerous nations [28]. It is clear that the citizens are not worried about how the ICT base has been constructed or achieved by the Government, they are fascinating to know how their data or private information will be secure, recovery, and accessible to recover. The ICT is about information security, protection, dependability, secrecy, and accessibility. With the improvement of data innovation ideas it was important for the administrations to develop and move data from the idea of scattered applications that backing different specialty units in a way, to the idea of data administrations that serve the whole government as one element in Bahrain [28]. The ICT framework ought to involve the entire exchanges, for example, nationals to Government, natives to Business, subjects to residents, and Business to Business. The

legislature ought to build up an ICT foundation that gives and backing the entire national's data as one element. For instance, when a resident when applying for to assume the liability for the quality and meet client prerequisites, workers need to learn and pick up information on new advancements [12]. The powerful utilization of ICT requires proficiency as well as specialized aptitudes, PC education and dialect abilities [29]. (Tanzania) Citizen readiness is controlled by (1) sufficiency of ICT abilities (2) money related affordance (3) familiarity with existing E-Government administrations, (4) inclination for eye to eye correspondence, and (5) the age of a client. (Tanzania) Access issues allude to routes through which nationals access E-Government activities. Results demonstrated that ampleness of ICT foundation and accessibility gears for getting too into E-Government administrations are essential. (Tanzania) We found that insufficiency of ICT and supporting foundation, and inaccessibility of ICT gear adds to the low appropriation of E-Government activities. In the light of the past contentions and status, in this segment the ICT component and it is part of the accomplishment of E-Government usage has been clarified. This issue has been chosen as one of another essential element to actualizing the E-Government . Subsequently, the creators of this paper theorize that the mindfulness and trust will be spoken to as a second achievement element to execute the E-Government . In the light of the past contentions and status, in this segment the ICT element and it is part of the accomplishment of E-Government execution has been clarified. This issue has been chosen as another vital element to executing the E-Government . Subsequently, the authors of this paper theorize that the ICT will be spoken to as a third achievement variable to actualize the E-Government [29]. H3: ICT Factor will have a direct impact to implement the E-Government in Developing Country. Moreover KRI and Iraq have a big network of fibber optic and mobile services which provide a good point to start build E-Government infrastructure. Over the globe, governments are changing the way they work together. As the move from managerial operations to administer operations quickens, so do government necessities for enhancements in IT frameworks. E-Government systems shape the centre of government IT frameworks. These systems face progressing challenges with system interconnection, data security, information asset sharing, and application coordinated effort. A layered ICT stage is expected to appropriate different keen applications and convey perceptive administrations, addressing the necessities of government and its subjects [31]. As the world's driving supplier of ICT arrangements, according to [31] E-Government Network Platform Solution to help governments change the way they work together. This arrangement gives an extensive application bolster stage that meets government prerequisites for well-informed systems, security, cloud server farms, and collective office support. E-Government network suffer from nonstandard network development, free frameworks, and decentralized system outline and improvement, prompting the work escalated system upkeep and low operations effectiveness. In one run of the mill illustration, an abnormal state government association incorporates 38 focal government offices with more than 80 private government systems. In the event that these systems were created in a brought together way, the administration could have spared an

expected US$8 billion to US$ 16 billion in development costs [31].

The systematic arrangement, which shapes the center of the E-Government arrangement, bolsters information access and transmission in a multi-layer structure and gives upper-layer application interworking and administration stage information handling. The arrangement fulfills the necessities for all-IP and high-data transmission administrations, guaranteeing a quality client experience while bringing down operation chance the accompanying figure-1 and figure-2 represents the system arrangement design, and enhancing the framework unwavering quality [32].

Figure 1 E-Government network architecture [32]

Figure 2 E-Government network solution architecture [32]

The E-Government system stage incorporates the accompanying components: Interconnected and bound together E-Government system Far reaching security assurance framework that spreads cloud stages, transmission systems, and terminals Integrated E-Government cloud stage that gives information sharing and application bolster administrations Collaboration stage for government offices and authoritative administrations Centralized and brought together system operation, framework support, and administration management. The E-Government system framework configuration depends on the national E-Government spine transmission system created by [32]. The E-Government spine transmission system utilizes the extranet to incorporate and enhance existing private administration systems through a brought together national E-Government extranet stage, encouraging cross-office interworking and consistent relocation from IPv4 to IPv6.The communitarian office stage arrangement bears various taxpayer driven organizations including organization, administration, coordination, texting, video conferencing, supervision, and basic leadership administrations. This arrangement empowers proficient organization, data and asset sharing, and office coordinated effort, inside a solitary stage [32].

5. Case Study in KRI

In this paper some government services in City of Sulayimaniya - Kurdistan region of Iraq will be explained. In fact as the other cities around the world the local government is providing different services to the citizen and foreign people in this city. There is a huge number of services are provided by the government. Some of these services are available electronically and the rest of services are accomplished by hand, face to face and traditional transactions. During the search and work on this paper the researchers have found two organizations to be addressed. The main aim of selecting these two organizations is most of the people in this City have daily transactions with these two organizations.

Table 1 Case study organisations

	Organization	E-Government facilities
1	**Sulayimaniya Passport office**	**1-Online form** **2- Reminder via SMS**
2	**Municipality of Sulaimaniya**	**1- Mobile Phone.**

5.1 Passport Office of Sulaimany

As it has been viewed in table (1) the first organization that will be proposed is the Passport Office of Sulaimany. In this organization some of daily work or citizen's transactions regarding to the passport Applying, Lost, and Renewing will be accomplished electronically, thus it will be represented as one of E-Government services in this City. In December 2010 the international ID office in the city of Sulayimaniya changed the office keeping in mind the end goal to give declarations by means of SMS through cellular telephones to illuminate natives for its fulfillment of their passport [8]. The present principle E-administrations in this association will be appeared in the accompanying focuses:
1-To restore or applying for a passport every individual ought to push on special device (Located in the Passport Office) to have a ticket number.
2-Through an electronic gadget (Digital Screen) the ticket number of the present individual to be served will be declared or showed.
3-An electronic Signature and unique finger impression will be taken from every candidate.
4-The SMS will send to the owner of the passport, including the passport release date. In spite of the administrations there are distinctive E-benefits that will give by the legislature to give better administrations to it is the residents and remote individuals. In this paper, we propose some new useful E-services for the Sulaimaniya Passport office, in order of providing better services for the citizens and foreign. These services will be explained in the following points:Provide an official website: this service will be represented as one of the best ways to provide the most of citizens about the up-to-date information, terms and conditions regarding to the passport.

1- Tracking system: Nowadays, tracing system has become one of the most interesting issues for most of people for different kinds of transactions and business. Through

this system a person will be reassured from the process of his or her transaction.
2- Online Passport applying or renewing: this service will be represented as another important issue for some of the citizens. For instance, when a person lives in a suburb or countryside, he or she will prefer to apply online due to time, cost and effort saving.
3- Online appointment: this facility is another useful service that grants each person to organize his or her time as a result this will lead to Lack of congestion inside the passport office building.
Online Passport lost or stolen report: in this paper the last proposed service is Online Passport lost or stolen report service. The aim to use this service is to ensure that it is not used for fraudulent purposes and to protect the passport owner from identity theft.

5.2 Municipality of Sulaimany city

Municipality of Sulaimaniya will be represented as one of the biggest organization that provides different services to the people in the City of Sulaimaniya in KRI. In fact, Municipality of Sulaimaniya in terms of each of bulling and employees has a good infrastructure. Despite of these, the lack of electronic services will have a direct impact on the person's transactions of this organization.

Specifically, numerous municipalities in Kurdistan as of now have a key ICT focus set up. However, there is no utilization of ICT in the cooperation of the legislature with the general population [9]. Because of the regions in Kurdistan, ICT use is near nil. Through the inquiry and examination on the present E-Services that will be given by this association, it has been watched that the general population (clients) can't get to any online administrations the shape of the present Municipality. It is vital for every administration that has an arrangement of building an E-Government to put forth two inquiries the first (what do subjects need) is the thing that the resident's needs from the E-Government to be, and the second question is the thing that the legislature is needed from the natives. A- What citizens and businesses want? According to [30] during to move toward to the E-Government in Netherlands the Government has gotten some information about 250000 the questions (from Amsterdam, Rotterdam, and Maastricht Cities) were:
A-what they need when they are cooperating with the Government?
Accordingly the main ten answers were:
1-They need of multi channels, for example, (Face to face association, call the administration, everything to be online and make Personal picks).
2-The administration items ought to have simple access. (For example, they don't have to full heaps of structures to such a voyaging.
3-Simple strategies: they have to see how the system is functioning.
4-Single actuality supply, different uses. They don't have to full every structure to put their name, address, date of birth once more.
5-Transparent procedures: they have to know where their application is, to what extent time is taking, what number of steps are there, track and follow.
6-Digital unwavering quality. They need the IT to work. They don't have to fill the structure over and over in light of the fact that the IT doesn't fill in at that time.

7-Receptive for grumblings. The residents need if something is not right, they will have the capacity to gripe about it.

8-Government reports, benchmarks. How the national will have the capacity to review the Government administrations.

9-Active association.

10-Personal administration.

B-What government needs from their citizens?

1-Efficiency/cost diminishment

2-Customer (Citizen) fulfillment.

3-Compliance to government rules. The administration needs the nationals to tolerate the law.The approximately total population of Amsterdam, Rotterdam, and Maastricht Cities in Netherlands is 1,645,000. Also, in the City of Sulaimaniya the total population is about 1,790,000. In this paper based on the above numbers of the populations we have decided that the E-Government procedure in Amsterdam, Rotterdam, and Maastricht cities in the Netherlands will be suitable procedure to be applied in the City of Sulaimaniya. The main Departments and activities offices of the Municipality of Sulaimaniya are:

1.   Parking
2.   Road and street services
3.   Planning Department
4.   Waste Collecting
5.   GIS Centre
6.   Municipality Police Centre
7.   Municipality property rental
8.   Master plan office
9.   Civil Affairs

The Decision Committee (Top Decision Makers) of the Municipality of Sulaimany is:

1.   Cadastre
2.   Topography
3.   Addresses
4.   Income
5.   Civil Affairs
6.   Law and Rules

In the bellow figure-3 the current contact transaction infrastructure of the Municipality of Sulaimany has been displayed. According to the figure 3 (the Figure has been created by the use of Visio Software) when a person or an organization has any transaction he/she should be at the office physically or in some time by a phone call to accomplish their task or transaction.
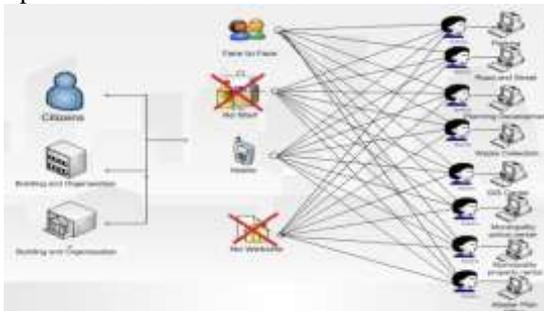

Figure 3 the Current Contact Transaction Infrastructure of Municipality of Sulaimany-KRI

There is no any official web site or email to be used by the citizen to accomplishing their daily transactions. In order, to provide better services the researcher of this paper will propose a bellow infrastructure for the Municipality of Sulaimany. In the next Figure a proposed E-Government services to the Municipality of Sulaimany will be displayed. By applying a proposed prototype a big change and improvement in the Municipality of Sulaimanywill be occurred. This will be led to satisfying the Citizens daily transactions.
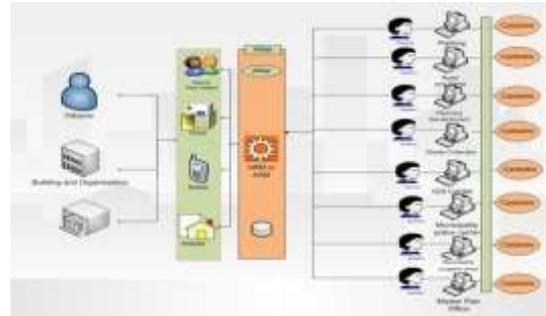

Figure 4 A proposed Contact Transaction Infrastructure of Municipality of Sulaimany-KRI

In this paper, we proposed an E-services (Contact Transaction Infrastructure) prototype for the Municipality of Sulaimany main office, in order of providing better services for the citizens and foreign. The following procedures and steps will describe a proposed model:

1-   Evaluate the current employees IT skills, in order to participate in the E-services.

2-   Channels of contact to access by the citizen's for instance:

A- Click Call Face. Use the Internet for collecting the information about the services.

B- Providing an online system in a form of a website (one official website) to publishing the information and current E-services of the Municipality of Sulaimany.

C- Providing one Telephone number in a form of the Automated Phone System.

D- Providing one E-mail address for the people to contact.

E- Providing one PO Box number for the whole City.

3-   Reduction of bureaucracy and leans.

4-   3 layers-organization: front- mid- back offices

5-   Shared Service Centre (concentration of ICT departments) and Backup data Centre (taking into our consideration the cost and risk)

6-   Providing a Digital IT for each Citizen DGD.

7-   Cold data (date of birth) and hot data (address).

All in all, by using a proposed infrastructure the citizens will be able to contact and accomplishing their daily transactions through different channels (face -to-face contact, E-mails, Mobile/landline phones, and official website). Furthermore, the Citizens will be reassured to use one of these facilities to accomplish it is task, especially with the use of the Municipality website. This is because a citizen will get an immediate replay about his/her request and he /she will use the tracking system to monitor the process.

6.METHODOLOGY

In this study, the analysts complete a study on administration conveyance challenges from a subject point of view in the context of a developing country, KRI in

particular. The target group comprised of 150 citizens seeking government E-Services in the city of Sulaimany in KRI. Our examination was guided by the blended exploration strategy where we gathered both qualitative and quantitative data from citizens. We outlined and directed an information-gathering instrument adapted towards gathering applicable information from residents. The instrument caught bio-information of the members, sort of service(s) being gotten to, recurrence of access, observations about achievement variables of E-Government supported organization, subjective information on a few difficulties confronted by citizens and any proposed suggestions. The information gathered was dissected and the outcomes and discoveries are introduced in this paper.

7.Result and Discussion

The Results analysis of our data gathered 150 surveys from Sulaimany Citizens shows that in KRI 94.4% know about the E-Government but they do not what that means as it appears in figure 5. Another questions to the citizens was do you know that government need to lunched e-services? 66.7% not hear about it, this is a huge present of lack of awareness of the citizens as it appears in figure 6.
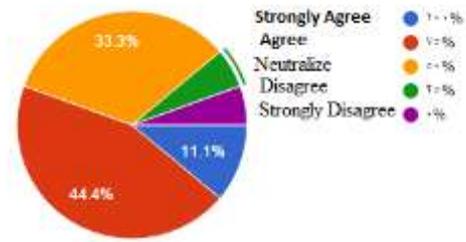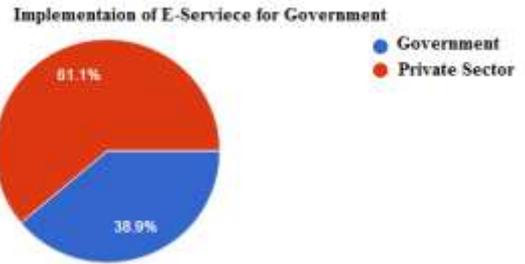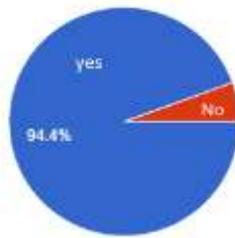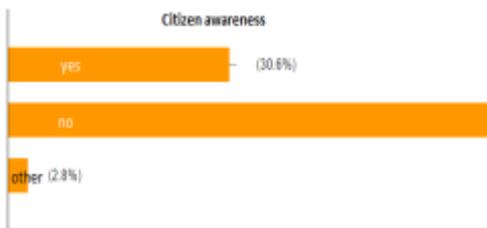

Figure 5 Knowledge about E-Government

Figure 6 Citizen Awareness

Adding more, most of the citizens agreed to pay their bills online such as electricity and water bills. Another question for citizen did you trusts the e-service if their lunch and do you think your data is safe? 44.4$ agreed and trust the service while 33.3% neutralize 11% totally disagree and not trust the services as shown in Figure 7. The citizen status that the e-services should delivered through the private sector. They do not recommend government to implement it. 61.1% support the private sector, while 38.9% support government to launch the services as it shows in figure 8.

Figure 7 Citizen Trust the service and safe of their data

Figure 8 Implementation of E-Services

This paper proposed the reach of the Government's vision, Citizen Awareness, Trust, and ICT as the main factors to implement the E-Government in developing Countries such as Kurdistan of Iraq. This study also proposes some E-Government services for each of Passport Office of Sulaimany and Municipality of Sulaimany in a form of two case studies. The main finding that found during the many meetings with these two places that have been approved the three hypotheses H1 (Government Vision will have a direct impact to implement the E-Government in Developing Country) because it is not found any vision in KRI or strategic plan to implement it in real environments. H2 (awareness and trust will have an immediate effect to execute the E-Government in Developing Country). Many government employees and KRI citizen, not have awareness about E-Government s and E-Services according to our meetings and interviews many citizens, H3 (ICT Factor will have a direct impact to implement the E-Government in Developing Country) because KRI of Iraq was facing many political issues and wars there is not unique ICT infrastructure to support any E-Services between cities. There are some networks in KRI but need a very huge cost to build and maintenance. Our proposal is to use innovation ICT structure, that can cope with this new financial crisis that KRI face now a day. Adding more to this paper proposed many e-services for this two case studies in the KRI Municipality of Sulaimany city and passport of Sulaimany office, for instance, both need a dynamic and interactive website provide e-service to the citizens, also we have proposed many other e-services for both systems. Adding more we have proven there is no awareness and trust between citizen and governments regarding the e-services that government provided. Regarding some interviews of citizens and government employees that have conducted.

8.Future work

We will try to work with ministries of the strategic plan and make this work as proposal as stating points to apply e-

services for small offices in Sulaimany city, then move to other cities and try to connect all critics with unique online services with unique database services. Building a group of academic and IT and computer science students to start working introduce e-service to citizen through workshops, seminars and media communications. This group will help governments to start the training of their staff and citizens in long-term period before and after the e-service lunch. The team tries to find the cheapest and newest IT solution for any issue regarding the government's e-service by researching and feedback the E-Government team. Finally, try to build a web framework as monitoring all e-services for KRI governments.

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