


Government Services Bus (GSB): Opportunity to Improve the Quality of Data Entry

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ABSTRACT

The Kingdom of Saudi Arabia (KSA) consists of 26 agencies. Each agency is composed of branches that are spread across the KSA. Some have the authority to strategically attract and hire people. Most agencies and branches do not interchange data with each other. People who want to apply to a university for study or to the public government for work have to enter all of their personal data each time. A government services bus (GSB) is a platform that enables agencies and the associated branches to integrate and interlink in order to share data. Most agencies are unaware of the advantages of GSB. COVID-19 has locked down the world in many aspects. This study aims to identify the purpose of GSB and its advantages in order to raise awareness in the agencies, branches, and communities. A questionnaire was conducted to measure the awareness of GSB. Awareness is an essential factor that allows a government agency to understand why it should interlink with GSB. There are numerous advantages to sharing and interchanging data among agencies and providing e-services to other agencies and citizens.

KEYWORDS

Agencies, GSB, KSA, Saudi Arabia's Vision 2030, Yesser

INTRODUCTION

The Saudi Government launched its Vision 2030 in 2016. It has three themes: a vibrant society, a thriving economy, and an ambitious nation. The Saudi Arabia's Vision 2030 has 96 strategic objectives and 13 realization programs to achieve its Vision (Government of Saudi Arabia, 2016). In order to accomplish these objectives, the Saudi Government has to adopt new concept. Digital transformation is considered as the main pillars of the Saudi Arabia's Vision 2030. One of the main objectives of the Saudi Arabia's Vision is to move to digital economy. This can create more job opportunities for the Saudi youth, which requires to do more effort to enable online services (Alharbi, 2019). The Saudi Arabia's Vision 2030 indicated that 90,000 job opportunities will be created by 2020. It also plans to lower the rate of unemployment from 11.6% to be 7% and increase the women employment from 22% to reach 30% by the year of 2030. The Saudi Government will keep investing in education and training to equip Saudi young men and women with the skills that qualify them for job (Government of Saudi Arabia, 2016).

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In the Kingdom of Saudi Arabia (KSA), education is divided into three categories, which are general education, vocational training, and higher education. All three categories are organized by the Ministry of Education. For the most part, the same process is used by all the three categories to accept or reject a student using an online application. This was determined by an empirical study conducted by the author. A job seeker is required to apply for a job using an online application as well. The request can be accepted or rejected. Both students and job seekers have to enter their personal and educational data. In fact, they must scan and upload their documents to the agency's portal or submit hard copies as a requirement of the application. The data that is entered could be wrong or entries could easily be missed.

Quality of data is very important and the best way to have high quality of data is through data entry. Data entry is the way of transforming data from document to systems by individuals. It has been said "information is a form of infrastructure; no less important to our modern life than our roads, electrical grid or water systems" (Chen et al., 2010). The quality of data is considered a critical issue for governmental, business, and organization applications. It assists managers to take the right decisions (Sidi et al., 2012). However, manual data entry can cause an errors in database (Kuevor, 2001). In reality, Data entry can include errors, and consequences can cause an evil impact. For instance, in 2015, a data entry error resulted in transferring \$6 billion from a United Kingdom bank to a United Stated hedge fund (Borghouts et al., 2017). Data entry errors can cost a lot of dollars and hard to be found (Muşlu et al., 2015). In business, a report released by global analyst firm IDC stated that the cost of human data entry error cost the business in the UK and US mostly £315 per each employee annually, and cost each country £18 billion (Campbell, 2018).

E-government program (Yesser) is a Saudi Arabia's government initiative that was developed in 2005 by three government agencies: the Ministry of Communication and IT, the Ministry of Finance and Communication, and the IT Commission (Yesser, 2006). The Yesser program is an "umbrella for all e-Government activities, procedures, legislations and other related issues and acts as the government's controller" (Alfarraj & Alhussain, 2013). The main aim of Yesser program is to support government agencies providing their services electronically (Yesser, 2006). Its concerns are to increase the government agencies productivity and efficiency to deliver better services and support ease of use for both communities and agencies (Alannary & Hausawi, 2019). Therefore, Yesser developed the Government Service Bus (GSB) to interchange data between government agencies and to provide data online as e-services (Yesser Program, 2018). Unfortunately, most of the government agencies and communities were not aware of the advantages of GSB.

Nowadays, coronavirus (COVID-19) has declared as worldwide public health threat. It was discovered in Wuhan, China, and the first case was identified on 12 December 2020 by the Chinese Center for Disease Control and Prevention (CDC). The World Health Organization announced that COVID-19 considered as the sixth public health emergency of international concern on 30 January 2020 (Dey et al., 2020). COVID-19 has spread across the world, and thousands of people have been infected (Phan, 2020). COVID-19 has impacted education, public health (World Bank, 2020), global economy (Beine et al., 2020), employment (World Bank Group, 2020), and other aspects. This leads to the world to be locked down, which has affected in this study education and employment.

Nowadays, governments have changed the way of providing their services. E-services become an important role of any government. E-services are delivered by adopting new technologies and standards. Inventions play a critical role to provide e-services, which lead to increase the number of e-services. However, some government agencies work in silo, and some are not interlinking with other agencies. The awareness is a critical factor that can increase the adoption of sharing data and interlinking with other agencies. Therefore, the contribution of this study is to provide government agencies and communities with knowledge about the GSB in order to motivate the adoption of the GSB. In addition, this paper measures the level of awareness and the advantages of GSB by potential users and government agencies. It is investigating the case of admission to both education and employment.

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