



Table of Contents

ENDORSEMENT PAGE.....	ERROR! BOOKMARK NOT DEFINED.
PLAGIARISM-FREE STATEMENT	III
ABSTRACT	IV
LIST OF TABLES	VIII
LIST OF FIGURES.....	IX
CHAPTER ONE.....	1
INTRODUCTION.....	1
1. 1 Background of the Study	1
1. 2 Problem Statement	4
1. 3 Research purposes	5
1. 4 Benefits of research	5
1. 5 Research Authenticity	5
CHAPTER TWO.....	8
LITERATURE REVIEW AND THEORETICAL FOUNDATION	8
2. Literature Review	8
2.1 Overview of e-government and E-services	8
2.1.1 E-government and developing countries	9
2.1.2 NIC system in a developing country and its barriers	14
2.1.3 E-government functions	15
2.1.4 E-government Effectiveness.....	16
2.1.5 Afghanistan E-government Services	17
2.1.6 Government-Citizen Relationship.....	19
2.1.7 Flexibility concerning culture	19
2.1.8 e-Citizen Expectation	20
2.1.9 E-Government Components.....	21
2.1.10 E-Services.....	22
2.1.11 E-Service Types	23
2.1.12 What do citizens say they want?	24
2.2 Barriers to E-government	25
2.2.1 System Availability	25

2.2.2 Classification of High Availability Systems	27
2.2.3 The Business Cost of Degraded Availability	28
2.2.4 Factors Affecting Downtime	29
2.3 Theoretical framework	32
2.3.1 Assess Design-Reality Gaps.....	37
2.3.2 Presenting the Results	39
CHAPTER THREE	41
RESEARCH METHODOLOGY	41
3. 1 Research Design	41
3.1.1 Population.....	41
3.1. 2 Instrumentation for Data Collection.....	42
3.1. 3 Data Collection and Analysis	42
CHAPTER FOUR	44
RESEARCH FINDINGS AND DISCUSSION	44
4. 1 Finding and Discussion	44
4.1.1 E-governmental services	44
4.1.2 Reported of E-Tazkera System Availability	47
4.1.3 The availability attained for the E-Tazkera system.....	49
4.1.3 Measures to reduce the impact of improving the availability of the E-Tazkera system.....	52
4.2 Analyzing the E-Tazkera System's Initial Design—Reality Gap.....	56
4. 2.1 Information	57
4.2.2 Technology	60
4.2.3 Processes	64
4.2.4 Objectives and Values	68
4.2.5 Staffing and Skills	71
4.2.6 Management Systems and Structures.....	74
4.2.7 Other resources.....	77
4.3 Proposed Model for Challenges and barriers to E-government implementations..	82



4.4 Proposed Model of Barriers and Factors to E-Tazkera System Unavailability	91
4.5 Proposed Distributed Structure model for E-Tazkera system	97
4.5.1 Data Synchronization	100
4.6 Proposed Availability Enhancement Model.....	101
CHAPTER 5.....	112
CONCLUSIONS AND RECOMMENDATIONS	112
5.1 Conclusion.....	112
5.2 Recommendations	113
REFERENCES.....	114
APPENDIX 1: QUESTIONNAIRE	124
APPENDIX 2: RESPONSES.....	133

LIST OF TABLES

Table 2.1: Classification of High Availability Systems, Adapted from Adegoke and Osimosu	27
Table 2.2: Design—Reality Gap Predictive Values, Adapted from Hawari and Heeks, 2010	39
Table 2.3: Interpretation of total gap score	39
Table 4.1: Summary of Survey Findings.....	44
Table 4.2: Reported of E-Tazkera System Availability	48
Table 4.3: shows the availability attained for the E-Tazkera system	49
Table 4.4: Mitigation Measures.....	53
Table 4.5: Information Gap	58
Table 4.6: Technology Gap	61
Table 4.7: The Process Gap.....	65
Table 4.8: The Objectives and Values Gap	68
Table 4.9: The Staffing and Skills Gap	71
Table 4.10: The Management Gap	75
Table 4.11: The Other Resources Gap	79
Table 4.12: summary of the design reality gap	81

LIST OF FIGURES

Figure 2.1: The ITPOSMO dimensions of the e-government project Design-Reality gaps model.....	33
Figure 3.1: Research design flow chart	43
Figure 4.1: Reported E-Tazkera system Availability in the last two years	49
Figure 4.2: Explained Reasons for Failure	50
Figure 4.3: The Information Gap	58
Figure 4.4 Levels of Information Gape	59
Figure 4.5: Th Technology Gap	61
Figure 4.6: Levels of Technology Gap.....	62
Figure 4.7: The Process Gap	66
Figure 4.8: The Level of Process Gap	67
Figure 4.9: The objectives and values gap	69
Figure 4.10: The objectives and values gap	70
Figure 4.11: The staffing and skills gap.....	72
Figure 4.12: The level of staffing and skills gap.....	73
Figure 4.13: The Management Gap.....	76
Figure 4.14: Th e level management gap	76
Figure 4.15: Other resources gap	79
Figure 4.16: The Level of Others Resources Gap.....	80
Figure 4.17: Summary of the design reality gap	81
Figure 4.18: Proposed Model of Challenges and barriers to E-government implementations	82
Figure 4.19: Factors affecting E-Tazkera System availability	92
Figure 4.20: Distributed Structure of E-Tazkera system.....	99
Figure 4.21: Enhancement Model of availability criteria for evaluation	103
Figure 4.22: Relationships between the Model Dimensions	104