THE EVALUATION OF E-GOVERNMENT SERVICE TO LIBYAN CITIZEN'S : LIBYAN MANAGEMENT OF SCHOLARSHIPS AS A CASE STUDY

A MASTER'S THESIS

in

INFORMATION SYSTEMS ENGINEERING

Atilim University

by

HUDA.S.H.ALAZZOUMI

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Approval of the Graduate School of Natural and Applied Sciences, Atılım University.

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I certify that this thesis satisfies all the requirements as a thesis for the degree of Master of Science.

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This is to certify that we have read the thesis "The evaluation of e-gonernment service to libyan citizen's :Libyan Management of Scholarships as a case study" submitted by Huda.S.H.ALazzoumi and that in our opinion it is fully adequate, in scope and quality, as a thesis for the degree of Master of Science.

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ABSTRACT

THE EVALUATION OF E-GOVERNMENT SERVICE TO LIBYAN CITIZEN'S : LIBYAN MANAGEMENT OF SCHOLARSHIPS AS A CASE STUDY

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Libyan Management of Scholarships website is one of the mostly used websites nowadays by the Libyan students who they are studying outside of the country. This study intended to evaluate this professional website by taking the evidence from 113 Libyan students who they are utilizing this website recently. This survey also provides the evaluation of the responses throughout their attitude, perspective and the website performance and students difficulties about using this website. Results of the study shoed that the website of Libyan Management of Scholarships needs some improvement from tracking the procedures and services it provides. This study introduces to the Libyan Ministry of Higher Education to seek out to improve the infrastructure that needed by the website interfaces such as slow the internet and supports the website and the transactions of this website must be observed. In addition, the result of this study can be taken for consideration to moving forward to improve Libyan government infrastructure and improve this website to motivate all Libyan students to study outside Libya to increase their qualification skills.

Keywords: E-government, E-services, government website, users` perception, users` trust

ÖZ

LİBYA VATANDAŞLARINA VERİLEN E-DEVLET HİZMETLERİNİN DEĞERLENDİRİLMESİ: LIBYAN MANAGEMET OF SCHOLARSHIPS WEBSİTESİ VAKA ÇALIŞMASI

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Ağustos 2017, 69 sayfa

Libya'nın yurt dışında okuyan öğrencileri tarafindan kullanılan burs yönetim web sitesi olan Management of Scholarships öğrenciler tarafından en çok kullanılan web sitelerinden biridir. Bu çalışma, son zamanlarda bu web sitesini kullanan 113 Libya öğrencisinin görüşlerini alarak bu profesyonel web sitesini değerlendirmeyi amaçlamaktadır. Çalışmada kullanılan anket tutum, bakış açısı, web sitesi performansı ve öğrencilerin bu web sitesini kullanma konusundaki güçlükleri boyunca cevapların değerlendirilmesini sağlar. Ayrıca, çalışma sonucunda değerlendirilen web sitesinde, işlemlerin ve hizmetlerin izlenmesinde iyileşmeye ihtiyacı bulunduğu belirlenmiştir. Bu çalışma, internetin yavaş olması ve web sitesinin desteklenmesi gibi web sitesi arayüzlerinin ihtiyaç duyduğu altyapıyı iyileştirmek için Libya Yüksek Öğrenim Bakanlığına tanıtmaktadır. Buna ek olarak, bu çalışmanın sonucu Libya hükümet altyapısını iyileştirmek ve bu web sitesini geliştirmek için Libya'daki öğrencilerin kalifikasyon becerilerini arttırmak için Libya dışındaki ülkelerde çalışmaya motive etmektir.

Anahtar kelimeler: E-devlet, E-hizmet, e-devlet sitesi, kullanici algisi, kullanici guveni

This work to my father,may Allah bless his soul,and grant him the havens"Jannah"

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I express sincere appreciation to my supervisor Assoc . Prof . Dr. Korhan Levent ERTÜRK for his guidance and insight throughout the research. Thanks also to Asst. Prof. Dr. Yavuz Inal for his help.To my husband, my family and my friends I offer sincere thanks for them continuous support and patience during this period.

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LIST OF ABBREVIATIONS

The full term	Abbreviation
Information and Communication Technology	ICT
Government to Government	G2G
Government to business	G2B
Government to citizens	G2C
Government to Employee	G2E

CHAPTER 1

INTRODUCTION

E-government is the use of information and communication technology (ICT) to improve the performance of government services, with the aim of allowing citizens easy access to information via the Internet. The use of various electronic media and technology reduces the cost of this service (Huang et al., 2005) . E-government aims to provide efficient and transparent services not only to citizens but also to businesses. The use of the Internet to connect institutions and link various services, private institutions and the general public, allows for the development of information that is available to individuals. This in turn creates a transparent relationship characterized by speed and accuracy that is designed to improve the quality of the performance of government services (Almarabeh & AbuAli, 2010). In this process, a network of government contacts can be created to allow the rapid exchange of information. In accordance with the required rules of confidentiality, the network design and installation of the necessary communications equipment can link ministries and government buildings to the Internet , which means that citizens can access services, government purchases can be conducted electronically, and this can reduce paperwork and increase the citizen's satisfaction of government employees and their efficiency (Almarabeh & AbuAli, 2010).

The Libyan government is still in the early stages of the development and implementation of e-government services (Ahmed et al., 2013). However, a large number of citizens in Libya are not aware of this website or are unable to use the system and there are many reasons, for this; for example, low educational level concerning website interfaces. In addition, access to the technology is limited because of the high cost of implementing these new radical innovations, and other associated improvements such as increasing the electricity grid and creating more

Internet relay stations (Ahmed et al., 2013). The main impediments to the use of e-government services in Libya is technical, infrastructure, cultural and social barriers which prevent the successful implementation of e-government services (Abdulhamid, 2011). The educational system in Libya is the best conduit for the start-up of e-services supported organizations in Libya. Furthermore, e-government could be the best innovation that the Libyan government should consider since it would be the main driving force behind the development of critical enhancements much needed in the country. Also, designing and implementing general training courses that increase government services quality could help develop the trust of the nation in e-government and enhance the public understanding of ICTs (Abdulhamid, 2011).

In general, the government of Libya seeks to advance e-services; to deliver rapid services to all the citizens in Libya. The Libyan e-government system consists of many different websites providing citizens with different services; for example, the website of the Ministry of Higher Education, the National Number Project and Ministry of Culture & Civil Society and the Libyan Management of Scholarships (http://lsa.ly/home)which provides information for Libyan students studying overseas. The website of Libyan Management of Scholarships is one of the most used by the Libyan students who they are studying outside of their country.

The Libyan Management of Scholarships website offers many services in the educational domain; in addition, it provides timely access to specific services related to Libyan students who they are studying abroad (Calhoun, 2012). Since 1972, Libya has made impressive endeavors to enhance education principles and to be aware of the necessity for more open advancement and develop academia (Abdulhamid, 2011), by subsidizing undergraduates and postgraduates to engage in study abroad. However, the impact of the Libyan Study Abroad Scholarship Program on increasing the higher education level in Libya has not been evaluated (Abdulhamid, 2011).

1.1. The need for the Libyan Management of Scholarships services

There are many problems that students who they are studying abroad face in connection with finance, marital issues, extending their stay abroad, and various

required documents (Ahmad and Gao*, 2004). The website for the Libyan Management of Scholarships services an optimal solution for all Libyan students studying a broad since it offers easy to understand interface, high quality of performance and rapid response to queries.

1.2. The aim of this study

The purpose of this study was to investigate students' attitudes towards the Libyan Management of Scholarships services, their perspective of the e-services provided, and the obstacles that they encountered. This study, aimed to answer the following research questions:

1. What is the students' attitude towards the Libyan Management of Scholarships?
2. What is student's perspective concerning the e-services of the Management of Scholarships?
3. What difficulties have students encountered when using the e-service of Management of Scholarships? What is their opinion of the performance of this website?

1.3. The problem statements

The number of Libyan students studying abroad has significantly increased in the last decade. These students usually need to perform high level actions on the website of the Libyan Management of Scholarships in a short time. This study was conducted to evaluate the performance of this website and student satisfaction. Thus, the sample was Libyan students from around the world that were actively using the website and the services offered on this website.

1.4. Thesis Structure

- **Chapter 1** is an introduction, The need for the Libyan Management of Scholarships services, the aim of this study, the research questions, and the problem statement and thesis structure.
- **Chapter 2** presents of the literature review.

- **Chapter 3** concerns the research methodology, descriptive research, the participants, research instruments, website selection process and data collection and the analysis method.
- **Chapter 4** presents the results of the study.
- **Chapter 5** includes the discussion of the results, conclusion, future work, limitations, and recommandations and suggestions of the study.

CHAPTER 2

LITERATURE REVIEW

This chapter gives a definition and types of e- government, the need for the system in Libya, the current success of e-government in the country and a prediction of the future of the system in Libya and an evaluation of e-government services.

2.1. E- government definition

The term e-government comprises the use of electronic communication devices such as computers and the internet to provide public services to citizens (Busoud & Zivkovic, 2016). Through this system, governments use digital media to interact with the citizens, government agencies and employees (Busoud & Zivkovic, 2016). Starting in the 1990s, this internet-based mode of communication has improved government efficiency in conducting business and made governments more effective and efficient in delivering services and information to the public (Abuzawayda, 2014). Almarabeh and AbuAli (2010) stated that the actual concept of e-government was to ensure more accountability and transparency in processes related to the state. This system entails not only the processing of transactions, creating and maintaining websites, and utilizing e-mail communication through the internet but is also a natural extension of the revolution in technology in the knowledge society (Verma et al., 2012). The system mainly relies on how a government organizes its functions such as administration, regulations, rules, the framework within which services are delivered together with the coordination, telecommunication and integration of inward procedures (Verma et al., 2012; Almarabeh & AbuAli, 2010).

Saadi and Almahjoub (2012) reported that with the development of ICTs, the method of the management in government has changed. E-government uses administrative information technology through websites with the target of bolstering

and streamlining good management for all partners involved in this process making the organization of digital government more productive (Saadi & Almahjoub, 2012).

During the late 1980s, the government sector of the developed nations underwent a reformation based on the objectives of shifting the government's concentration on business mainly to the needs of its citizens (Alghamdi et al., 2011). Even in the early 1990s, in the United States, the World Wide Web and e-mail were in use for delivering services and information. By the late 1990s, e-government was successfully adopted in the United States to deliver e-services (Alghamdi et al., 2011) with technically advanced countries such as Canada and the United Kingdom also deploying e-government.

The concept of e-government is considerably different from the concept of e-business since the target is the entire population rather than a particular segment (Lofstedt, 2012; Srivastava & Teo, 2010). Due to the increased activities of transactions within the citizens' sector, the sensitivity concerns acquire a more significant importance than business activities since they focus on the concerns of confidentiality and privacy of personal information (Lofstedt, 2012; Srivastava & Teo, 2010).

2.2. Types of e-government

The types of e-government services are classified as government-to-government (G2G), government–to- citizens (G2C), government-to-business (G2B), government-to-employee (G2E). These are shown in Figure 2.1 and explained below.

- **G2G:** Making connection between government offices (Fgee & Alkallas, 2013); for example, e-mail and software applications.
- **G2B:** Reflecting the relationship between the government and organizations and companies (Fgee & Alkallas, 2013); for example, tax form completion and procurement through the internet.
- **G2C:** Making a connection between the government and the people (Fgee & Alkallas, 2013); for example, e-payment and downloading forms from websites.

- **G2E:** Administering governmental procedures and connecting with employees utilizing ICTs generally using internal networks (intranet) within government institutions to provide important information to employees such as wages, training, and important meetings (Fgee & Alkallas, 2013).

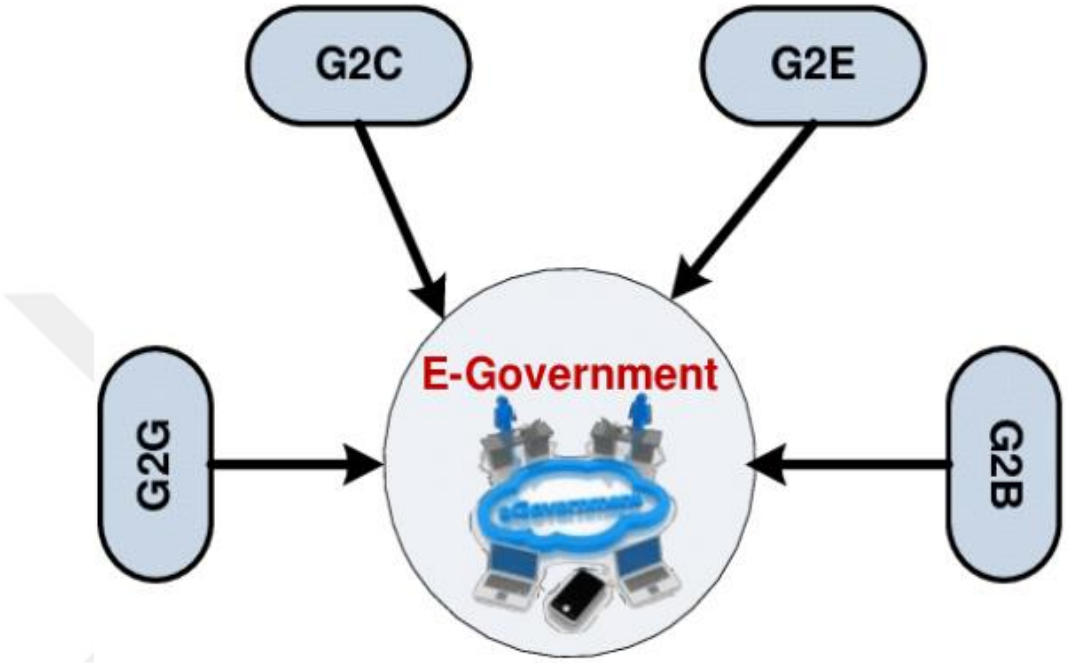

Figure 2.1. E-government types adapted from Qader and Kheder (2016).

2.3. The benefits of e-government

The technologies involved in e-government can be used to support the relationship between citizens, improve the communication between government organizations, and develop public services, digital processes and government administration as well as the interaction between the private sector, state, and civil society (Dawes, 2008). The use of technology helps the government to measure the performance of employees, and the officials to access files without leaving their office, making easy for authorities to access information easily. The electronic system has eliminated a large amount of paperwork and has also made government services faster and more effective. Furthermore, costs incurred by the government to run different sectors can also be reduced with the computerized system (Huang, 2004). The success rate of government projects can be increased and the security system of a country can be

improved with digital government. Citizens can avail themselves of better services through a networked system (Al-Mobaideen et al., 2013). AlAwadhi and Morris (2008) declared that e-government services are beneficial in reducing costs and the time taken to access services and give all citizens the ability to access the internet at any time to complete their procedures and their transactions via easy interfaces and understandable government rules.

2.4. The success of e-government

Successful digital government should improve the quality, availability, and speed of the transfer of government data, reduce costs and ensure that data and public services are transformed and presented in a way that meets people's needs in a technical manner that is accessible 24/7, offering Flexibility in managing the confidentiality and security of information (Almarabeh & AbuAli, 2010). Bertot et al. (2008) showed that successful e-government results in benefits from economies of scale, diminished costs, and opportunities for innovation empowered user management. Furthermore, productivity and performance will be improved such as on time delivery and within budget (Jones et al., 2007). A key issue is that nation-focused e-government requires that administrations recognize what citizens need from the system, understand their requirements and ensure that this is provided by the e-government process (Bertot et al., 2008).

According Kumar et al. (2007), the success of e-Government relies upon citizens having a high level of satisfaction with the benefits conveyed by this technology-based system and this in turn leads to an increase the rate at which e-government services are adopted (Kumar et al., 2007). Welch et al. (2004) stated that government website usage is positively linked with e-government website satisfaction. However, there are a few citizens that are disappointed with transactions carried in the system (Kumar et al., 2007). The degree of satisfaction with e-government websites also affects the level of trust (Welch et al., 2004). Unfortunately, due to the ongoing shortage of resources, the governments of developing countries continue to have a low degree of providing adequate services to their citizens.

2.5. E-government in Libya

Governments all over the world are aware of the power of the internet and have utilized e-government to connect governmental institutions with society in general and the people in particular to create trust, thus improving the quality of government services. Libya is in the process of engaging in a general reformation (Ajit Kumar & Amer, 2016); however, to date, the country's rating in international digital government reports is not that high. Thus, the government needs to radically transform digitally to raise Libya's profile in the advanced world. To this end, Libya is engaging in serious efforts to develop its own particular electronic services (Guo, 2011).

According to Ali Salem and Tahir (2013), development of e-government presents an opportunity to offer better services to communities and individuals. The utilization of information technology infrastructure in general services has decidedly influenced the connection between people and the government through various government websites. Using the Internet to deliver general services allows people and organizations to overcome the many technical impediments that obstruct communications by simplifying the data system, thus reducing the cost of printing to the users.

Fgee and Alkallas (2013) commented that accessible new innovations ought to be used to profit the government and citizens in a way that would fulfil the needs of citizens . To achieve this, the general technological awareness of the citizens should be raised by giving them access to PCs both at home and in public places. Furthermore, courses on web use should be provided showing people the most proficient method of using digital services. This process can be supported by community projects in which those that have the knowledge of the technology can assist others to gain skills that will allow them to benefit from the new technology in general and from e-government in particular.

The fundamental target of e-government is to establish internal and external communication channels to facilitate administrative transactions and promote access to services and data. It is believed that government practices and planning processes can be improved by replacing traditional services with digital services and the use of

ICT tools and new frameworks (Ihmouda et al., 2013). A similar study reported that the education, training, and the qualifications of members of staff are factors increases the performance of e-services (Jones et al. 2012; Tawfik 2016), and as reported by Kenan et al. (2011), raising the level of knowledge of uneducated employees is also required.

Another investigation by Abdulwahida et al. (2014) claimed that the explanation for the failure of digital government lies in the personnel in government bodies having inadequate skills in handling and managing technology (Al Kilani & Kobziev, 2015). Maintaining the widespread infrastructure is of immense importance in line with the need to respond to the possible rapid changes in technological development, which means that the government personnel should have to have high skills in this area (Krishnan & Teo, 2011). Despite the weakness of the ICT infrastructure in Libya, the number of Internet users is increasing; however, the country still lacks some components that would allow the implementation of e-government in an optimal manner. Another study stated that the complexity of the ICT infrastructure and a low level of internet services are some of the problems that affect individuals being able to use the website without support from staff running the system (Jones et al., 2012; Kenan et al., 2011).

2.6. Need for the e-government in Libya

Technological developments are swiftly advancing throughout the world. Every country is making efforts to boost its economy and it is very important to have a high ICT level in the country to compete with other countries. Each business sector is becoming more and more dependent on the internet, networked systems, computers and smart mobile devices. Governments also need to adopt this technology and implement it across the whole organization in order to improve the communication between the government and the citizens. This system allows the government to discover what the people want and how to satisfy their needs (Radwan, 2013). In addition to this, the Libyan government needs e-governance also to improve its communication with other businesses within and outside the country, thus increasing economic activities in the country. E-government also presents an excellent way to measure workers' performance and eliminate corruption from the public sector (West, 2011).

2.7. The future of e-government in Libya

The future of and the progress in the adoption of the e-government system require advance technologies that are currently mostly accessed by developed nations. Libya needs to develop a close association with technologically advanced countries such as the United States and the United Kingdom to achieve the desired success (Busoud & Zivkovic, 2016). In 2012, the Libyan government made agreements with the United Kingdom to help in the development of the much-needed telecommunication infrastructure. The agreement allows for the exchange of technical experts, the creation of better infrastructure and the additional support necessary for the success of the e-Government in Libya (Busoud & Zivkovic, 2016).

2.8. An evaluation of e-government services

There are a number of studies that evaluate government websites and their digital services according different criteria such as citizens' perceptions, technology acceptance, usability and accessibility. Kumar et al. (2007) found that the positive perception of citizens concerning the benefits of the online data or services given by the government could raise the adoption rate. In addition, the quality of services has an immediate impact on citizens' satisfaction, which in turn affects the adoption of electronic government. A simple framework returns advantages to people who they do not have modern technology skills. However, the perceived risk of losing private data and being monitored on the Internet has a negative effect on adoption (Kumar et al., 2007).

Carter and Bélanger (2005) detailed that the success and acceptance of electronic government activities are dependent upon citizen's readiness to adopt these advances. Perceived ease-of-use, compatibility and trustworthiness are important concepts related to people' intention to use e-services. There are numerous ways in which government organizations can increase the perceived level of ease of use; for example, online tutorials which explain how to deal with a particular website. The authors also suggested that e-government sites ought to improve the presentation of their components to empower citizens in rapidly and easily finding data and to this

end, governments should elicit people's opinion about their websites and then analyze the responses. After this process, the government should redesign websites in accordance with the feedback received. To increase the perception of compatibility, governments should ensure that service provision on the internet is coordinated and distinctive. To improve the public perception of trustworthiness, governments should assure the population of the accuracy of electronic services by including clearly displayed privacy information on the websites. Lean (2009) also revealed that the perceived strength of online security leads to trust; therefore, governments should encourage the development of this trust by setting up conventions and guidelines and finding ways of assisting people to gain experience and understanding concerning the use of the Internet for e-service (Lean, 2009).

Kumar et al. (2007) stated that citizens in developed countries could obtain information and services from government offices via accessible government websites. Unfortunately, the governments of developing countries have a serious deficiency of both resources and technical skills to support public access to the available services; even telephone access to these services does not exist in large areas of developing countries. However, moving to an online system could greatly increase accessibility and reduce the cost time and effort required for the citizens in developing countries to access the services and information made available by the government (Kumar et al., 2007).

Youngblood and Mackiewicz (2012) pointed out the importance of the usability of the site. Also, usability improves citizens' trust in electronic government and thus, they will continue to use the website and increase their use of the system. Once people trust in an electronic government site, they will utilize it repeatedly, which would further increase the trust. However, the authors reported that the lack of usability can seriously affect people's willingness to use the system and in cases where citizens' trust has not been well established, they might prefer to return to traditional services rather than utilizing the e-service. Thus, problems in the usability of government websites have an impact on the public's trust in an electronic system (Youngblood and Mackiewicz, 2012).

Alawneh et al. (2013) investigated the Jordanian e-government systems and found that there are five key elements related to user satisfaction concerning the public services provided through the government websites in the country. These elements were; security, trust, accessibility, awareness, and quality (Alawneh et al., 2013). It was discovered that neither security nor trust had a particular impact on the satisfaction level of the Jordanian participants in the study. The strongest factor was the quality of public services and trust was the weakest. Thus, to increase the level of citizens' satisfaction, digital services experts need to create sites that have high quality and good accessibility and raise the awareness of users. Implementing these changes will encourage citizens to continue using electronic services sites (Alawneh et al., 2013).

A study by Abanumy et al. (2005) reported that the government sites in Saudi Arabia and Oman still need endeavor to increase the accessibility of their website. The authors suggested that governments in these countries should work on spreading awareness of the system to all users. Furthermore, the study pointed out that to improve the accessibility and usability of the websites, diverse IT expertise is required. To provide this level of technology skill, schools and high education establishments should increase the level of the students' knowledge and ability to use modern technology. In conclusion, Abanumy et al. (2005) stated that if a government website is not available to the citizens, then it will not be successful and citizens will not be able to reap the benefit of government services.

Albalawi (2014) revealed that the Ministry of Higher Education in Saudi Arabia has recently created a gateway web page to allow different users to rapidly access the data they require through easy to use interfaces connecting the departments presented in the website. The services provided included requesting a transfer to another education institution; financial services; for example, salary and fees; individual services such as requesting travel tickets to return to the home country or to attend a meeting. This gateway web page has allowed a connection between the Saudi Mission department sites around the world and facilitated the process of scholarship management (Albalawi, 2014).

The evaluation of several digital services sites by Ahmed et al. (2013) revealed that the main impediments to the implementation of electronic services in Libya include weak infrastructure together with cultural and social problems. The authors recommend that the best way to utilize the electronic services in Libya is through the educational framework. The government should focus on implementing a high level of technological improvements. Furthermore, educating the population in technology skills and increasing their awareness of the importance of the digital era would help build people's trust in digital services (Ahmed et al., 2013).

CHAPTER 3

METHODOLOGY

This chapter contains an explanation about the research methodology, the participants in this research and the research instruments, website selection process, and the data collection and analysis method.

3.1. Descriptive research

The research methodology utilized in this study was descriptive research, which consists of research questions, design, and analysis data (Knupfer and McLellan, 1996). Descriptive research can be used with quantitative information (Albalawi, 2014). Gilgun (2005) explained that descriptive research comprises a plan that describes when, how and where information is to be collected and analyzes the participants' responses to questions (Gilgun, 2005).

3.2. The participants

The sample in this research study was a purposive sample. The participants were 113 Libyan students studying abroad in Turkey, Malaysia, USA, and Canada. Most of the participants were graduate master students and ranged in age from 18 to 55. The level of education of the target sample of this study is presented in Figure 3.1.

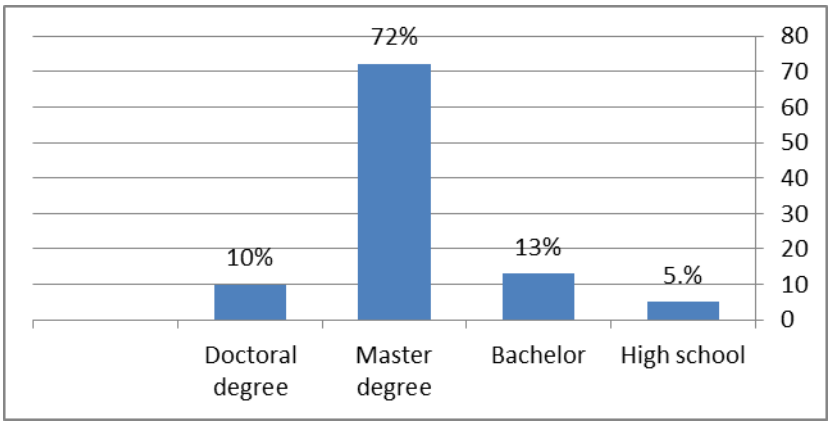

Figure 3.1. The education level of the participants in the study.

The demographic information was collected from the questionnaire completed by the participants. In the terms of gender, there was an almost equal number of male (49%) and female (51%) students. The age range of the participants is presented in Figure 3.2.

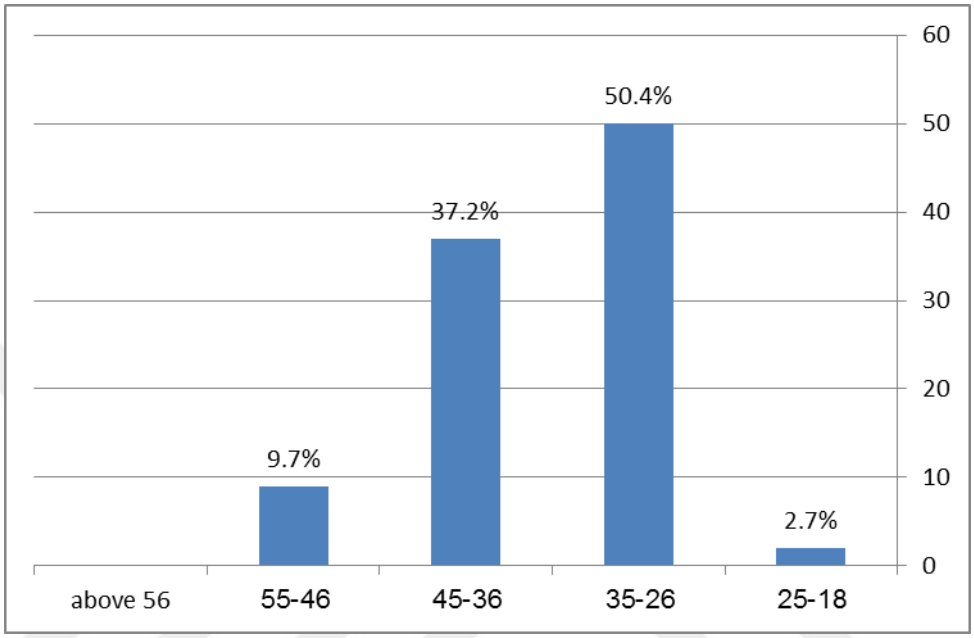

Figure 3.2. Age of the participants in the study.

3.3. Research instruments

The research instrument that was utilized to collect data for this study was a survey to assess the participants' opinions of the Libyan Management of Scholarships website. Of the 12 questions, the first three aimed to reveal demographic information and the remaining questions were grouped into three categories; students' attitudes, perspective, and difficulties. The attitudes questions 4, 5, 8 and 11 were linked to the first research question, the three perspective questions 6, 7 and 12 were linked to the second research question, and questions 9 and 10 concerning difficulties were linked to the third research question. Table 3.1 shows the questions in relation to the categories.

Table 3.1. The questions and categories

Questions	**Categories**
4. How often do you use this website? 5. Do you trust the Libyan Management of Scholarships website? 8. What is your motivation for using the website? 11. Are you satisfied with the services provided by this website?	Students attitudes toward the Libyan Management of Scholarships website
6. Do you think using this website reduces the physical visits to government offices? 7. Do you think this website will help to enhance the management procedures of the government? 12. Do you think that in the coming years, e-services will replace traditional services?	Students perspective towards the Libyan Management of Scholarships website
9. What are the problems that prevent you from using this website effectively? 10. How do you evaluate the performance of this website?	Students' difficulties and performance in relation to the Libyan Management of Scholarships website

3.4. Website Selection Process

Compared to other government websites, the Libyan Management of Scholarships website is mostly used by Libyan students who are studying abroad (Karaim, 2017). Therefore, in this study, this website was selected to assess the students' perceptions of the website, their attitudes towards it, and their difficulties in using the website.

The Libyan Management of Scholarships website was established in 2016 and went online in December of that year. This website provides an information framework for home students and especially those students sent to study in another country by the Ministry of Higher Education and Scientific Research. The students

can track communication from the Libyan Embassy through the mail system of the website. The site gives many services, for example, news, information about the students' study, and allows students to extend the duration of study and modify their social status. The Libyan Management of Scholarships website is a modern interface system, which reduces the lack of transactions and procedures and improve the performance and productivity (related to delivering the needed transactions on time within budget). The home page of the website is shown in Figure 3.3.

Figure 3.3. A screenshot of the home page of the Libyan Management of Scholarships website (http://lsa.ly/home).

3.5. Data collection and analysis method

This study collected the relevant data from the respondents by sending the questionnaire through a Google Drive forms link to the Libyan students studying abroad. This study aimed to evaluate the performance of the Libyan Management of Scholarships website from the evidence gathered from the participants.

As mentioned in the instruments section, the survey questions were grouped into three categories, and the results were analyzed based on the following four categories:

1. Demographical questions.

2. Students' attitudes towards the Libyan Management of Scholarships website.

3. Students' perspective towards the Libyan Management of Scholarships website.

4.Students' difficulties and performance in relation to the Libyan Management of Scholarships website.

CHAPTER 4

RESULTS

The main objective of this research study was to assess students' opinions of the Libyan Management of Scholarships website. The designed survey was sent to the participants who are studying abroad through a Google Drive forms link. Below is a summary of the responses to the survey collected from a total of 113 students.

4.1. Demographics of the participants

Q1: Gender

The first question about gender reveals that the number of female and males are almost equal; about forty-nine percent male and fifty-one percent female as shown in Figure 4.1.

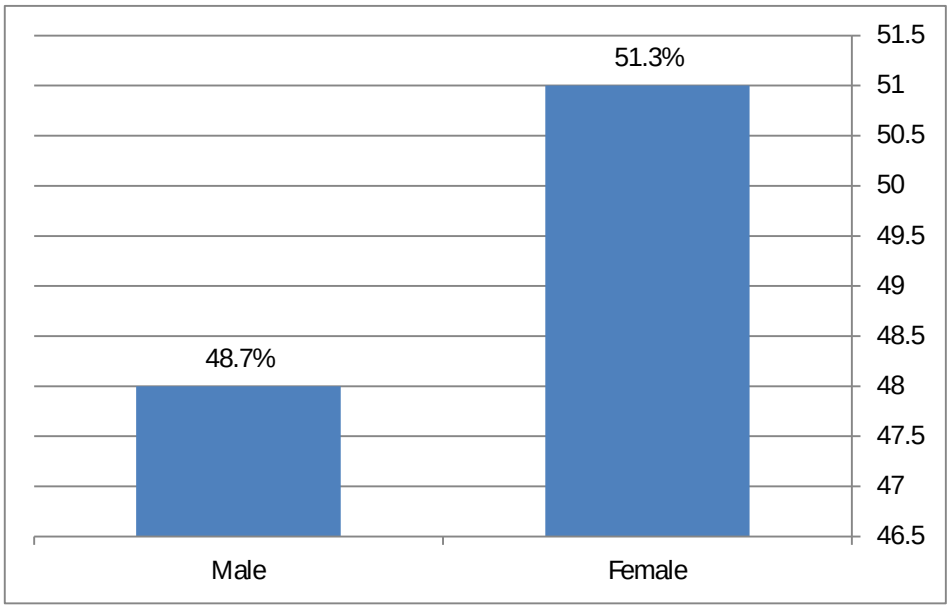

Figure 4.1. The gender percentage of the participant students .

Q2: Age

The participants of this research were adults and a large proportion of the participants were more than twenty-five and less than fifty-five years old. The age ranges of those who responded to the questionnaire are shown in Figure 4.2.

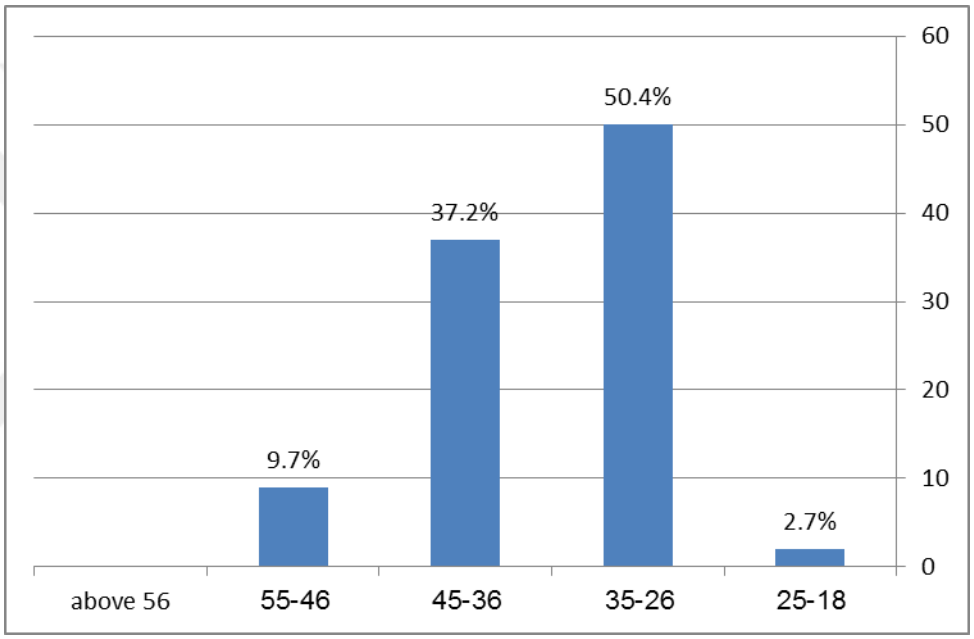

Figure 4.2. The age of the participants.

Q3: Educational level

The majority of the participants of this research had been educated to a high level. Figure 4.3 shows that around eighty had a master's degree, less than twenty had a bachelor's degree, and less than fifteen had a doctorate.

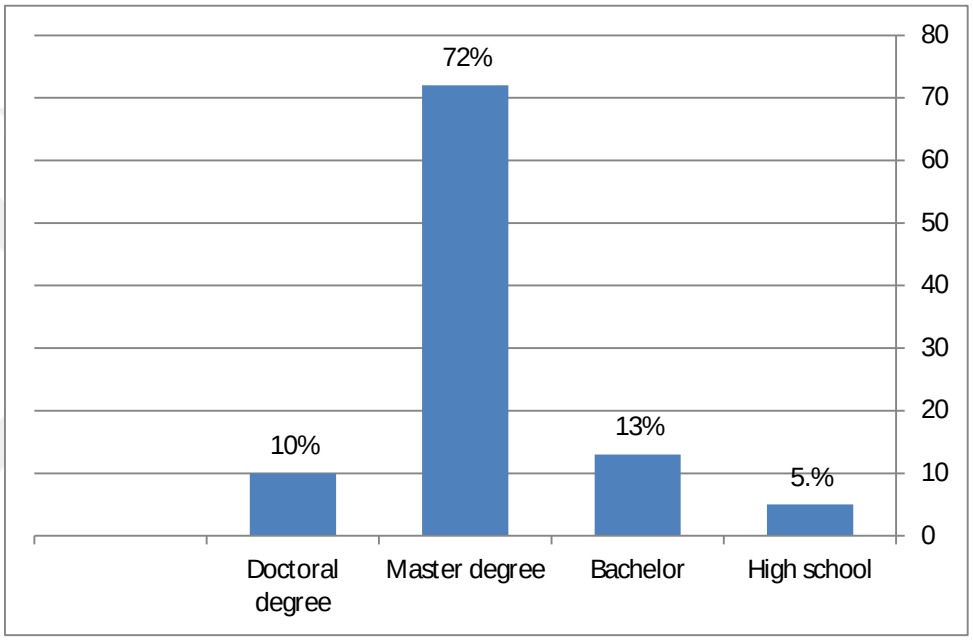

Figure 4.3. The educational level of the respondents

4.2. Students' attitudes towards the Libyan Management of Scholarships website

- **How often do you use this website?**

When asked this question, more than fifty participants responded sometimes, more than twenty responded always, and less than twenty gave the answer often. Ten participants rarely used the website and more than ten never used the website.

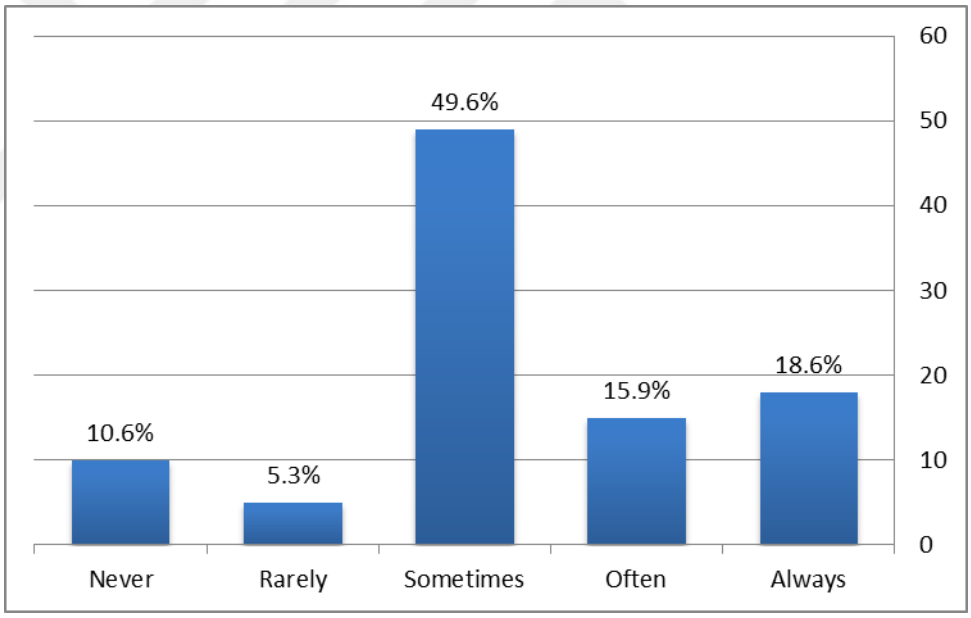

Figure 4.4. The participants' response to the frequency of use of the Libyan Management of Scholarships website.

- **Do you trust the Libyan Management of Scholarships website?**

Since nearly eighty participants said yes to this question, this shows that the majority of the respondents trust the services of the Libyan Management of Scholarship website; however, more than thirty responded no, as shown in Figure 4.5.

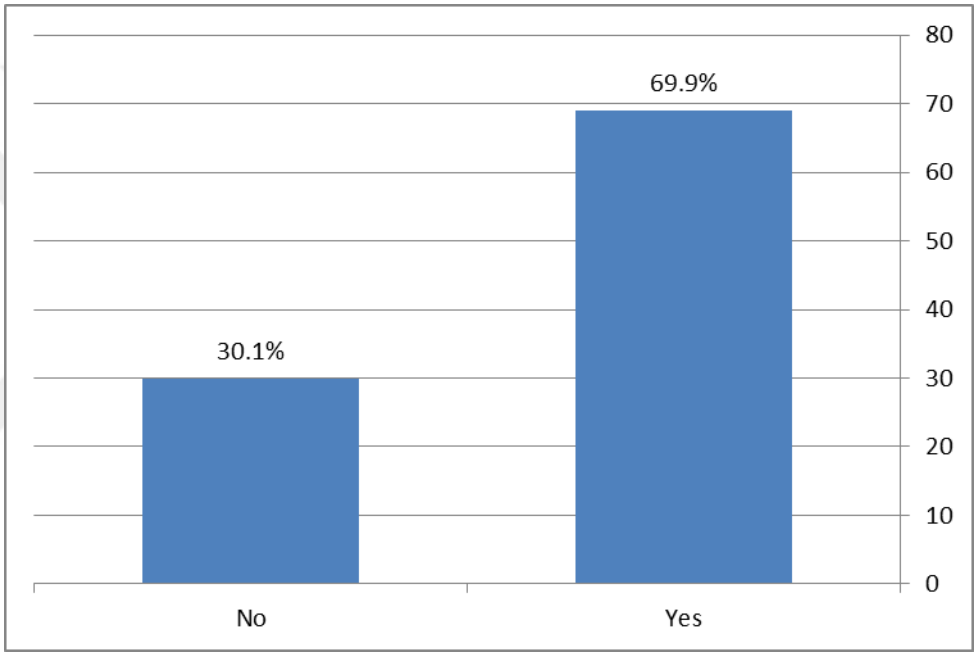

Figure 4.5. The level of trust of the participants in the Libyan Management of Scholarships website.

- **What is your motivation to use the website? You can choose more than one option.**

The majority of the responses are by using this website there will be no need to visit the target offices, and they are around seventy of respondents . More than fifty participants their answers were because of speed performance, more than forty their answers because of good quality and improvement, and thirty they are using the Libyan Management of Scholarships because of lack of expenses. Figure 4.6 shows the information in a graph format.

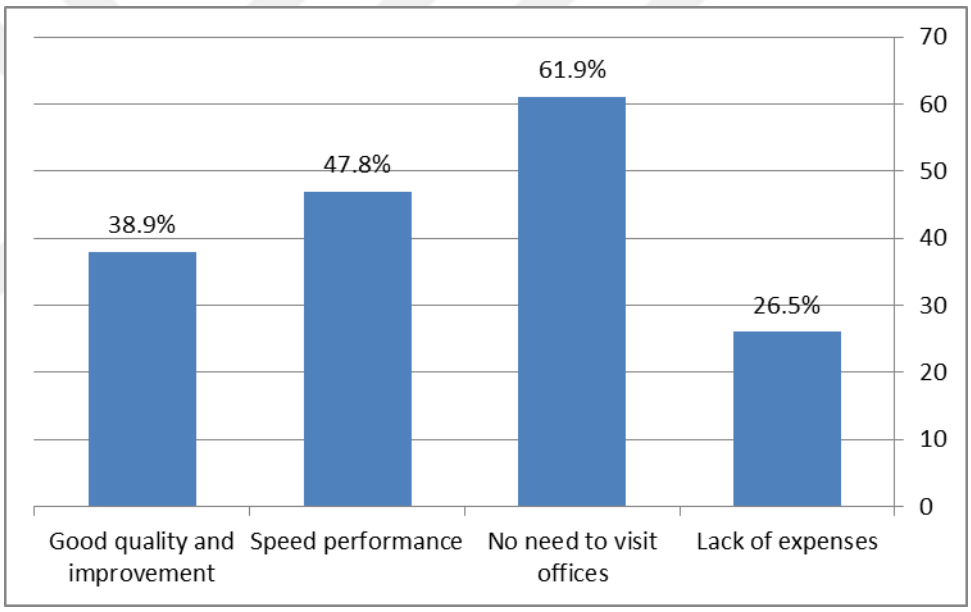

Figure 4.6. The participants' motivation for using the Libyan Management of Scholarships website.

- **Are you satisfied with the service provided by this website?**

Responding to this question, a high number of the participants, sixty respondents, were neutral about the performance of the Libyan Management of Scholarships website; more than ten were dissatisfied and more than five participants were strongly dissatisfied. As shown in Figure 4.7, the number of the participants that were either "satisfied" or "strongly satisfied" was thirty- four which is less than half of the participants. Combined with the large number of participants that considered themselves to be neutral, this finding shows that there are still some impediments to the successful use of this website.

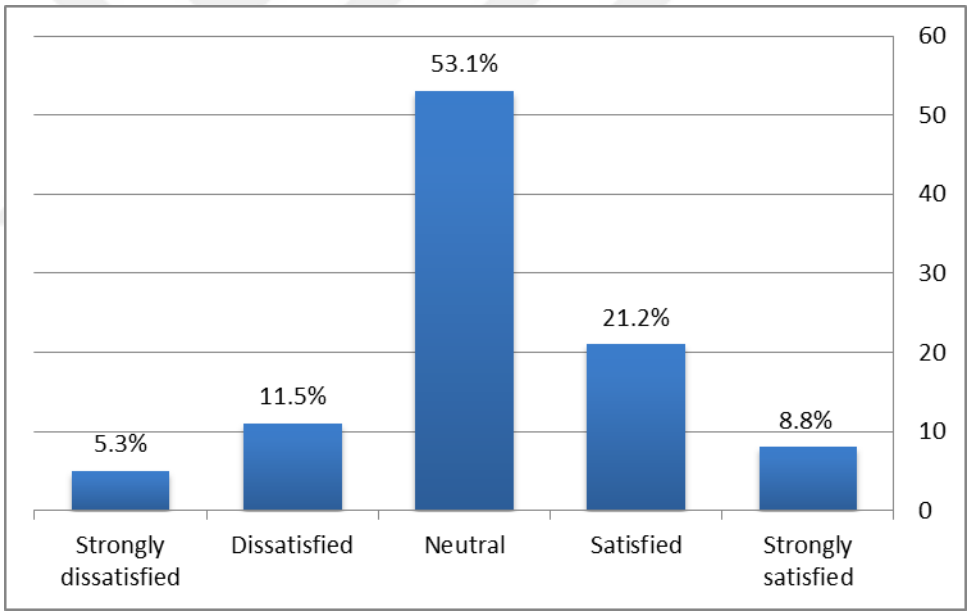

Figure 4.7. The participants' degree of satisfaction with the Libyan Management of Scholarships website.

4.3. The students' perspective towards the Libyan Management of Scholarships website

- **Do you think using this website reduces the physical visits to government offices?**

  Figure 4.8 reveals that a large number of participants responded 'yes' to this question and those that answered 'no' were slightly more than thirty.

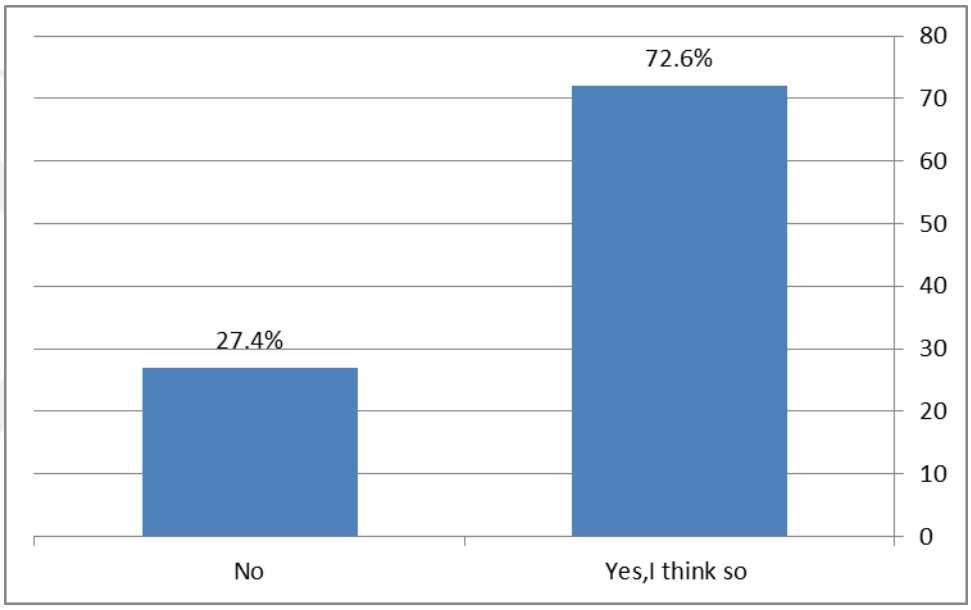

Figure 4.8. The participants' responses to the use of this website reducing physical visits to government offices.

- **Do you think this website will help to enhance the management procedures of the government?**

More than eighty respondents agreed that the website enhances government management procedures which is supported by the participants' preference to use this new website. Less than thirty of the participants considered that the website does not improve the government management's procedures as shown in Figure 4.9.

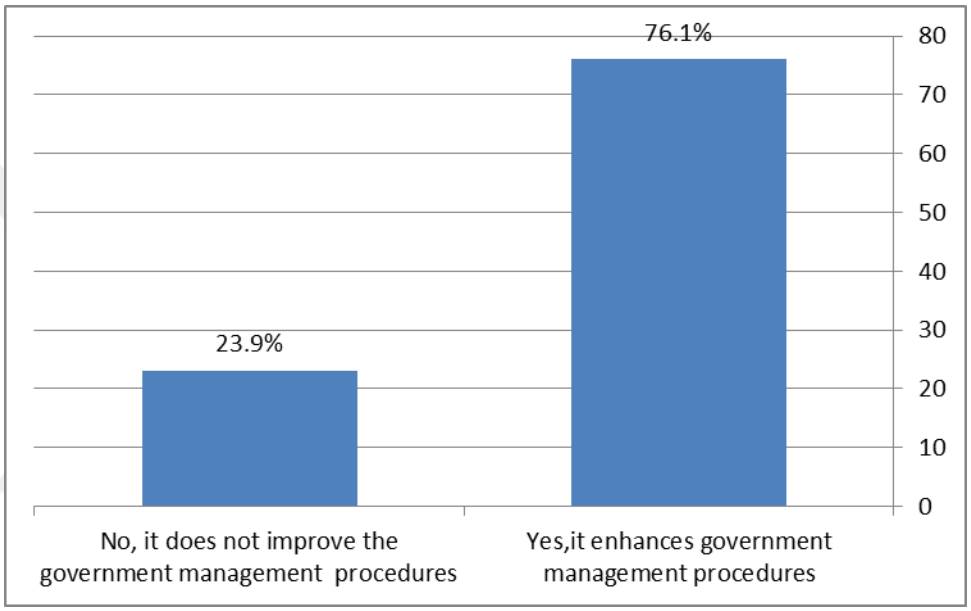

Figure 4.9. The responses of the participants related to enhancing government management procedures.

- **Do you think e-service will replace traditional services in the following years?**

As shown in Figure 4.10, more than one-hundred respondents responded positively to this perspective question, agreeing that the website would replace the completely replace the traditional services in the following decades. Less than ten students answered that they disagreed.

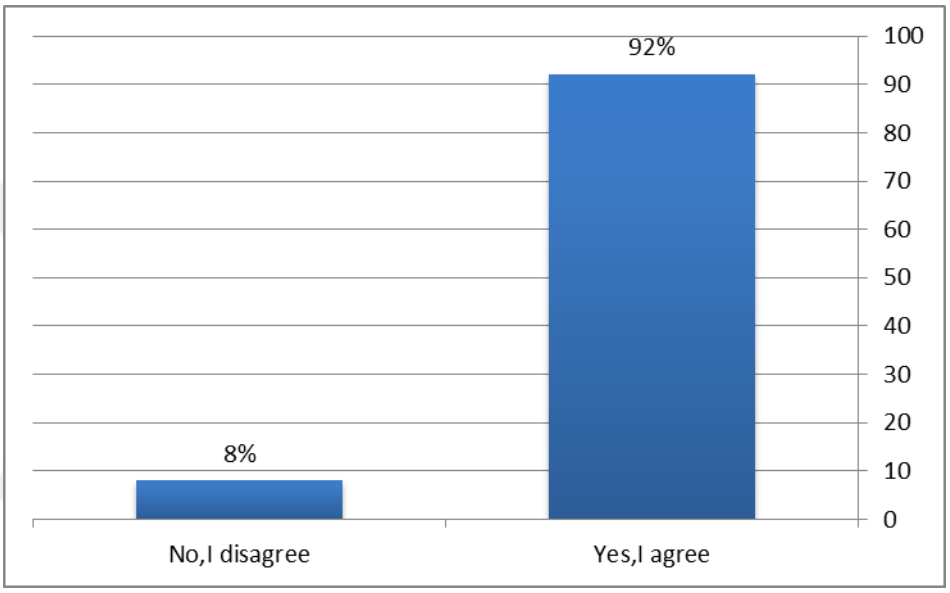

Figure 4.10. The responses related to the perspective question about replacing traditional services.

4.4. Students' difficulties with and assessment of the performance of the Libyan Management of Scholarships website

- **What are the problems that prevent you from using this website effectively? You can choose more than one option.**

In this kind of perspective question, the participants are given the opportunity to choose more than one answer because they may face more than one difficulty at the same time. As shown in Figure 4.11, less than forty participants explained their problems as being due to slow internet services and lack of reliability, more than twenty participants stated that their problems were because of the lack of knowledge and overload tasks capacity, and more than fifty participants gave the reason of other problems.

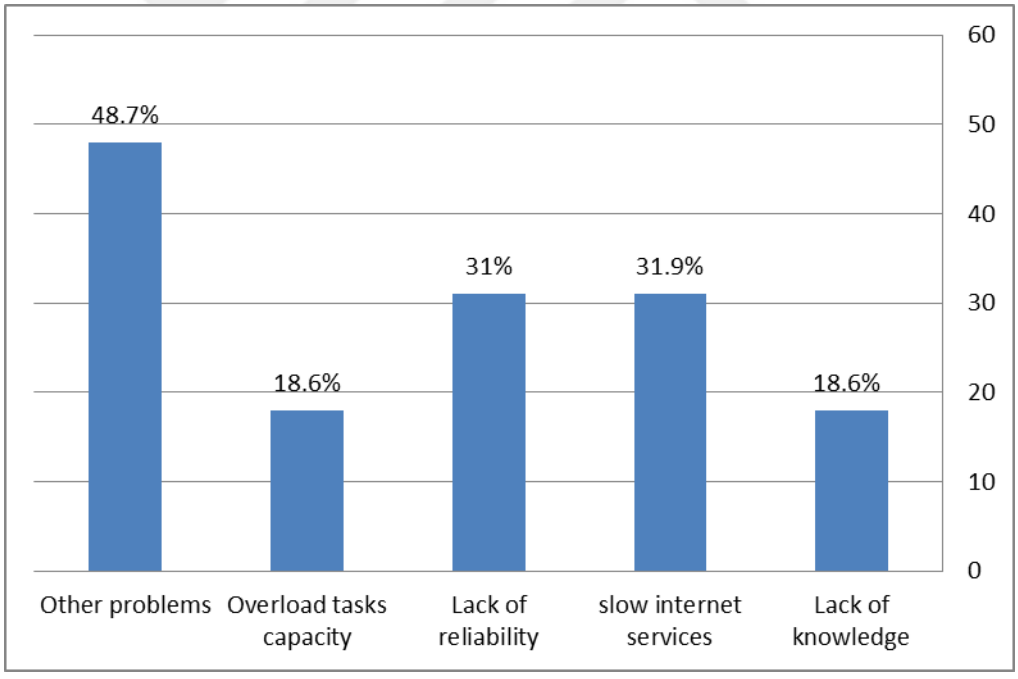

Figure 4.11. The participants' responses to the related effective problems that prevent them from using the Libyan Management of Scholarships website.

- **How do you evaluate the performance of this website?**

When asked this evaluative question, the participants' overall responses were positive. Figure 4.12 shows that more than forty participants considered that the performance of the website was of medium quality, more than twenty-five evaluated the website to have good quality, less than thirty considered the performance to be of low quality and less than ten gave the response that it was of bad quality. The remaining ten participants their answers there is no side effect.

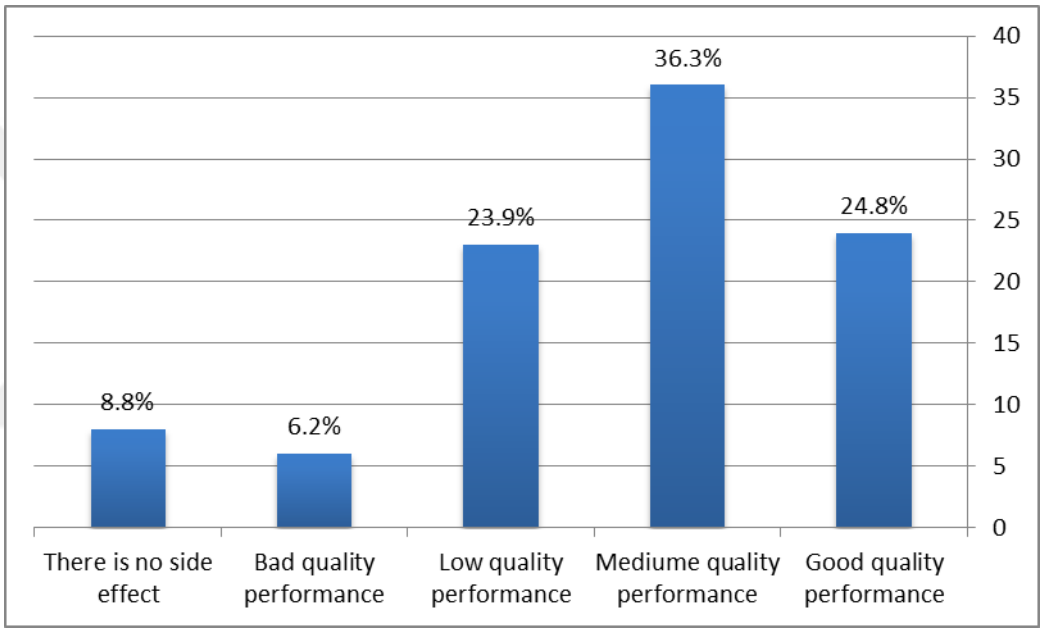

Figure 4.12. The participants' evaluation of the performance of the Libyan Management of Scholarships website.

CHAPTER 5

DISCUSSION AND CONCLUSION

5.1. Discussion

The analysis of the results of the survey questions showed that most of the students agreed that this website had a positive impact on their transactions and overall services. Students explained that by using the Libyan Management of Scholarships website they could easily and speedily communicate with the Libyan government. The important findings of the study are presented below together with suggestions for improvement of the website.

The study shows that a large number of the respondents stated that they trusted the Libyan Management of Scholarships website. However, less than half the participant students did not have a high degree of satisfaction. This finding refers to the weakness of the services beyond the website and the delay in the completion of the required procedures. Hence, improving the quality of this service is necessary since as reported in another study, e-government relies on citizens having a high level of satisfaction with the benefits conveyed by means of e-government (Kumar et al., 2007). Furthermore, a high degree of citizen satisfaction leads to raising the rate of e-government services adoption (Kumar et al., 2007). Citizens prefer problem-free access to information and services offered by governments (Inal et al., 2016). Welch et al. (2004) showed that the use of government services is positively linked with e-government website satisfaction. A few citizens that are dissatisfied with the procedures (Kumar et al., 2007) negatively affect the overall user satisfaction with the website and the trust (Welch et al., 2004). This dissatisfaction is usually due to the developing countries having a shortage of resources to establish and improve the required infrastructure.

In response to the question concerning whether the website reduces the physical visits to government offices, there was a positive response from a large proportion of the participants. Similarly, many of the participants believed that the website would help to enhance the management procedures of the government, and they preferred to use this website. However, the participants of this study were students and the majority had received a higher level of education and therefore were likely to have a good understanding of technology. This is supported by the view held by the majority of the participants that e-services will replace traditional services but in reality, in Libya, the level of education in the population is not currently sufficient to engage in e-government systems. However, it has also been posited that e-services help governments to deliver services on time with less cost than traditional service (Sweisi, 2010). The fundamental target of e-government is to offer a high degree of communication and upgrade the openness of administrations and data (Ihmouda et al., 2013). In addition, government procedures can be changed by assistance of ICT to supplanting traditional administrations and services. If accompanied by increasing the education of the population in Libya, particularly improving their technology skill, then e-government can be successfully implemented and adopted.

An important finding of this study is that slow internet services and other problems have an impact on the accessibility and usability of this website. Similar studies illustrate that the ICT infrastructure and low level of internet services can be one of the problems that affect using the website without the technical support (Kenan et al., 2011; Jones et al., 2012). Since the infrastructure of ICT in Libya is still under development (Al Kilani and Kobziev, 2015), it will take time to resolve these problems.

With regard to the performance of the website, this study found that a high number of the participants commented that the performance was of medium quality. This result, together with half of the participants considering that there was a low level of satisfaction concerning the website, indicate that the transactions of this website need to be improved from the phase of observing the service and making sure that services are delivered on time and within budget. This is in agreement with the view presented by Jones et al. (2012). Similar studies have reported that the level of education and training, and appropriate qualifications of the staff members are

factors that increase the performance of e-services (Jones et al., 2012; Tawfik, 2016), and as reported by Kenan et al. (2011), raising the level of knowledge among uneducated employees is also required to avoid various impediments that can affect this website.

As result of this study, it has been found that the transactions and services of the Libyan Management of Scholarships website need to be improved. This study concludes that this website needs some improvement in terms of tracking the procedures and the services it provides and increasing the knowledge of the designers in order to support this website in providing user-friendly interfaces. Finally, the completion of the transactions after a request for services is necessary to improve user satisfaction and the trust in the website services.

5.2. Conclusion

This research aimed to evaluate the effectiveness of the Libyan Management of Scholarships website through a survey of the attitudes, perspectives towards the site, and difficulties of the users who were Libyan students studying abroad.

Firstly, this research study found that the attitude of the majority of the target sample was that they trusted this website although the degree of satisfaction was not high. As a result, the participants can be considered as neutral in terms of the degree of satisfaction of this website; thus, there is a need to improve the website transactions due to opinions that there is low website performance and delays in completing transactions on time and at low cost.

Secondly, the high number of the responses showed that the participants believe that this website will reduce the number of physical visits to government offices. In addition, the students considered that this website would enhance the management procedures of the government and replace the traditional procedures in Libya in future.

Thirdly, this study found that there are some problems that prevented the respondents from using this website and many other problems could also affect the use of this website such as the low level of internet services, which is a major problem in Libya. However, the Libyan Management of Scholarships provides various services to all citizens. This new website is still in the early stages of implementation and needs improvements from different domains, which can be

helpful in the future. Furthermore, in this evaluation, the participants in this study commented that the performance of the website was of medium quality; thus, the website needs to be improved and it should also be ensured that services are delivered on time to the students.

Finally, this study shows that the Libyan Ministry of Higher Education should seek appropriate mechanisms to improve the infrastructure of the website such as slow internet connections, to offer better technological support to users of the website, and to monitor the transactions of this website to ensure higher quality performance.

5.3. Future work

In future work, different evaluation methods should be applied to assess the improvement of the website services. Eliciting comments and recommendations from users have a great value to improve the services of website. Other government websites can be evaluated using the same process to identify the factors that affect the performance of these websites in order to understand citizens' perceptions of and attitudes towards government websites, as well as the difficulties users face.

5.4 Limitations

This study intended to evaluate e-services in the Libyan Management of Scholarship and tried to assess the present status of the website of this institution in Libya to help improve its performance. This study narrowed the investigation about the performance of this website in relation to the needs of Libyan students studying abroad. Thus, in future research, e-government services provided by the websites of other governmental institutions should be evaluated to provide additional data on the status and improvement of the e-government system in Libya. Furthermore, this study utilized descriptive research methods to collect data through a survey with Libyan students to evaluate this website in order to explore their perspectives and attitudes towards the performance of the website and the difficulties they encountered when using it.

5.5. Recommendations and suggestions

Briefly, this study concentrated on providing data to recommend ways in which the Libyan government can improve the website of the Libyan Management of Scholarships and in turn contribute to the implementation of e-services in different domains, which can lead to full e-government. The main recommendations are:

1. Libya, as a developing country, should continue to improve the government infrastructure.
2. Libya should improve the internet connection over a wide area.
3. The government should provide all the citizens with training to improve their skills necessary to use the website effectively.
4. The interfaces of the Libyan Management of Scholarships website should be improved to ensure good service to Libyan students all over the world.
5. The Libyan government should improve the level of education of the citizens by providing courses about how to use e-services.
6. Delivering services to the citizens across the internet to mobile phones and personal computers can reduce cost, effort, and time.
7. A comparative evaluation should be undertaken with a similar website that is successfully implemented in another country by visiting the government offices and discussing how their website became successful.
8. Libya should successfully implement e-government services to encourage and motivate students to study outside the country to gain more skills and experience.

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Appendix 1: Questionnaire

THE EVALUATION OF E-GOVERNMENT SERVICE TO LIBYAN CITIZEN'S : LIBYAN MANAGEMENT OF SCHOLARSHIPS AS A CASE STUDY

1.Gender:

O Male

O Female

2.Age:

O 18-25

O 26-35

O 36-45

O 46-55

O Above 56

3.Education level:

O High school

O Bachelor

O Master degree

O Doctoral degree

4. How often do you use this website?

O Always

O Often

O Sometimes

O Rarely

O Never

5. **Do you trust the Libyan Management of Scholarships website?**

O Yes

O No

6. Do you think using this website reduces the physical visits to government offices?

O Yes, I think so

O No

7. Do you think this website will help to enhance the management procedures of the government?

O Yes, it is enhance government management procedures.

O No, it is not improve the government management procedures.

8. What is your motivation for using the website? you can choose more than one option

O Lack of expenses

O No need to visit offices

O Speed performance

O Good quality and improvement.

9. What are the problems that prevent you from using this website effectively? you can choose more than one option

O Lack of knowledge

O Slow internet services

O Lack of reliability

O Overload tasks capacity

O Other problems

10. How do you evaluate the performance of this website?

O Good quality performance
O Medium quality performance
O Low quality performance
O Bad quality performance
O There is no side effect

11 . Are you satisfied with the services provided by this website??

O Strongly satisfied
O Satisfied
O Neutral
O Dissatisfied
O Strongly dissatisfied

12. Do you think that in the coming years, e-services will replace traditional services?

O Yes , I agree
O No, I disagree

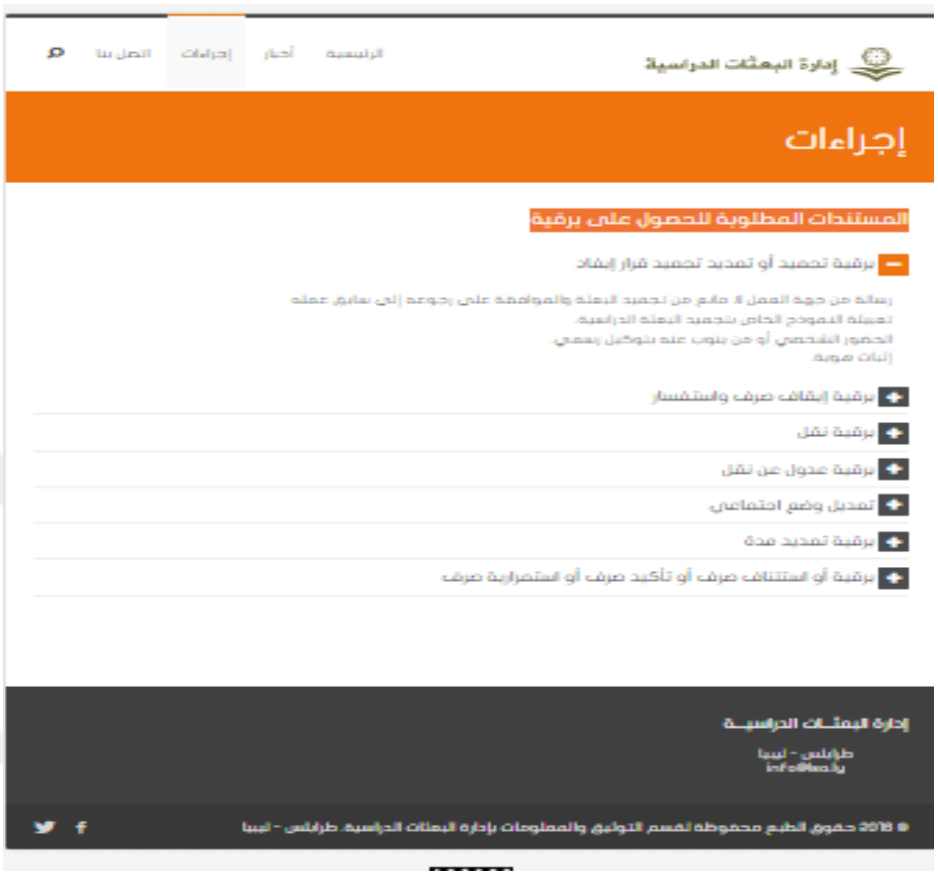
Appendix 2: Libyan Management of Scholarships overview

The main interface of Libyan Management of Scholarships Website

This website provide several services to Libyan students who they are studying abroad and who they are linked with this site via using their student account. To access the system click on the following link: (http://lsa.ly/home).

The telegram system interface provided many services to the students, which are as follows: the access and printing of telegrams issued by the Department of Missions, the service of access to correspondence issued by the Cultural Attaché. Transaction Tracking Service [new request - under procedure - procedure completed], to access the system click on the following link: (http://lsa.ly/services-item/telesys)

This interface specified to publishing all new news on the management of scholarships and all news related to students' affairs . also the new news about the administration will be posted.For example ,news about decisions of extension and degree. financial support news and General advertisements . To access the system click on the following link: (http://lsa.ly/services-item/news)

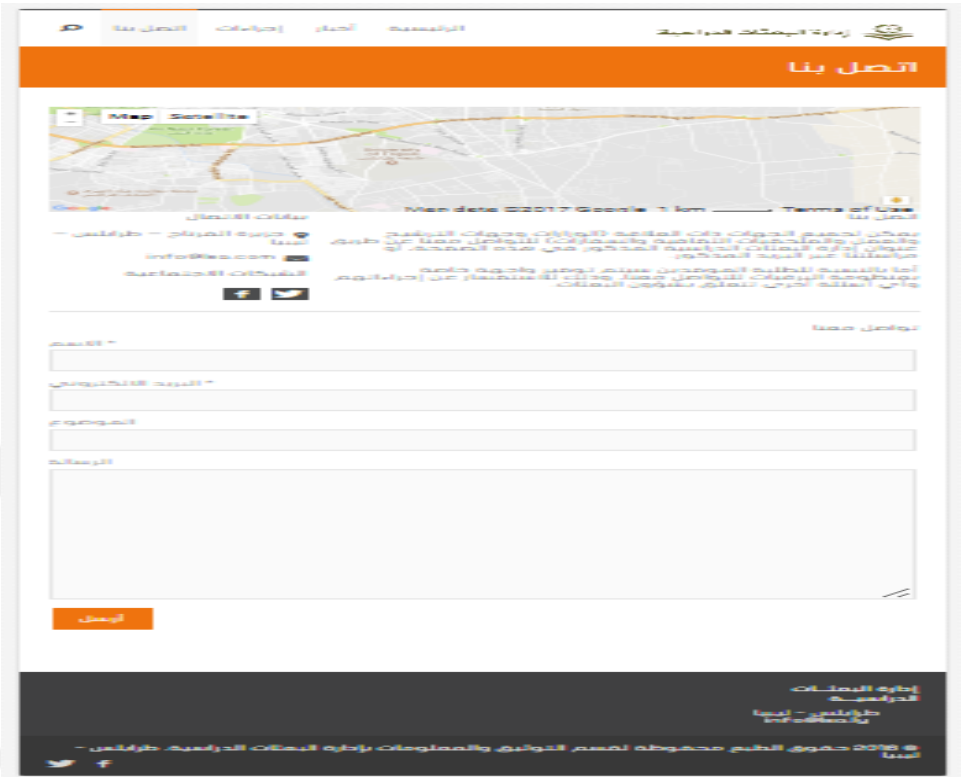


This interface refer to informations of the procedures that related with kinds of telegrams :

- Transfer telegram.
- Freezing telegram.
- Modify of the social status.
- Extened duration.
- Continue or stop financial support.

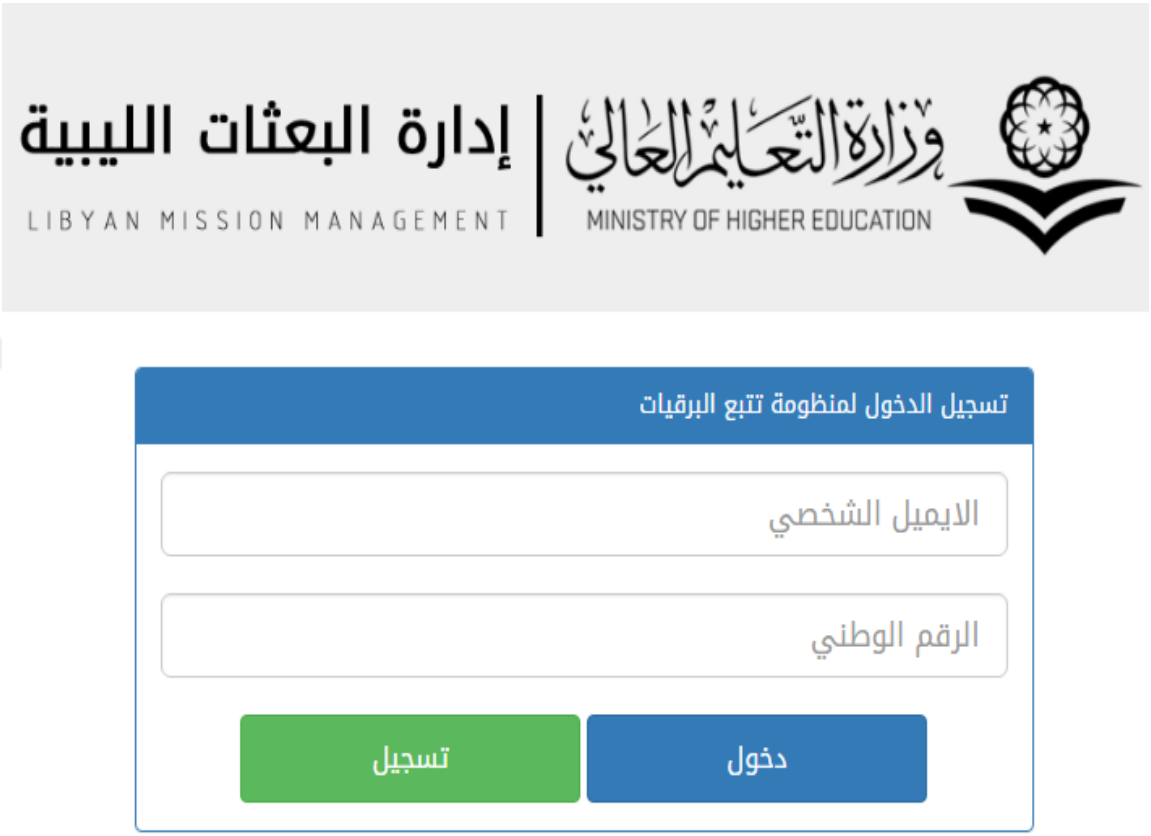
This service is still under construction. This section is dedicated to answering all the frequently asked questions. To access the system click on the following link: (http://lsa.ly/services-item/faq).

The Libyan Managemnt of Scolarships location



Contact Data - This is address of Libyan Management of Scholarships Al Farnaj Island - Tripoli – Libya and To access the system click on the following link: (http://lsa.ly/contactus).

Log-In interface of Libyan Managemnt of Scholarships



The system interface provided the access to the Libyan Management of Scholarships system by using the personal email and the national number of the student to tracking telegrams.

Update students information interface of Libyan Managemnt of Scholarship.

The student can update his / her personal information such as the national number of the student, full name, the English name like the passport, phone number and personal email .

This user interface is to confirm the student about his/her extension and to support his request by the given information about the time period of the extension and also to inform the student that his request is competed in Cultural Attaché.

دولة ليبيا
وزارة التعليم
Ministry of Education

الرقم الاشاري: 135494

التاريخ: 2016/10/09

برقية تعديل وضع اجتماعي

المدينة او البلد المرسل له /الملحق الاكاديمي ـ المستشار الثقافي / تركيا

تأسيسا		على	الطلب	المقدم	في
تاريخ	2016/10/09		و الذي	يخص	إجراءات
الطالب/الطالبة					متزوج + 1
و الموفد	بقرار	395	للتحضير	درجة	الماجستير
في	مجال	حاسب الي		نهاية الصرف	2017/01/01

عليه ....

نفيدكم	بالموافقة	على تعديل	الوضع	الاجتماعي	للطالب
من	متزوج + 1	الى	متزوج + 3	اعتبارا من	2016/08/10
لذا	اجراءاتكم	بالخصوص	//////////////////////////////////		

أ. الهادي عبدالسلام الكوني
رئيس قسم شئون الطلبة

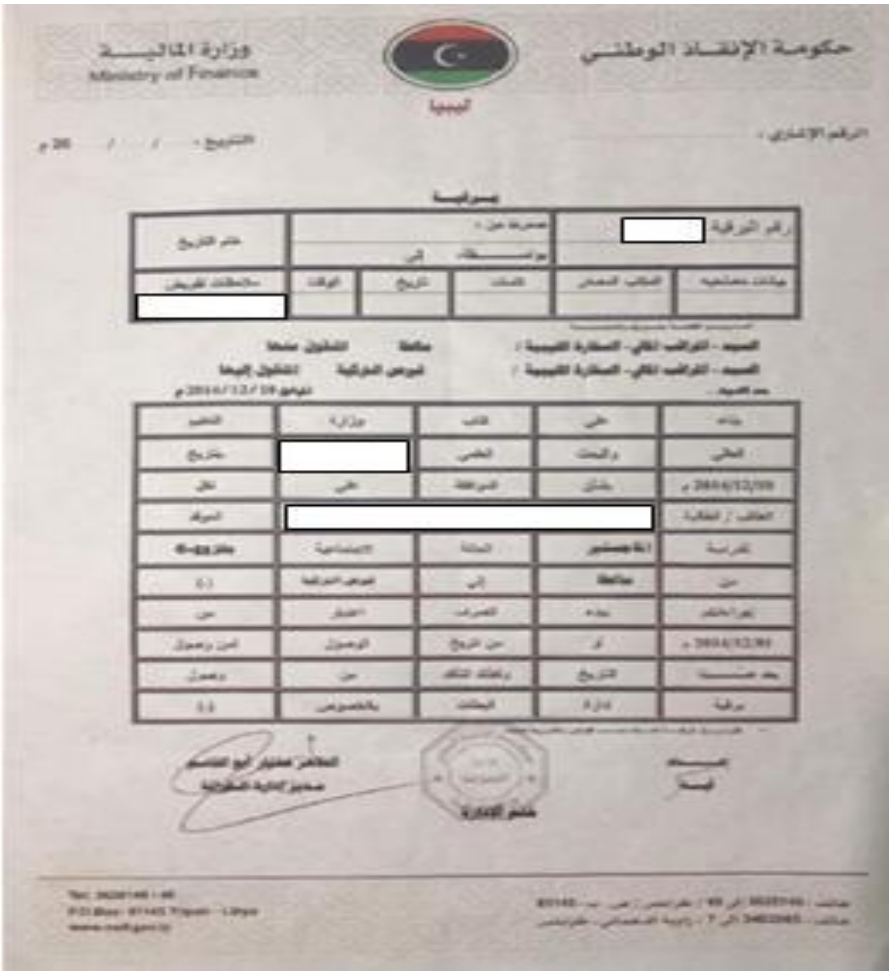
مشرف الدولة

مدير إدارة البعثات الدراسية

Tripoli - Libya

طرابلس - ليبيا

This is telegram for updateing of the social status of the student and this status will be changed to ensure that all the rights of the student are fulfilled after sending a telegram from Libyan Management of Scholarships .


حكومة الإنقاذ الوطني

وزارة المالية
Ministry of Finance

ليبيا

برقية

This is telegram about the transfer from country of study, will sent by the Libyan Management of scholarships website to the student who has previously requested change the country of study accordingly, the country of study will changed to that student ,so the rest of the procedures will be completed ,the Fees of living and health assurance...etc.