

# Ph.D. Proposal

by

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## **Moving to e-Government: Designing & Developing Online e-Health Services**

Governments nowadays have their own portals to provide Information and Services to their cybercitizens. To effectively achieve their targets, Governments define their objectives and then develop well-planned strategies; and also implement a continuous evaluation process of their performance. One of e-government objectives is to deliver health information to their citizens and have and manage their records and feedback.

This study aims to provide a theoretical framework for information delivery systems in e-health portals. This theoretical framework - based on some social, economic, politic, technological conditions -will be developed to act as a reference model for to evaluate the information delivery systems of e-health portal to enhance and maintain its efficiency.

### **Research Area:**

The area of this research is in e-Government ... basically in e-Health services that government deliver to their cyber citizens ... In this study, we spotlight on the information delivery system in e-Health Information Portals of Egypt & Australia.

### **Keywords:**

Information Delivery System, e-Government, e-Health, Information Management, Information Portal

### **Research Experience:**

The researcher has 4 years of experience in the field of health services as a Researcher & Family Advisor in Public Hospital (1 year) and as an Academic Researcher (3 years) to do Master Thesis Research. These periods enabled the researcher to touch health service' problems and to assess health care objectives and actions. The researcher also has 7 years of experience in the field of IT as Programmer, Web Designer & Developer, and IT Manager. These positions enabled the researcher to set and execute business plans and assess and solve IT problems based on client's needs and their feedbacks.

### **Significance of Research:**

Although there are many researches focus on the methods to be used for the evaluation of health portals, only a few of them are focusing on the information delivery systems. In addition, a few of these studies means to study the information delivery systems of Egyptian and Australian health portals, based on a theoretical framework of information delivery system and e-government and e-health portals. So, the researcher will build a theoretical framework for the information delivery systems of e-health portals in order to establish a reference model that will be used to evaluate either the Egyptian or Australian e-health portal's information delivery system and to ensure and maintain its efficiency to deliver information

### **Research Aims & Objectives:**

- Establish a theoretical framework for what so called e-Health and why & how e-government emphasize on e-Health.
- Develop a theoretical framework for information delivery system. This framework is essential to build a model to be used to evaluate Information Delivery System of Egyptian Health Information Portal compared with Australian Health Information Portal.
- Help Governments to improve their e-Health portals to maximize the benefits of these portals for cybercitizens & governments. And to resolve weak points in their current e-Health Portals to ensure and maintain its efficiency

### **Research Outline:**

#### **A) Research Problems:**

This research aims to answer the following questions:

- 1- Are the Egyptian and Australian societies ready for e-health? Does they have the infrastructure and resources to guarantee and maintain the running of e-health portal efficiency?
- 2- Are e-Government Objectives in Health Services in countries of the same conditions have a clear vision for e-health objectives compatible with Government View & Mission?
- 3- Is the information Delivery System of e-Health compatible with e-government objectives in countries of the same conditions?
- 4- Are the Egyptian and Australian governments have a clear vision of how to deliver information to the portal' users and how to evaluate performance and receive the users' feedback?
- 5- Are the Egyptian and Australian government have an efficient information delivery system? What are the main criteria and the assessment tools to evaluate the portal efficiency to target its objectives?
- 6- Is it better to have an independent agency which is responsible for e-health project and the running of the delivery system for both of information and services?

To answer these questions, we need to build a reference model of information delivery systems of e-health portal and the assessment criteria and tools, and then evaluate the Egyptian and Australian e-health portals based on that reference model.

#### **B) Research Hypotheses:**

- Unclear view of e-government and its objectives causes the failure of e-health portals.
- Weak planned strategies for government reengineering lead to slow & conflict of e-government steps and e-health as a sequence.
- Weak analysis of information delivery system - and its objectives and main components, inputs, processes, and desired output information - reduce efficiency of information portal.
- Unclear health information portal objectives reduce efficiency of information portal development.
- Good portal's look & feel increases its usage.
- Adding more support features to the information portal increase portal efficiency.
- Unclear evaluation criteria and tools of information delivery system leads to the failure of e-health portals to deliver health care information efficiently.
- Inadequate content decrease the portal efficiency.
- There is a positive relationship between a common sense of the importance of data sharing and the efficiency of information delivery system.
- Continuous maintenance of information portal increases the portal efficiency.
- Weakness of the cooperation and co-ordination between portal developers and information suppliers (agents) reduces the satisfaction of information delivered.

### **Research Methodology**

The research will start by developing a theoretical framework for information delivery system in e-health portals. This framework is elaborated from surveys of previous studies in either e-Government or e-Health Portal and also from a survey of current health portals.

This theoretical framework identifies some correlation relationships between information delivery system as a dependant variable and some of independent variables that affect on the efficiency of information delivery system. That theoretical framework will be used to build a reference model to evaluate Egyptian and Australian health portals in the last three years.

Based on the reference model, the researcher will assess these online and offline e-health & e-government portals either front end or back end using the portal assessment check list (for portals evaluation) and questionnaire (for IT staff, top manager, cybercitizens and Politicians).

To find the empirical results, the researcher will depend on both qualitative and quantitative tools... Based on these results, the researcher can verify the validity of research hypotheses.

At the end of this study: The researcher can find out some recommendations to increase and maintain the efficiency of information delivery system in both of Egyptian and Australian government' e-health Portals.

### **Research Resources:**

- Literature Review in the field of Government, e-Government, e-Health , and Information System
- Government Documents (Mission, Objectives, and Strategies)
- Government websites and e-Health Portals
- Software's like MS FrontPage, MS Access, MS Excel, MS PowerPoint, SPSS, MS Project and MS Info Path
- Field Trips to some hospitals (to meet doctors, employees, patients or citizens, top Management) and Minister of Health, e-Government & e-Health Portals Development Companies in Egypt and Australia.
- The support which the researcher it expect such as funding from Australian & Egyptian governments which may benefit of this research. Plus the support to meet the top managers & politians, officers. And the support from academic supervisors to do this research.

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