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Challenges Facing the Implementation of E-Government in Libya and their Potential Solutions

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Abstract: ***The implementation of E-government in Libya is the process of ensuring that the government can now offer public services on internet platforms. However, this process has proven to be challenging due to the various problems which are facing the implementation. This process is faced by many challenges of infrastructure, culture, economics, and technology and citizen adoption of services. In this research plan we will also aim at finding out the potential solutions to these challenges and making recommendations for their implementation or adoption. The purpose of this research plan is to lay the strategy for a research on the challenges facing the implementation of E-government in Libya. The paper will begin by introducing the general ICT infrastructure and the general issues in E-governance in Libya. After the introduction, the research motivation, research questions and the aims and significance of the study will be laid out the. The contributions of this research will also be detailed to ensure clarity regarding the intended audience.***

Keywords: E-Government, E-Governance, Libya, Governance, Policies, Democracy

I. INTRODUCTION

The emergence of the use of information and communication technologies, above all, the internet and the consolidation of the need to modernize public sectors are factors that gave rise to the relevance of the emergence of the electronic. Thus, E-Government is directly linked to the use of information and communication technologies, the relationship between State and citizen, optimization and modernization of the public service. From then on, there is a improvement in the relationship between government and citizens, greater efficiency in public service, and the consequent possibility of control of the Public Power by part of the citizen.

The benefits of E-Government are numerous. However, the development of e-government is still recent and demands the challenge of overcome numerous barriers and risks for its expansion and development. Among the barriers to the development of E-Government is the information security. It was decided to print spatial highlights to this challenge development of E-Government, due to a recent survey carried out by the Internet Steering Committee in Libya regarding ICT - Households and ICTs - Companies 2013, which found that a significant number of respondents are afraid to use E-Government, due to information insecurity.

Therefore, the question that arises is: What are the challenges for the development of the E-government in Libya? What are the probable solutions to the challenges for implementation E-government in Libya?

Along this path, without pretending to exhaust the matter, this article seeks to analyze, in general, the challenges for the development and expansion of the E-Government, as well as conduct a brief analysis of the security of information in e-government.

II. CONCEPT AND CHARACTERISTICS OF E-GOVERNMENT IN LIBYA

The origin of governance in the public sector dates back to the 1980s, due to influences of economic globalization and the consequent competitiveness of States on the international stage. In view of this, the adoption of the first policies aimed at changing the bureaucratic paradigms hitherto in force, with the in order to adopt practices more focused on management and management. It is added to this, the emptying of the bureaucratic model and the emergence of democracy and citizen awareness (Mahmood, 2013).

E-Government, on the other hand, originated in the 1990s, in the United States, through the administration of President Bill Clinton, on the occasion of the Global Forum on Government Reinvention, held in 1999 in Washington. On this occasion, the then vice-president, Al Gore, coined the term “E-Government” and the consequent challenges for government reform in the 21st century (Savita et al., 2012). At first, in order to introduce the matter, it is necessary to conceptualize government electronic. According to Savita et al. (2012) there is a definition conducted by the Stanford / USA-based Consultancy Company called Gartner Group. The aforementioned concept built by the aforementioned company has been commonly accepted and consists of improving government service delivery, participation of citizens and public administration through the “transformation of internal and external relationships through technology, the Internet and new media of communication". In addition, E-Government has been driven by the following factors: increasing citizens' expectations and demands on governments; The technological development and the effects of globalization and; by the policies of reform and reintegration of the State.

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According to the teachings of Fgee & Alkallas (2013) the concept of E-Government encompasses at least the following elements: ICT, government, relationship between public and private actors, provision of services, optimization and modernization, as well as governance. From these elements concluded that it is not possible to talk about E-Government without an improvement in the effectiveness of government management, a broad relationship government with social actors and, finally, to a new legitimacy.

Verkijika & De Wet (2018) expose two more reasons why e-government has taken on relevance in its concept at the end of the 90s. They are: the emergence of the use of technologies interactions and the consolidation of administrative modernization models in the sector public, in the context of state reform.

In the same sense, Ibrahim et al. (2015) add two aspects that encouraged the emergence of the government that is, the need for administrations to increase their collections and improve its internal processes and also the pressures of society so that the government would optimize its spending and act with more transparency, quality and universally. Some characteristic functions of E-Government are exposed by abovementioned authors: electronic provision of information and services; networks information; public accountability; distance learning; cultural diffusion and; acquisition of goods and services through the internet.

At this point, Ibrahim et al. (2015) expands the analysis to highlight that the government's adherence to the electronic the result of pressure from civil society, which seeks transparency and facilities, as it also happens by companies in the commercial sectors, industrial and financial. These require transparency with the scope of ally security to your investments, so that it becomes possible to enjoy the agility rather than bureaucracy.

Therefore, through this analysis, it is possible to verify that the intention of governments to adhere to E-Government is, in addition to meeting the wishes of voters, also to meet the pressure from companies, which seek invest in governments that demonstrate greater security.

Regarding the definitions of E-Government, it is common to associate use of the internet with the provision of the public service or use in the management of internal processes in public administration. However, the concept is related much more to improving the relationship between government and citizens (Verkijika & De Wet, 2018).

According to Ibrahim et al. (2015) E-Government is related to the service provided by government spheres or by other State Powers to citizens, such as the provision of information about institutions or offering space for debates and complaints. Thus, it comprises a range of processes until reaching the citizen.

Also, according to Reddick (2010) E-Government refers to three dimensions: a) the provision of more effective and transparent public services, b) the promotion of public consultations and extension of democratic processes and, c) dynamiting the processes of governance in the elaboration of public policies. Among the objects of public entities with the insertion of the government electronic is increasing the effectiveness, efficiency and efficiency of public service through new information and communication technologies, in addition to propose to increase the democratization of access to information by the population and the consequent growth of popular participation, aiming at a greater dialogue between citizen and Public Administration (Savita et al., 2012).

This understanding is in line with what was announced above that the government electronic commerce is not limited to the use of the internet by the public sector, but the approximation of the relationship between citizen and government. So this is the main focus of the E-Government. It is also added that the E-Government enables transparency and, when truly accomplished, it provides control over governmental actions. With regard to transparency, E-Government, by making public government information, favors transparency and consequently the commitment to accountability, which relates to the control of the government (Verkijika & De Wet, 2018).

In the findings of Ahmed et al. (2013) there are factors that hinder the construction of E-Government: a) lack of determination and coordinated effort, conservatism and fear; b) cultural obstacles: culture of immediacy and difficulty adapting to changes; c) bureaucracy; d) managers who oppose new ideas; e) fractionation or duplication of services; f) scarcity of resources; g) services that cannot be provided without the presence of citizens; h) automation of processes; i) lack of investment in communication infrastructure and; j) diversity of procedural standards.

Given the above, it should be emphasized that the insertion and development of the e-government are not merely the digitization of public services through the use of new technologies, but rather an environment with new tools at the disposal of government officials and citizens, providing a real effective collaboration environment. Thus, knowledge by part of the governments of the systems and tools for the adoption of the E-Government of accessible and effective way to citizens. Thus, according to the teachings of Savita et al. (2012), portals government agencies “must go beyond the simple 'bulletin board' stage, or, information, and produce the information necessary to make the citizen the recipient, in fact, the center of the process”. In this sense, it is that the challenges for the development of the E-Government.

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III. CHALLENGES IN THE IMPLEMENTATION OF E-GOVERNMENT

Fgee & Alkallas (2013) lists several E-Government benefits, among them, cost reduction, speed, greater transparency and control, improvement of access to information by citizens, greater citizen participation, possibility of making electronic payment of taxes, the possibility of promotion of tourism, agility in the provision of procedures, more capacity for governments to meet demands, less bureaucracy, etc. However, although there are numerous advantages to adoption of E-Government, there are also numerous barriers to its development. These barriers are due to the need for investment for the improvement and universalization of the system.

It cannot be forgotten that the advantages of e-government come accompanied by risks in its implementation and development. Among the risks, the waste of public resources and the exacerbation of inequalities stand out access to public services, can only favor the strengthening of the status quo and greater control than citizen empowerment (Savita et al., 2012). Therefore, public investment in the development of e-government must take into account the social and economic reality of population, beyond, of course, the real interests of the population.

According to Ahmed et al. (2013), the government's optimistic outlook shows the possibilities that ICTs can enable citizens, who are generally excluded from political decisions. However, one can forget the domination process, through the growing inequality between rich countries (Northern countries) and poor countries (Southern countries) in relation to development and use of new technologies (Ahmed et al., 2013).

Another issue worth mentioning is the cost of internet access by E-Government users, in addition to broadband access being restricted or non-existent in several regions, as well as the lack of knowledge of the availability services and the ability to use them. These factors are related, in part, the digital divide or the level of education and socioeconomic status of the citizens, are factors that generate barriers in the dissemination of the use of the service electronic (Ahmed et al., 2013).

Thus, the barrier of the phenomenon of digital exclusion is added. The universalization of E-Government requires, in addition to connectivity, development of training and popular education for the use of ICTs (Savita et al., 2012). Overcoming the digital divide is a requirement, under penalty to further expand social inequalities.

In this sense, it should be noted that as long as there is no investment in digital education, as well as access to new technologies by the population, which, currently, is not a reality for everyone and not even the majority of the population, the implementation of E-Government may give rise to a unintentional selection of citizens who will effectively have access to the E-Government. Therefore, one could even consider an elutriation of users of the E-Government.

In this context, there is a real inconsistency in saying that the internet is a democratic space by nature when compared to access to network, which is still very restricted to a portion not so close to the entire Libyan population. Thus, the desire for digital technology to exist spaces for political participation, articulation of social movements, breaking of barriers between the civil sphere and governments, it proves to be absurd when notes that not everyone has the necessary equipment and capabilities to use the benefits of using the internet for the country's political participation (Ibrahim et al., 2015). One cannot announce and defend the expansion of digital democracy and expanding popular participation in government acts when, in fact, many of the Libyan population do not even have Internet access. And yet, many of those who do, do not access the internet or, if access the internet, they may not be interested in E-Government.

The use of the internet in E-Government has optimistic and also skeptical scholars. However, focusing on the issue of exclusion criticism of digital inequalities can be divided. In a first strand, technological difficulties stand out, such as the access to equipment, computer terminals by users. In this regard, disparities between countries and centers are included research, especially in relation to technological dependence and the domain of development and applications of communication technology by large companies. In turn, the second part refers to the difficulties with concerns the cultural capital of users and their forms of acquisition, that is, the little instruction for users to enter and enjoy the technology. Ally to this, also has the dependence on content providers. It is also added that the problem is not limited to the domain of developed countries, but also in the fact that these countries do not take an interest in customers from peripheral regions. Thus, it shows the paradox of the planetary character that communication technology claims (Ibrahim et al., 2015).

Just as the increase in technology can be used to expand the citizen participation in the country's political life, it is also possible to create gaps social. The real digital democracy needs the development of policies that recognize the right of access to the network, which implies combating illiteracy electronic. Thus, the State should train the population, since their early schooling years, including with the cheapening of costs, not only for the purchase of computers, but also for maintenance, in addition to internet access at public access points (Ahmed et al., 2013).

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According to Fgee & Alkallas (2013) the programs government agencies should not only seek to solve the problem of the digital divide as well as looking for attractions for its use. The mentioned author mentioned Verma et al. (2012) suggestion when proposing the development of Call Centers, which are public internet services with the help of people specialized to serve the citizen, located in public places and of attention of the public. However, other aspects also deserve special mention, such as the the fact that many users find it difficult to find e- services, in addition to resentment for the lack of services of social relevance through the E-Government, the example, health-related services, such as scheduling appointments, examination and procedures with the public health network (Savita et al., 2012). In this regard, public health services are particularly important when compared with the reality experienced by the Libyan population, which need to go through several bureaucratic sectors, in addition to queues, where patients they stay since dawn to get a medical card.

Another difficulty to be overcome that deserves to be highlighted is the fact that government portals have low availability of information and low access to public information. This is the case of the study carried out by Verkijika & De Wet (2018) about the various E-Government portals of developing countries. In the same sense, Verkijika & De Wet (2018) emphasize that one of the relevant discussions refers to the questioning if for the effective transparency of E-Government it is enough to make available information on the website or the mere implementation of the e-government program. They also emphasize that governments, in general, do not use the potential made available by ICTs. Thus, one can question whether the lack of The use of the potential of ICTs by governments is intentional in order to not to facilitate transparency, since, indirectly, it is a form of control or, it occurs due to a culture rooted in the absence of the use of ICTs for the government?

It is known that the greater potential for the use of ICTs in E-Government leads to greater transparency, therefore, greater information, participation and popular control. Perhaps, this may not be the real goal of using ICTs by the government, but only to surrender to technology formally or to use it your favor, for example, during election campaign. This point meets the understanding of Ahmed et al. (2013) when he exhibits, free from illusions and with a more realistic than optimistic vision, that e-government has two faces. The face of the State, as a purely instrumental in the administration of State functions and the provision of services public.

Another way is the suggestion to leave the public body exposed to public opinion not accountable, in addition to creating transparency indexes for each area governmental (Verkijika & De Wet, 2018). Still, with regard to facilitating access to public information by the citizen, Ibrahim et al. (2015) suggest the implementation of the internship that has been called “one-stop government” or “Single window” as a way to reduce the time and effort of the user of the portals in order to optimize the use of E-Government. According to Sánchez et al. (2012) access to public information, in some way In this way, it seeks to compensate for the imbalance that produces the concentration of information only in the hands of the State, since information is “power” and whoever is informed is more powerful than the uninformed.

In this context, Mahmood (2013) explains that it is not enough that information is available to the citizen. It is necessary to go much further, the information it must be public, timely, detailed and accurate. That's because, if it is otherwise the desired transparency will remain impaired. It is also added that Sánchez (2012) lists characteristics necessary for information: complete, adequate, updated, timely, understandable and truthful. Thus, it is important to pay special attention to the requirement that the information must also be understandable, that is, information is needed from simple understanding added to advertising. Without simple understanding, the Information advertising becomes harmless, as it is complex information and, therefore, not information. In this sense, Mahmood (2013) proposes that the Government make available versions control instruments, such as budgets, accounts and respective prior opinion, etc. This is due to the fact that recipients of information provided by the government are Libyan society, which contains a diversity of socioeconomic classes and level of education of citizens. In addition to the above, the real objective to be outlined government for the development of e-government is not just simplifying information, but create public policies to disseminate digital education thus making it possible to control even those governments that do not seek facilitate citizen's understanding of information.

Still, pro-government activity is needed, as it is the government that should seek the meeting with the citizen being able to distribute booklets, targeted newsletters etc. (Mahmood, 2013). The government starts to inform its management data, as well as shown by the tools available to the citizen to obtain information public. This creates a start for a new culture and a sample of the possibility of disseminating digital education. In another turn, notes that if, in Libya, among the sites more visited and conducive to maintenance by the government are the websites of the Federal Revenue, department of state transit, Social Security and bidding area for works and other governmental achievements. Therefore, it is noted that the focus the primary objective is not to foster democratic participation, but rather to public services and reduction of operating costs, notably with regard to services for collecting purposes (Ibrahim et al., 2015).

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At this point, one cannot refute the finding that the sites whose services of interest to the State are better equipped and better structured, for example, sites with fundraising purposes, while those aimed at citizens sometimes do not always work properly. It's not a rarity come across overloaded sites and less easily find the information, which leads to the conclusion that, perhaps, the best structure of the sites government agencies is directly linked to the government's interest, including for political and electoral purposes.

An important reflection is contained in the teachings of Fgee & Alkallas (2013) when it emphasizes that the development of e-government requires investment. However, there is a clear contradiction in underdeveloped countries: resources for investment in technology and telecommunications collide with social plans. In this way, governments enter into the contradiction of the existence of unavoidable basic needs and, on the other hand, if the investments for the entry of the information society, the basic problems of underdevelopment are reproduced in a circle with no way out. Thus, the E-Government has several challenges to its development and, overcoming the investment barrier, is a healthy measure for the effective development of E-Government.

IV. CONCLUSION

The study undertaken enabled reflections on the two facets of the E-Government: the benefits arising from its emergence and the need to challenges to its development, especially with regard to the need for information security concentrated in E-Government.

It was observed that the E-Government brought an approximation between citizen and government, through which the citizen gains more access to public information, allowing the transparency of the public service and, consequently, greater government control. However, e-government it also presents challenges for its expansion and development.

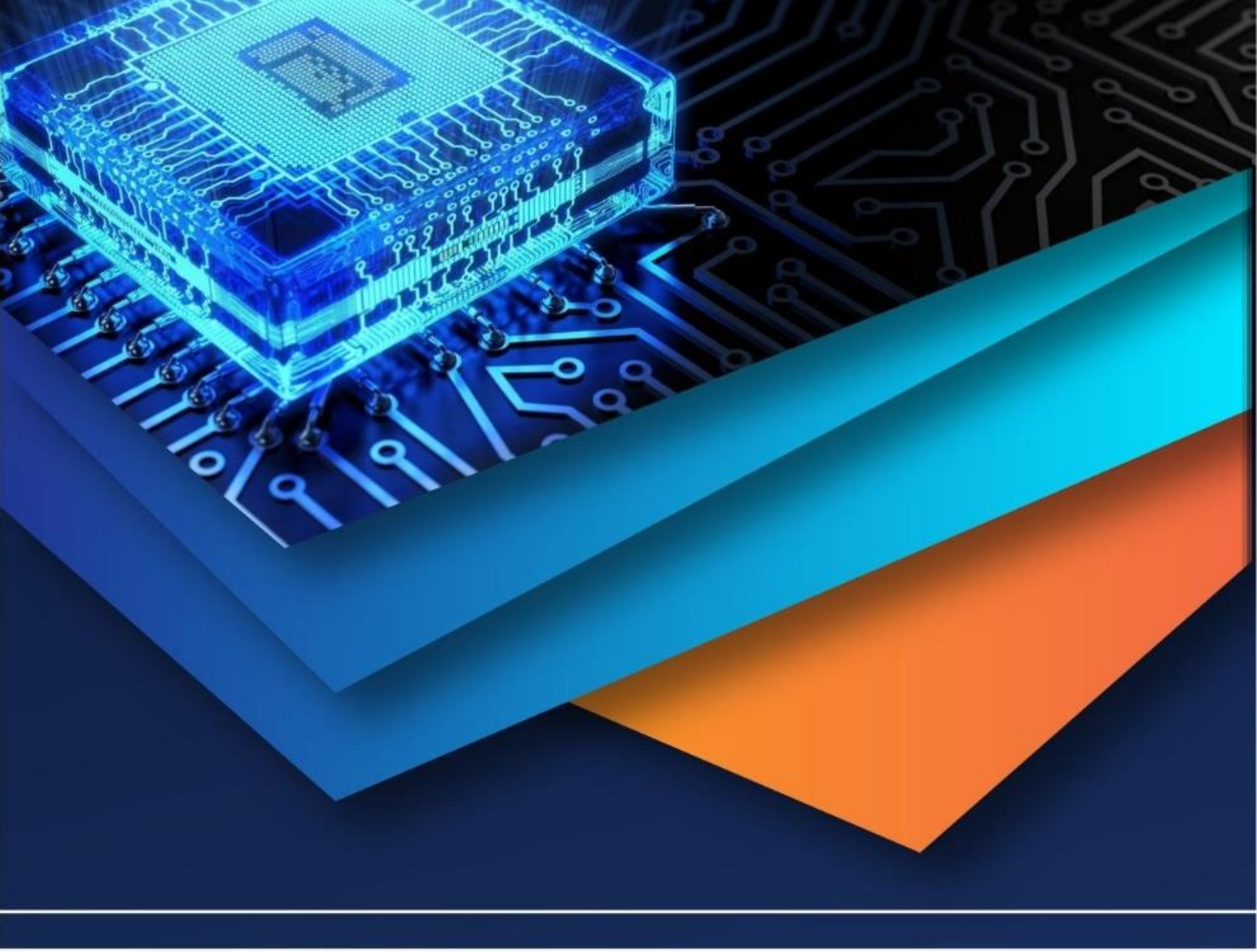
Among the aforementioned challenges, it is worth highlighting, above all, to overcome the digital exclusion, allowing the information published to be understandable, in order to allow transparency not merely formal, but the search for ways of effective citizen understanding of published information. Still, special emphasis was placed on the need for information security concentrated on E-Government.

Therefore, the balance is positive regarding the progress in the issue of security to information. On the other hand, regarding the challenges to be achieved for the development of E-Government, it appears that a long way to overcome existing barriers.

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