

Abstract

The concept of quality is concerned with measuring, testing and evaluation of performance for electronic systems, people and institutions and others in order to determine the strengths and weaknesses in order to improve performance and ensure continuity for the electronic systems, institutions and individuals, as well as to ensure the production and bring out the best systems. Many Quality Models appeared with certain criteria to measure the quality of products. This research proposes a quality model for evaluating e-government web sites and services in Sudan.

The model provided quality factors such as Accessibility, Navigation, Design, Content and Security in order to measure and test the quality of these sites.

The model was used to evaluate web sites using a proposed template for this purpose.

The result of the evaluation showed that some e-government websites design is a very good design because many factors of the proposed model were available; some e-government websites design is a poor design because many factors of the proposed model are un-available and some e-government websites design is an excellent design because many factors of the proposed model are available. The results also provided a basis for developing standardized quality factors for the design of websites and e-government systems in Sudan. The result concluded that the proposed model was succeeded in assessing the e-government websites in Sudan because it showed the mistakes in the design of the websites and proposed the correct way for resolving them.

المستخلص

نشأ مفهوم الجودة لقياس واختبار وتقييم الأداء للأنظمة الإلكترونية والشعب والمؤسسات وغيرها من أجل تحديد نقاط القوة والضعف من أجل تحسين الأداء وضمان الاستمرارية للأنظمة الإلكترونية والمؤسسات والأفراد، وكذلك لضمان إنتاج وإخراج أفضل النظم. ظهرت العديد من نماذج الجودة مع معايير معينة لقياس جودة المنتجات. يقترح هذا البحث نموذجاً للجودة لتقييم المواقع على شبكة الإنترنت الحكومية الإلكترونية والخدمات في السودان.

يوفر النموذج المقترح عوامل الجودة مثل المحتوى (Content)، التنقل في الموقع (Navigation)، التصميم (Design)، إمكانية الوصول (Accessibility) والسرية (Security) من أجل قياس واختبار نوعية هذه المواقع.

تم استخدام نموذج (Template) لتقييم المواقع على شبكة الإنترنت باستخدام النموذج المقترح لهذا الغرض.

أظهرت نتائج التقييم أن التصميم لبعض مواقع الحكومية الإلكترونية في السودان هو تصميم جيد جداً نسبة لتوفر أغلب عوامل النظام المقترح، وبعض مواقع الحكومية الإلكترونية مصممة تصميم سيئ نسبة لعدم توفر العديد من عوامل النظام المقترح وبعض مواقع الحكومية الإلكترونية مصممة تصميم ممتاز نسبة لتوفر كل من عوامل النظام المقترح. قدمت النتائج أيضاً الأساس لتطوير عوامل الجودة القياسية لتصميم المواقع وأنظمة الحكومة الإلكترونية في السودان

وخلصت النتائج الي أن النموذج المقترح نجح في تقييم مواقع الحكومة الإلكترونية في السودان لأنه يظهر أي خطأ في تصميم المواقع واقتراح الطريقة الصحيحة لحلها.

الآية

قال الله تعالى:

الَّذِينَ يَرْمِزُونَ بِالنَّكْمِ وَالَّذِينَ أَوتُوا الْعِلْمَ دَرَجَاتٍ وَاللَّهُ بِمَا تَعْمَلُونَ خَبِيرٌ "

سورة المجادلة الآية رقم (11).

DEDICATION

To my parents and my family who made this accomplishment possible

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TABLE OF CONTENT

Abstract.....	I
المستخلص.....	II
ألاية.....	III
Dedication.....	IV
Acknowledgments.....	V
Table of Contents.....	VI
List of Tables.....	VIII
List of Figures.....	IX
Chapter One: Introduction	
1.1 Introduction.....	1
1.2 Research Problem.....	2
1.3 Research Overview.....	2
1.4 Research Aims.....	2
1.5 Research Objectives.....	2
1.6 thesis outline.....	3
Chapter Two: Literature Review	
2.1 Introduction.....	4
2.2 E-Government Systems.....	4
2.3 Classification of E-Government Services Interaction.....	4
2.4 The Research Context: E-government in Sudan.....	5
2.5 SUDAN E-GOVERNMENT INITIATIVES.....	7
2.6 Review for Related Work.....	8
2.7 Comparative Analysis.....	17
Chapter Three: Research Methodology	
3.1 Research Methodology.....	20
3-2 The proposed model.....	20
3-2-1 E-government websites.....	22
3.3 Collecting and Measuring Data.....	25
3.3.1 Data Collection.....	25
3.3.2 Measuring the factors.....	27

3-4: E-government websites.....	27
Chapter Four: Data Analysis, Result and Discus	
4.1 RESULTS.....	37
4.2 Discussions.....	44
Chapter Five: CONCLUTION AND RECUMENDATION FOR FUTURE WORK	
5.1 Conclusion.....	49
5.2 Recommendations.....	49
5.3 References.....	50

LIST OF TABLES

Table No	Table name	Page No
Table : 2.1	Maturity models' stage names	19
Table : 3.1	characteristic of model	23
Table : 3.2	Proposed Template	25
Table : 3.3	Factor Percentage Evaluation	27
Table : 4.1	Sudan e-government website assessment	37
Table : 4.2	parliament e-government website assessment	39
Table : 4.3	council of states e-government website	42
Table : 4.4	Khartoum university website	48
Table : 4.5	neelain university website	50
Table : 4.5	high educational ministry website	52
Table : 4.4	Comparison analysis of e-government websites	46

LIST OF FIGURES

Figure No	Address	Page No
Figure: 2.1	E-government Services Interaction with Community Sectors	5
Figure: 3.1	Website Quality Model	22
Figure: 3.2	Sudan e-government website I	29
Figure: 3.3	Sudan e-government website II	30
Figure: 3.4	Parliament website I	32
Figure: 3.5	Parliament website II	33
Figure: 3.6	council of states website I	35
Figure: 3.7	council of states website II	36
Figure: 3.8	Khartoum university website	38
Figure: 3.9	neelain university website	39
Figure:3.10	high educational ministry website	40
Figure: 4.1	Parliament website evaluation	44
Figure: 4.2	council website evaluation	45
Figure: 4.3	Sudan e-government website evaluation	46
Figure: 4.4	Khartoum university website evaluation	57
Figure: 4.5	Neelain university website evaluation	58
Figure: 4.6	High educational ministry website evaluation	59
Figure: 4.7	Comparison e-government website evaluation	61

