

## Abstract

Governments have become more and more interested in embracing Information and Communication Technology (ICT) and have made a remarkable progress over the last few years. E-government implementation implies not only a profound transformation in the way government interacts with the governed, but also a reinvention of its internal processes and how public organizations carry their business both internally as well as externally while interacting with the other segments of the community. Based on the literature, it is frequently claimed that the availability of an effective E-Government Readiness (EGR) assessment framework is a necessary condition for advancing e-government proper implementation. Most e-government appraisal models address the Electronic Service (e-service) dimension of e-government that focuses on the services provided by the government to the citizens on the Internet.

The objective of this thesis is to develop a framework that assesses EGR focusing on e-administration within public organizations through obtaining its employees' feedback. The suggested framework investigated the internal factors affecting EGR categorized into four dimensions: strategy, people, technology, and processes. The framework components, relationships, and hypotheses were derived from the literature on Electronic Readiness (e-readiness), EGR, Information Systems (IS) and Electronic Commerce (e-commerce) success. To test the proposed framework, the thesis examined the relations and interactions of these components in an emerging e-government environment using four case studies of different characteristics to represent public organizations in Maldives. These organizations cover Ministry of Defense and National Security, Ministry of Finance and Treasury, Ministry of Economic Development and Ministry of Health and Family.

Quantitative data collection method was through distributing a questionnaire to a sample of employees in each organization. Data obtained from the questionnaire in each organization was triangulated with data gathered from other sources of evidence: interviews with top management, documentations, archival records, and observations. Findings of the empirical research were evaluated against the framework suggested in the beginning leading to a final framework that assesses EGR of public organizations. Findings revealed that framework's hypotheses were all confirmed. Concerning Maldives' s EGR assessment, results proved that processes, technology, and people have a high effect on EGR, whereas strategy has a modest impact on it. This reflects

that strategy is not given a high value in terms of e-government and that top management is further promote e-government within public Maldives organizations. Findings revealed a modest impact of strategy on the two dimensions: technology and processes compared a high effect on people.