

Chapter 5

The Impact of Culture on E-Readiness for E-Government in Yemen

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ABSTRACT

E-government is considered to be one of the most important project in both developed and developing countries. The Yemenis government is trying to apply e-government project. E-readiness is the cornerstone of the e-government. Culture affects e-readiness especially in developing countries. One of the aims of this chapter is to find a suitable model to measure the impact of the culture on the e-readiness for e-government in Yemen. The cultural elements that have been adopted by the discussion such as gender, age, education, income, occupation level, computer experience and Internet experience. We carried out a comparative study between the well-known models. Besides to that our chapter investigates applying this model on the Yemen society to measure the impact of the cultural elements on the e-readiness for e-government in Yemen. We applied a quantitative research based on a survey method using questionnaires as a data collection technique. The findings showed that there are positive indicators for e-readiness in Yemen where the level of e-readiness scored 63.5%. The findings also showed the impact of the culture on the e-readiness for e-government in Yemen. Age does not affect the e-readiness in this study. Trust affects the e-readiness in Yemen and the facilities. The positive finding from this study is the high belief in e-government as an era requirement. The researcher recommends starting building award society and increase the information culture.

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INTRODUCTION

The importance of e-government in motivates all countries to rush into this new world with its new rules that have been changed in a dramatic way (Al-Eryani, 2008). E-government will convert the world to a small village (Kortemann 2005), where communication will be via Internet and done within a limited time and this is one of the benefits of the e-government. Thus, all countries should be involved with this system. As a result this, necessity pushes countries towards dealing with e-government system that includes Hardware (HW), Software (SW) and procedures. However, the problem is not in transferring the society from traditional manual procedures and tools for sake of automation, the problem is how the end users can be convinced to accept these new changes (Allen & Merrill, 2004). E-government is not only concerned with the automation of existing procedures, but mainly about changing the way in which government conducts business and delivers services to citizens and organizations (Al-Eryani, 2008; Abanumyet al., 2005).

Technology acceptance should be studied in extensive and intensive researches that focus on the culture dimension due to their impact on the society to accept technology. Many countries have started to develop national e-government projects such as most of developed countries plus some developing countries like; Dubai, Kuwait, India, Oman, Jordan (Kortemann, 2005 ; Abanumyet al., 2005).

It is important to revise the way that the government functions are carried out today to improve processes that execute these functions. This is one of the e-government aims. In addition to that, to determine the range of services that may be provided by e-government projects from simple information sites to fully interactive experiences. So citizens and government engage in a dialogue mediated to information technology (Al-Eryani, 2009).

Building a new social and culture system is more difficult than creating the technological system to run it (Kortemann, 2005). This is due to the importance of the culture on the e-readiness to use the technological system.

A number of people assume that the e-government is only concerned with delivering government services over Internet. This assumption is very limited for two reasons. First: it narrows the vision for e-government because it does not allow the existence of the wide range of governmental activities that are not direct services nor does it recognize the essential use of technologies other than the Internet. Second: it oversimplifies the nature of e-government, leaving the impression that a nicely designed, user-oriented website is the whole story (Al-Eryani, 2008).

Probably, people from different cultures will handle technological developments in very different ways (Kortemann, 2005). Through experience in daily life and

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