REPUBLIC OF TURKEY
ISTANBUL GELISIM UNIVERSITY
INSTITUTE OF GRADUATE STUDIES

Department of Political Science and Public Administration

THE ROLE OF E-GOVERNMENT SYSTEMS IN COMBATING ADMINISTRATIVE CORRUPTION IN IRAQ

Master Thesis

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Istanbul – 2023

THESIS INTRODUCTION FORM

Name and Surname	:	Mustafa SATTAR HAMEED AL JUMAILI
Language of the Thesis	:	English
Name of the Thesis	:	The Role Of E-Government Systems in Combating Administrative Corruption in Iraq
Institute	:	Istanbul Gelisim University Institute of Graduate Studies
Department	:	Department of Political Science and Public Administration
Thesis Type	:	Master
Date of the Thesis	:	21.02.2023
Page Number	:	80
Thesis Supervisors	:	Assoc. Prof. Dr. Annamaria CSISZER
Index Terms	:	Bu çalışma, Irak'taki bazı kurumlara, çalışmanın konusu hakkında veri toplamak için bir anket dağıtılarak nicel yönteme dayanıyordu. Bu çalışma, Irak'ta devlet kurumlarının çalışmaları çerçevesinde e-devlet uygulamasının yolsuzlukla mücadeleye ve yolsuzluğun azaltılmasına katkı sağlayacağı sonucuna varmıştır.
Turkish Anstract	:	
Distribution List	:	• To the Institute of Graduate Studies of Istanbul Gelisim University • To the National Thesis Center of YÖK (Higher Education Council)

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DECLARATION

I hereby declare that in the preparation of this thesis, scientific ethical rules have been followed, the works of other persons have been referenced in accordance with the scientific norms if used, there is no falsification in the used data, any part of the thesis has not been submitted to this university or any other university as another thesis.

Mustafa SATTAR HAMEED AL JUMAILI

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THE DIRECTORATE OF SOCIAL SCIENCES INSTITUTE

The thesis study of Mustafa SATTAR HAMEED AL JUMAILI titled as The Role Of E-Government Systems In Combating Administrative Corruption In Iraq has been accepted as MASTER THESIS in the department of Political Science and Public Administration by our jury.

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SUMMARY

Corruption is one of the most important reasons for the failure of administrative states and their inability to achieve progress and prosperity. Different countries have sought to combat and eliminate corruption by adopting technological and digital systems within the framework of providing public service.

The problem of this study revolves around the context of the impact of adopting the digital system in government administration and its impact on the work system within the government in its various aspects in a form called (e-government). In terms of benefiting from its advantages in achieving transparency, saving effort and time, eliminating bureaucracy, and developing the performance of the administration's work.

Despite the existence of many laws, rules, trials, and repossession of public property over the years, corruption is still growing rapidly in Iraq as in the rest of the developing countries. Most Iraqis see the fight against corruption as selective at times, Others feel that certain people may engage in corruption without being detected. In addition, a typical proposal in ICT and corruption studies is that the next step in this sort of research should be to investigate if e-government has a beneficial influence on corruption. As a result, the current study is an attempt to find answers to the topic of the role of e-government in combating corruption in Iraq's public sector. This study used a quantitative strategy to collect data on the subject of the study by sending a questionnaire to various entities in Iraq. This study concluded that the application of electronic government will contribute to fighting corruption and reducing it within the framework of the work of state institutions in Iraq.

Key Words: Government Administration , E-Government, Corruption And Administrative Corruption

ÖZET

Yolsuzluk, İdari devletlerin başarısızlığının, gelişme ve refaha kavuşamamasının en önemli nedenlerinden biri yolsuzluktur. Çeşitli ülkeler, kamu hizmetlerinin sağlanması çerçevesinde teknolojik ve dijital sistemleri benimseyerek yolsuzlukla mücadele etmeye ve ortadan kaldırmaya çalıştı.

Bu çalışmanın problemi, devlet idaresinde dijital sistemi benimsemenin etkisi ve bunun yolsuzlukla mücadele ve devlet içindeki çalışma sistemi üzerindeki etkisi etrafında dönmektedir. Şeffaflığın sağlanması, emek ve zamandan tasarruf edilmesi, bürokrasinin ortadan kaldırılması ve iş performansının iyileştirilmesinde yönetimden faydalanılması açısından.

Birçok yasa ve kural olmasına rağmen, diğer gelişmekte olan ülkelerde olduğu gibi Irak'ta da yolsuzluk artmaktadır. Iraklıların çoğu yolsuzlukla mücadeleyi zaman zaman seçici olarak görse de, diğerleri bazı kişilerin fark edilmeden yolsuzluğa karışabileceğine inanıyor. Ayrıca, BİT ve yolsuzluk araştırmalarında ortak bir öneri, bu tür araştırmalardaki bir sonraki adımın, e-devletin yolsuzlukla mücadelede olumlu bir etkisinin olup olmadığını incelemek olduğu yönündedir. Bu nedenle, mevcut araştırma, Irak'ta kamu sektöründeki yolsuzlukla mücadelede elektronik hükümetin rolüne ilişkin soruyu yanıtlama girişimidir. Bu çalışma, Irak'taki bazı kurumlara, çalışmanın konusu hakkında veri toplamak için bir anket dağıtılarak nicel yönteme dayanıyordu. Bu çalışma, Irak'ta devlet kurumlarının çalışmaları çerçevesinde e-devlet uygulamasının yolsuzlukla mücadeleye ve yolsuzluğun azaltılmasına katkı sağlayacağı sonucuna varmıştır.

Anahtar Kelimeler: devlet yönetimi, e-devlet, yolsuzluk ve idari yolsuzluk

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CHAPTER ONE

INTRODUCTION

1.1.Study Topic

It is a usual thing to hear that the governments seek to combat the administrative corruption in their institutions because corruption is still the main obstacle for the development in all the societies and there are many ways to accomplish that and many successful experiments across the world about combating the administrative corruption. One of the important tools that the government in modern countries depended on to combat corruption is the E-government, which depends on information and communication technologies. Since earlier effectiveness innovations have been criticized for ignoring higher fundamental values that promote society's stability and durability, such as transparency and trust, the necessity of E-government has been underlined, from the beginning of the 1980s, authorities throughout the world have promoted public sector efficiency and flexibility via New Public Administration (NPM) reforms, the E-government is seen as an effective mean to improve the productivity and to raise the responsiveness to the public, it also may refer to the improvement and reforms in the public institutions that can lead to the emphasis the satisfaction of people in any society and that's could be done, by increasing public engagement and control through web-based interactive services in internal and external administration, so the benefits can be achieved and democratic ideals may be improved concurrently through innovation.

The quantitative method will be adopted in this thesis by using the questionnaire to collect data from three institutions (The federal commission of integrity and independent high Electoral commission and federal board of supreme audit in Iraq) in the government sector in Iraq. This method of collecting data is suitable for the topic of this thesis because of the lack of information about the volume of corruption in the institutions in Iraq.

Depending on what we mentioned above this thesis aims to identify the concept of (e-government) and explain its elements, negatives, positives and

challenges facing its application and evaluation of e-government as a project to move to it and to what extent it can be considered a necessity among the necessities of the era, and to what extent must respond to this variable at the level of the management of state organizations, and it is its aim to clarify the nature of the relationship between e-government and administrative corruption and the extent of this government's contribution to combating and eliminating it. This thesis deals with the conceptual aspect of e-government and its mechanisms in combating administrative corruption in Iraq and the extent of their application, despite the presence of many factors inside Iraq that affect the degree of corruption, such as the political and social conditions and the level of globalization.

1.2.Problem Of The Thesis

Nowadays, many countries have noticed the important role of e-government and have begun to implement the concepts of e-government and promote the data and knowledge revolution in administrative innovation such as information and communication technology, including computers and the Internet. Iraq is one of the countries that suffer from the consequences of corruption in public institutions and the authority in Iraq has realized that there are many benefits to e-government in terms of achieving transparency, saving effort and time, eliminating bureaucracy and developing performance. Iraq suffers from all kinds of corruption in the government and private sectors. Despite the existence of many laws, rules, prosecutions, and restoration of public property over the years, corruption is still on the rise. Most Iraqis feel that the fight against corruption can be selective at times, while others believe that some people can get involved in corruption without being caught. Moreover, the typical suggestion in corruption studies is that the next stage in this type of research should investigate whether e-government has a good effect in fighting corruption. Therefore, in this thesis, light will be shed on the importance of electronic government and its benefits in reducing corruption in Iraq, especially in the government sector, by taking three institutions in the government sector and distributing the questionnaire to the respondents. This study addresses the

problem related to raising awareness about electronic government in combating administrative corruption. In Iraq, where it is expected to form a positive frame of reference for other studies, the problem of the study can be formulated through the following hypothesis: E-government is an effective tool in combating government corruption.

CHAPTER TWO

LITERTURE REVIEW

2.1. The Concept And Meaning Of E-Government

There is no universally agreed-upon definition of e-government. Academics disagree on what constitutes an acceptable definition of e-government. As a result, they have characterized e-government in a variety of ways; some regard it as a goal, while others see it as a tool for achieving goals.:

In terms of the political systems, each nation defines e-government uniquely than others. Defining e-government from the standpoints of technology, culture, and management. Defining e-government in relation to business shareholders. E-government is defined by some scholars in terms of functions, like e-services, and e-governance. The researchers have described e-government as the use of information and communication technology (ICT) to enforce government procedures and facilitate citizens' processes. As a result, e-government has four aspects, the first of which is e-services, which are Internet-based services. E-management is used to assist and enhance government administration, e-democracy is used to develop and strengthen public engagement in decision-making, and e-commerce is used to transact money for products and services through the Internet (Bernhard ,2013).

Furthermore, the usage of information and communication technology may benefit government entities, resulting in increased efficiency and effectiveness of government activities. E-government, according to Homburg, and Bekkers, (2005), is a mechanism to share information and deliver services, with the goal of reducing corruption, cost, and time while increasing transparency and income. Abdelhafez, and Amer, (2016) described e-government from a governmental perspective, which is a technique to supply government services to increase administrative efficiency. Collins (2009) was attempting to describe e-government from the standpoint of citizens in reference. E-government, he explained, is a method of allowing individuals to

access government information and services online at any time and from any location (Collins ,2009).

2.2.Differences Between E-Government And E-Governance

e-Government is a system whereas e-Governance is a functionality. Government means the application of ICT in government operations, as a tool to make a better government. e-Governance, on the other hand, implies the use of ICT in transforming and supporting functions and structures of the system

The letter "e" as a prefix for both government and governance refers to the employment of electronic means of governing. E-government is dependent on improvements in ICT use to offer online and other ICTs. Examining and comparing the definitions of e-government, however, indicates that the term is used in a number of ways, with no universally accepted definition. The notion of e-government evolves outside the public sector, with new technologies and altered administrative structures (Cao, Zhang and Seydel, 2005). E-government is defined as "any use of information technology in the public sector". The Heeks definition is used here to include all uses of digital information technology in the public sector, which includes technology, information, people who give the system value and meaning, as well as work activities that are carried out. E-government is defined as the use of mostly Internet-based information technology to improve government accountability and performance (Cao, et al., 2005).

The execution of government operations, particularly service delivery; accessibility to government information and processes; and citizen and organization involvement in government are all examples of these activities. E-government is also projected to save expenses while simultaneously improving services. Furthermore, bridging the gap among citizens and government is a significant impetus for e-government. In the growth of e-government, there is also a heavy emphasis on practical management efficiency. Gelders, and Ihlen, (2010) identify three core e-government activities: (1) developing and delivering high-quality, effortless, and integrated public services; (2) enabling effective

constituent client relations; and (3) supporting citizens', businesses', and civil society's economic and developmental goals at the local, situation, governmental, and global level (Gelders, and Ihlen, 2010).

In this sense e-government is defined as the reorganization of information interactions between government and individuals in order to provide additional value. Based on this debate, three main forms of e-government relationships between diverse players may be defined (Figure 1).

Figure 1: Three relationships in e-government
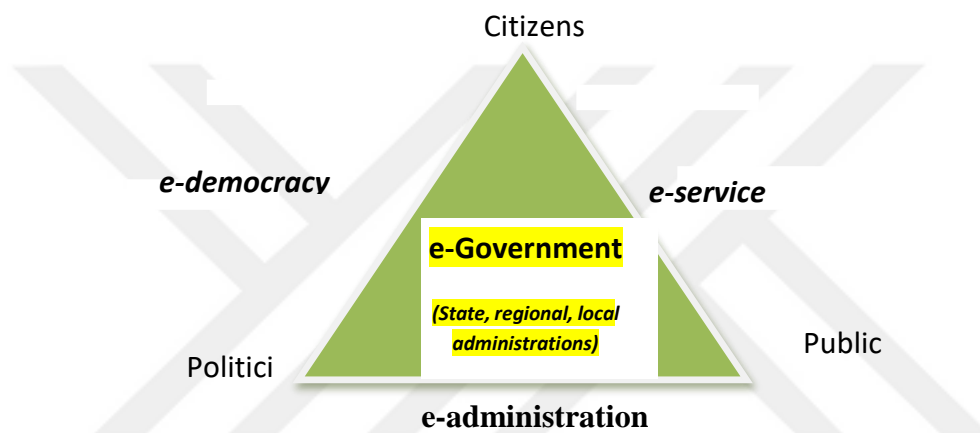
Source: Bernhard, (2013)

E-democracy (relationships among community members and elected officials), (2) e-services (associations among public administration and citizens), and (3) e-administration (inner use of advanced technologies within government entities to provide reports and decision-making assistance). Gupta, and Dasgupta, (2008) suggest that these three aspects of the word e-government may be identified. However, several definitions exclude e-democracy from the notion of e-government. E-services are commonly mentioned as being driven by efficiency, a desire to cut government spending, and the need to make things more easily available and accessible (Gupta, and Dasgupta, 2008).

E-services and e-commerce are similar in many ways, and the same experts commonly work in both businesses. Private e-services provision may be modified in real time to satisfy market demand. However, whether with or without the e-, governmental services lack marketing intelligence structures and evident prices for the "consumer" (citizen). Rather, the availability and diversity of public services are limited by public resources (taxes and levies), political choices (prioritization), and legitimate implementation. As a consequence, factors other than fiscal resources are to blame for technological gaps in public e-services. In Sweden, according to the subsidiary idea, welfare services are often administered on a local level (Mills, Carter, and Belanger, 2010).

E-administration could be used as a layer of protection on top of traditional administration or to entirely reorganize it. E-administration has the potential to allow new relationships inside the bureaucracy. The way technology systems are built, as well as the data they provide, offers them an advantage in their interactions with others. There is the possibility to make administration more successful since there are incentives to save on personnel resources in administration in favor of electronic information resources. The new public management ideals of de-bureaucratization, independence, and market liberalization are widely assumed to underpin e-government. As a result, e-government is thought to be following in the footsteps of new public management by providing a remedy to what has been viewed as inefficient and bureaucratic public administration methods (Kline, 2011).

2.3. E-Government Adoption Theories

Researchers have devoted the last two decades to attempting to find out why some individuals are willing to accept new computing technology while others are not. Theories, models, and a combination of factors are employed and shown to be helpful in explaining consumer acceptance of a particular technology. Moreover, researchers evaluate efficacy by analyzing user behavior in response to a certain technology (Karavasilis, Zafiropoulos, and Vrana, 2010).

As per dispersion of innovation theory, consumer perception of an innovation's features such as relative value, compatibility, intricacy, quantitative metrics, and trialability influence technological adoption. User acceptability and user behavior towards an information systems innovation are determined by user ideas, emotions, and intent to use, based on the technology acceptance model. Performance standards, effort aspirations, social influence, and enabling factors, based on the theory of acceptance and use of technology, dictate behavioral intents and usage behavior. Others, on the other side, utilize objective methods to assess efficacy, such as analyzing user behavior in relation to a certain technology. The efficacy of an information system should be assessed in terms of system quality, information quality, and service quality, based on the Delone and McLean Success model (2002). Academics, on the other hand, paid little attention to e-Government performance and public satisfaction research. Only a few e-Government studies have used the Delone and McLean Success model, including Colesca, and Dobrica, (2008) and Freed, (2012). These success or efficacy metrics, on the other hand, are ineffective and often impossible to implement.

As a result, academics have lately begun to focus more on service quality, which has traditionally received little attention in the government sector, particularly in e-Government systems. Li, Glass, and Records, (2008) also make an excellent point: "Its relevance is most likely higher than before since users have become our consumers, and bad user assistance will result in lost clients and money." Barzilai, and Scholl, (2010) reintroduced the notion of electronic talents (e-Skills) for e-Service utilization in light of this. E-Service consumption, according to the authors, includes a wide range of e-Skills that people in underdeveloped nations lack. This makes government information both accessible and thorough, bridging the gap between citizens and the government. The site maintenance staff and support personnel have a significant impact on customer satisfaction with e-Government (Barzilai-Nahon, and Scholl, 2010).

Overall satisfaction in the context of e-government reflects the likelihood of recurrent visits to the website. As a result, governments should place a greater

emphasis on obtaining and assessing citizen satisfaction with government Internet service uptake and use. The success of information systems is typically the most essential factor for evaluation. It is significant in broadening the aforementioned ideas in information system and technology adoption literature since it recognizes various essential information system contexts, such as e-Government systems. As a result, in order to develop a better knowledge of e-Government system behavioural objectives and use behavior, it is necessary to look at how information technology citizens' assessments and behavior change as they gain experience with government services delivered over the Internet (Colesca, and Dobrica, 2008).

Academics have blended different constructs from multiple theories and models employing independent elements to explain why consumers choose technology-based self-service alternatives over traditional services as the need of discovering meaningful metrics with regard to Government system acceptance has risen. Perceived risk, appropriateness, sophistication, effectiveness and usefulness and ease of use, potential value, social power, e - loyalty, quality of the information, performance expectancy, and time savings are among the factors that have a significant impact on e-service acceptance, according to the study of Gelders, and Ihlen, (2010).

Recognizing the elements that drive technology adoption is a key sign of information system performance, but it does not guarantee that the desired results will be achieved until the technology is continuously employed. Furthermore, being able to utilize a technology does not guarantee approval. According to the study, people's desire to accept, adapt, and utilize such services drives the efficiency of e-Government deployment, filling a vacuum in the field of e-Government investigation, which is the most extensively contested subject (Grönlund, ,2004).

While Cao et al. (2005) argue that delivering e-Government services should benefit everyone, including the wealthy, the poor, the young, and the old, Gupta and Dasgupta (2008,) argue that closing existing inequalities in access is, in essence, the holy grail of e-government programs.

These models have drawbacks when it comes to measuring user diversity since they presume that all end users are homogeneous, regardless of their efficacy in the overall information technology (IT) system environment, and especially in e-commerce. In other words, the bulk of information systems (IS) solutions based on literature presume that the end-technological user's capacity is constant. Before adopting new information systems users go through a homogenization process that involves recruiting interviews for specialized personnel and intense training. For more experienced users with the requisite equipment and expertise, end users of e-commerce or entertainment applications are optional (Gupta, Dasgupta, 2008).

Compared to other information systems, end users of e-government operations are more diverse than e-commerce, and entertainment, with higher levels of user groups. The author's users may include people with no experience of technology-enabled processes, while the author's users are specialized and willing to hire information systems, such as old and less educated. These users are likely to encounter problems when using e-government technologies (Freed, 2012).

Services can solve some of these challenges with the availability of digital devices by offering additional proof of service delivery, such as online sharing currency, information credibility, data completeness, server speed, availability, and simple mobility. Furthermore, as a result of the variety of Internet uses in providing access and information, people's expectations for customer service when engaging with their governments have risen. While various studies have discovered a variety of factors related to the continuous use of e-government services, little effort has been made to explore these phenomena in a cohesive framework.The quality of website design affects the acceptance and use of e-government programs. Furthermore, according to Al-Adaileh (2009), the expertise and expertise of system users has an impact on ISS, emphasizing the user's technological skills and management assistance (Kline, 2011).

Moreover, the perception of website quality and its comparison with reality is evidence of the state of e-commerce. Where people's opinion of the quality of websites should be taken and compared with their perceptions. As a result, many information systems experts believe that customer expectations are necessary to build good websites that contribute to achieving customer satisfaction. However, in a typical scenario, the perceived quality of the assistance has not yet been properly checked. Moreover, in the public sector, the concept of electronic service has received less attention. As a result, the Li, et al (2008) study states that the perceived quality of support is a new way of considering citizens' adoption and use of e-government systems, and that it is the most important factor in e-government system acceptance, especially in developing countries (Li, et al, 2008).

A scientific subject is generally characterized by not just a common topic of study, but also a set of ideas that may be utilized to comprehend the general circumstances of the field,", a key critic of E-government research. He came to the conclusion that theory generation is rare in E-government research, but dubious claims are widespread among E-government researchers.

According to Gupta, and Dasgupta, (2008), theories and concepts regarding e-government are generally reflected in literature in the following formats:

1. Structure research concept: Framework-based research studies mostly employ frameworks that are expressly derived from bodies of theoretical work. These include frameworks for a variety of regulatory perspectives drawn from imported political science theories.

2. Research concepts based on models: The model-based research paradigm primarily employs models that are provided without reference to other or prior knowledge frameworks. The four-part "web stage" concept established by Layne is a good illustration.

3. E-government research idea based on schemas: The majority of the Schema-based research concepts discovered in E-government kinds of literature

make use of a schema of E-government research approaches. The use of data architecture is one example.

4. Category-based E-government study: Category-based E-government research uses numerous elements and features found on E-government Websites to characterize the category or kind of E-government that it is considered to represent, according to the literature.

5. Non-framework-based E-government study: Non-framework-based E-government research does not employ any recognizable knowledge framework. In the literature, non-framework E-government study is considered as simply presenting and explaining a collection of concepts and related facts to characterize E-government.

Methodological flaws in electronic government research, as well as a lack of theoretical rigor, have been identified as problems restricting E-government research.

2.4. Classifications of E-government

Citizens, businesses, and government personnel are among the clients served by the government. Because of the demands of the customers, each service is unique. There are four different forms of e-government (Chan, Hu, and Tam, 2010):

• Citizen-to-Government (G2C)

This type's goal is to allow the government to communicate with residents through a gateway that delivers all of the services and information they require. Citizens used to take a long time to complete service before internet services because of the time, paperwork, and rigorous permissions from several departments. Citizen-to-government now offers services online 24 hours a day, seven days a week, reducing the cost and time it takes to complete a service. Citizen-to-government can also allow individuals to participate in democratic activities and decision-making processes, (Gelders, and Ihlen, 2010).

• Government-to-Government (G2G)

Grönlund (2004) asserts that any successful e-government must connect all government agencies and departments in order to exchange information. Because "no structuring can exist without sharing," and "no organizational intelligence will be developed without structuring," this form of e-government should be deployed initially.

- Business-to-Government (G2B)

According to Almarabeh, and AbuAli, (2010), Business-to-government is a service that allows government and business entities to communicate more easily. The government-business relationship may be extremely beneficial to both parties. It lowers government duplication in terms of commercial agencies. The government-business relationship may be extremely beneficial to both parties. It lowers government duplication in terms of commercial agencies. For businesses, it saves the time and cost of processing a certain service, which may have an impact on income, as well as making it simpler to keep up with all the latest government rules and legislation. Business-to-government can provide services such as downloading application forms, obtaining new or renewing licenses, and so on (Almarabeh, and AbuAli, 2010).

- Employee-to-Government (G2E)

Employee-to-government offers services tailored to employees that can assist them in understanding government rules and regulations. Furthermore, providing this type of service may improve the administrative process, reduce the time it takes to perform a service, and minimize the number of people needed to accomplish a task (Jansson, 2013).

2.5. E-Government Stages Of Development

E-government maturity models explain the stages of e-government service development. They provide a comprehensive and practical basis for analyzing the various levels of e-Government services. The steps are straightforward and are utilized by a wide range of experts. Since 2000, international organizations such as the United Nations/American Association for

13

Public Management (UN/ASPA) have advocated a range of e-Government stage models (2002).

Models of e-phases Governments are used to calculate its growth. The term 'maturity' is used in the field of information systems to describe the stages of a growth model that are measured throughout time. For example, in the subject of software process improvement, the phrase "capability maturity model" (CMM) is used to check how organized software engineering is. (Akpinar, and Ondin, (2008).

Building the business case for e-Government operations and then evaluating their efficacy in providing high-quality services to people is a major priority for government decision-makers. The system must grow in a specified order and follow specific phases to efficiently transfer off-line services to online interactions and transactions, which are referred to as 'e-Government maturity stages.' The majority of development stages begin with the creation of a website on which to publish information and complete transactions between various government agencies. Those stages describe the services that are provided as they develop toward electronic-enabled services. (Norris, & Reddick, (2012).

2.6.Models Of E-Government

E-Government is shown to be an evolving phenomenon in terms of technological, organizational, and managerial factors. At the level of technological architecture, Greunz (2001) recommends that governments use established e-Business implementation patterns to build up e-Government. E-Government development follows the same four stages as e-Commerce: (1) publication; (2) interaction; (3) transactions; and (4) integration. As a result, numerous e-Commerce benchmarks and process maturity have been devised and utilized to determine if governments are on the right route. Layne and Lee (2001) recommended four phases of the e-Government development process for individual researchers: (1) cataloging; (2) transaction; (3) consolidations; and (4) interconnection. These stages are described in terms of the amount of complexity and integration involved (Layne and Lee ,2001).

Table .1 E-Government Progress

Categories	Description
. Emerging Web Presence	Governments build an official website in the initial step. A limited online presence is built to provide important information to the general public (G2C and G2B). At this level, websites may provide contact information (such as public officials' phone numbers and addresses).
Enhanced Web Presence	As during second phase, the on-line presence grows as the number of authorized websites grows, with links to other official pages. Various apps encourage engagement between the government and the general people (G2C and G2B). More dynamic and specialized information that is regularly updated makes up content (i.e. search features, e-Mail addresses, and download forms).
Interactive Presence	More complex degree of formal contacts between citizens and government in the third stage. Services and paperwork are currently available online. A wide range of government entities and services provide citizens the ability to obtain forms and submit applications online.
Transactional Web Presence	Services and paperwork are completely online at the fourth stage. online transactions that are both complete and safe (i.e. obtaining visas, passports, licenses, permits, registering vehicles, and filing state taxes). Citizens can undertake official complete transactions on-line at this stage, including paying for services (such as parking penalties and car registration) on-line.

Source: (Rabiaiah, and Vandijck, 2011)

Figure .2 The Four E-Government Progress Measurement Categories

Transactional Web Presence

4

Interactive Presence

3

Enhanced Web Presence

2

Emerging Web Presence

1
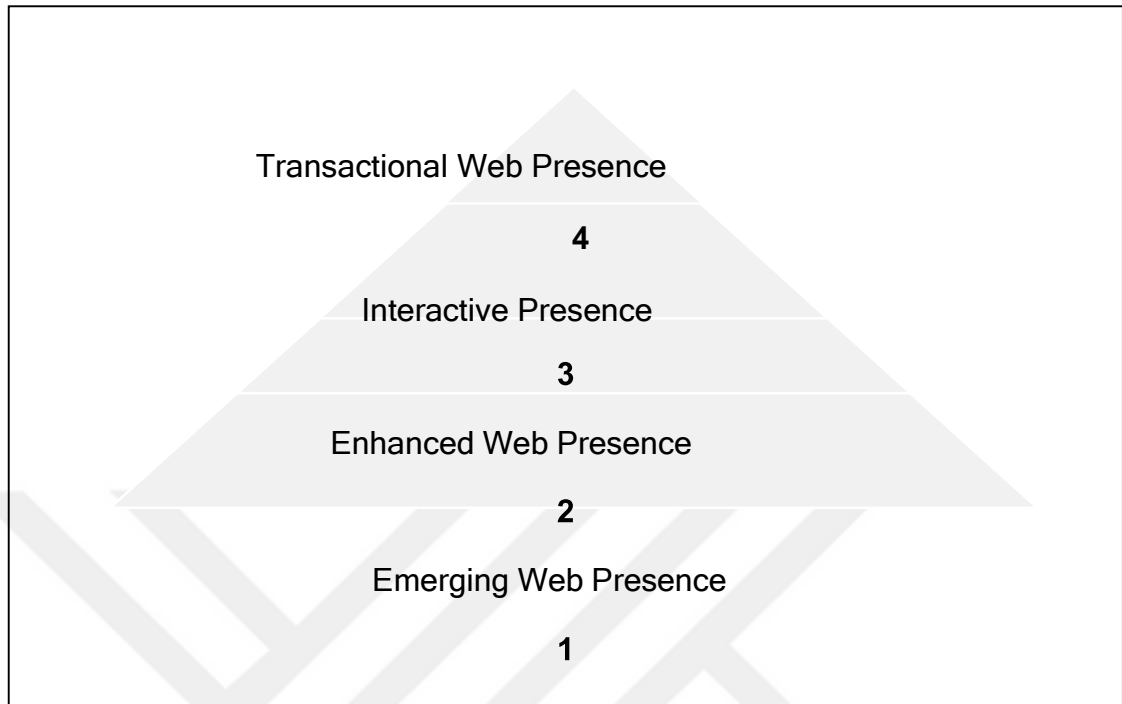
The existing maturity models in the literature, on the other hand, are descriptive and primarily focused on the supply of services to people, companies, and other stakeholders. As a result, one of the most serious concerns confronting e-Government is how to connect with citizens online.

According to Bernhard, (2013), the most pressing worries For e-Government executives, the biggest obstacle is a lack of agency-centric thinking skills among governments and people. Establishing new electronic systems in the public sector has the ability to turn bureaucracy inside out. As a result, when e-Government services reach the seamless level, a successful e-Government design should begin with the citizen rather than the bureaucrat in mind. To put it another way, as e-Government services develop, people will desire more help with full integration with online services. Furthermore, the benefits of using e-Government technologies are dependant on citizens' adoption and utilization of them (Bernhard, 2013).

The reasons for citizens' acceptance of e-Government services can give insight into how to make e-Government initiatives successful and, as a result, how to use those services. As a result, it is necessary to research why individuals are enthusiastic or hesitant to utilize e-Government technologies in order to predict citizens' reactions and adoption (Collins, 2009).

2.7. E-Government Challenges

The implementation of an e-government project, like any other project, is fraught with hurdles and challenges. Several studies and research have uncovered many of these hurdles in order to prevent them during the implementation, such as:

2.7.1.Technical Issues

Because e-government requires complex technologies, it can be costly to install. To avoid this, the government should act carefully and hire technical experts to modernize the system at a minimal cost. Governments should also link various departments to make it easier to exchange information and eliminate data and application redundancy, which might be problematic because some departments refuse to share data for privacy or political reasons. Providing Access to Information: Governments, particularly those new to the initiative, must handle the difficulty of digitizing all paper records, resulting in a massive database that requires professional employees to monitor and maintain (Rabiaiah, and Vandijck, (2011).

Providing Privacy and Security: Another key issue that a government must address is safeguarding people's information and guaranteeing secure access to data in order to win citizens' confidence and allow them to use the e-government services available through the Internet. The term "security" refers to a way of protecting data from unwanted access(Jansson, 2013).

2.7.2.Social Issues

Citizens and government employees may be unwilling to accept new technology for a number of reasons, such as fear of losing their jobs or mistrust

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of their government, as well as cultural issues such as religion, beliefs, or values. The phrase "digital gap" refers to the discrepancy between people who have Internet connection and those who do not, and hence are unable to benefit from e-government services. Because many people are still in financial difficulty and cannot afford a computer or Internet connection, this is seen as one of the problems for developing countries (Gelders, and Ihlen, 2010).

2.7.3.Financial Issues

Budget: e-government implementation is costly and requires significant government backing to be effective. Hardware and software, personnel training, system maintenance and upgrades, locations, power, and cooling systems are all expenses (Li, et al, 2008).

2.7.4.Resource Issues

Staff: Employees in charge of e-government must be knowledgeable in the area in order to manage and monitor all of the equipment and apps; otherwise, the project will fail.Equipment: Because this type of project necessitates more complicated equipment (computers, servers, and so on), a government must upgrade its legal system, which may be costly and time-consuming to perform (Karavasilis, et al, 2010).

2.7.5.Organizational Issues

Policy and regulation: To monitor, administer, and safeguard online services, as well as earn public trust, e-government requires rules, regulations, and laws governing transactions, computer crime, and other activities. Leaders' Support: In order for an e-government initiative to succeed, it needs top-level support to help and promote the project's implementation. Support can be monetary, such as giving a fair budget to modernize the information and communication technology infrastructure, or moral, such as encouraging personnel to receive project management training and encouraging consumers to utilize the services by demonstrating their support for the project. Some

government officials oppose new projects because they perceive them as a threat to their authority or position (Mills, et al, 2010).

2.8.Challenges In E-Government Measurement

Many emerging countries, especially countries that do not have frequently updated official data, struggle to find statistical information to gauge E-government success. Statistical viability, data relevancy, data collecting expenses, and concerns pertaining to the stress on respondents are all common sources of difficulty. In terms of statistical feasibility, there is a lack of an appropriate methodological approach that can be used to measure E-government in both local and international contexts. Other concerns in E-government measurement include the lack of comparable statistical units, structural disparities in government organization functions between nations, and the identification and description of government units. The task group on e-government is, an organization made up of key world organizations on international development, presented policy frameworks for a consistent set of core E-government indicators to alleviate the challenge of different E-government measuring indicators. Authorities in charge of supervising the growth of electronic government in Nigeria may adopt standardized E-government indicators created and tested in other countries to the Nigerian environment (Cao, et al ,2005).

2.9. Stages Of E-Government

According to some experts, the deployment of e-government may be viewed as a linear process with steps to follow in order to finish the process (Soliman, 2007). Many academics believe that following the procedures in order is not required,. Furthermore, due to a variety of cultural, economic, technological, and political issues, there is no set number of steps in which to adopt e-government. Tables 1 through 4 illustrate various figures for various levels of e-government according to Kline, (2011). See appendix (2)

2.10. Layers Of E-Government

To develop an effective framework, all elements of e-government levels must be considered. The layers can be designed in a variety of ways, based on factors such as priority, technology, and other factors. The tiered architecture for implementing e-government services in Pune is depicted in the diagram below. There are five layers, as depicted in Figure 3. The Client Layer is the initial layer. The distribution channels of various e-government apps with users are included in this layer. Mobile phones, kiosks, personal computers, and other devices can be used to access the government site. Citizens, suppliers, and corporate users are examples of external users, whereas government personnel is examples of internal users. The presentation layer is the second layer, and it is responsible for managing the interface that connects citizens to the government site. (Almarabeh, and AbuAli, 2010).

Figure 3. The layered framework of e-governance for Pune City.
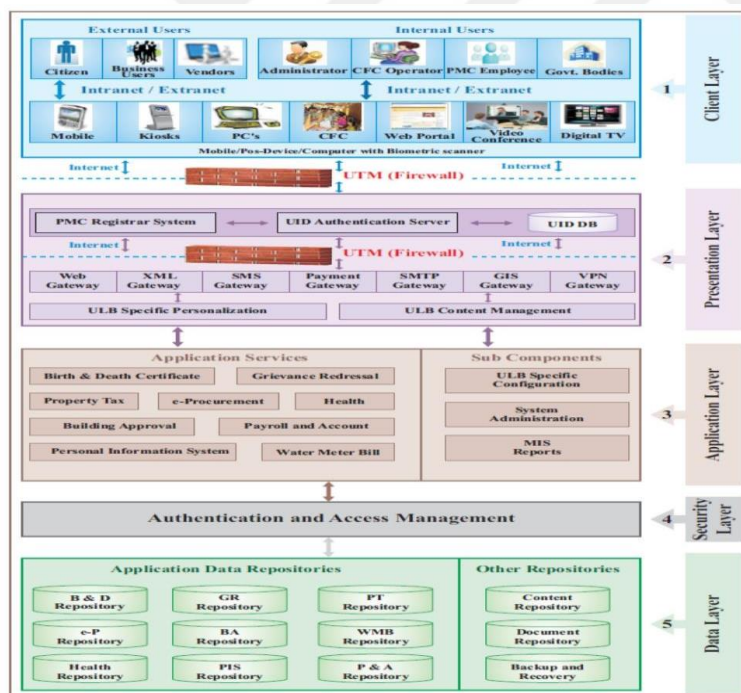
source: (Akpinar, and Ondin, 2008,84).

The security layer is the fourth and final layer. This is used to verify authorized users' access and manage identities, Both of which are essential for

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delivering trustworthy government services via the Internet. The fifth and final layer is the data layer. It is a database, such as application data repositories. Cloud computing has been selected for deployment in Pune City due to the cost (Akpinar, and Ondin, 2008).

Another method for developing a layered architecture for an e-government is detailed in reference (Kaur, 2006), which has six layers: User Access, User Interface, Portal Authentication, Application, Information / Data Store, and Infrastructure. Figure 4 depicts the proposed tiered framework.

Figure 4. The new proposed layered framework for e-government.
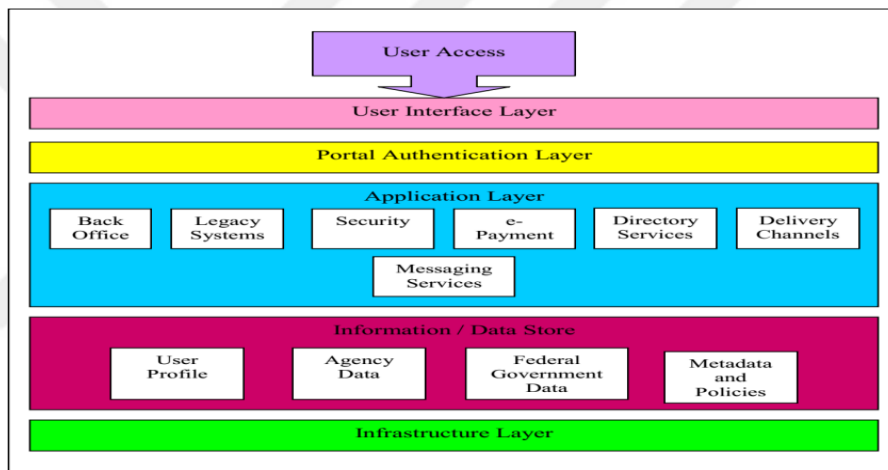
The first layer, User Access, specifies how to access information using a browser such as Mozilla Firefox. The second tier is the User Interface layer, which is responsible for the portal's services such as eCitizen, eBusiness, eEmployee, eGovernment, and visitors. The third tier is the Portal Authentication Tier, which is how a citizen may access apps after gaining authentication. The fourth layer is the application layer, which includes both the old and new systems. The fifth layer is the Information / Data Store layer, which relates to data storage. The sixth layer is infrastructure (Norris, & Reddick, 2012) .

2.11. Advantages Of E-Government

Moving from a legacy to an electronic system has several advantages for all shareholders, including the government, residents, and enterprises. Many studies are presenting the benefits of e-governments in a variety of ways. According to Gupta, and Dasgupta, (2008), some of the benefits of e-government may be categorized into four categories, including the following:

2.11.1. Internal

Improving government efficiency by incorporating citizens in the democratic process and decision-making. Improving government department openness, which enhances data and service quality.

Improving the business processes helps organize and reduce the complexity of government and commercial procedures.

2.11.2. External

Increasing the private sector's and people' responses to their needs.

Increasing the governments and private sector's partnership (businesses).

Improving Internet transactions through digitising procurement, which necessitated improved government administration and partnership with the commercial sector.

2.11.3. Operational

Improving the transparency and accountability of government transactions. Improving a government's efficiency through increasing the availability and accessibility of government data and services. Citizens and commercial clients can use government services 24 hours a day, seven days a week (Wanted, & Adel Kanish, 2012).

Increasing the quality of workers' work and shortening the time it takes to complete particular services.

lowering the cost of processing service for residents and companies

2.11.4.Technical

Improving the data exchange amongst government agencies to improve the relationship between them.

Improving information and communication technology for government agencies, as well as reducing data and process redundancies.

According to reference (Mills, et al, 2010), Kanaan categorized the advantages into two categories: government and citizens:

2.11.5.Government

Increasing the level of service quality.

Reducing the amount of time and money it takes to execute a task. Additionally, increasing the efficiency of government operations by delivering services at any time and from any location, as well as minimizing bureaucracy (Wanted,& Adel Kanish, 2012).

Data and application duplication between departments should be reduced.

Using traditional methods, lowering the mistake rates that can be created by personnel.

Getting Rid of Corruption.

Customers, both citizens and businesses:

Having access to any service at any time.

Increasing their involvement in decision-making and democratic processes.

Transparency is being increased.

Reducing the digital gap by providing locations for computers, allowing residents who do not have access to the Internet or a computer to use online services.

2.12. E -Government Implementation In Iraq

2.12.1.Information and communication technology infrastructure in iraq

The Iraqi economy is currently fueled by oil exports. Oil price fluctuation, along with the current degree of insecurity brought on by Isis' rise, has resulted in financial volatility, as well as political instability and other political challenges. All of this has impacted the country's ability to advance in many sectors, including health, education, and technology. Iraq believes that by rising oil prices and defeating ISIS, it would be able to reconstruct its economy (Abdelhafez, and Amer, 2016).

Corruption, which has grown widespread in government and has had a direct detrimental influence on the Iraqi economy, is another negative element affecting Iraqi administration. Iraq is ranked 161 out of 168 nations in transparency international's corruption perception index. Because of the poor and high unemployment rate in Iraq, according to World Bank estimates from 2020, just 13% of Iraqis have a bank account. In addition, Iraq's financial system is extremely bureaucratic, making opening a bank account or completing a basic activity a lengthy procedure. Furthermore, because to governmental instability, Iraqi banks are not permitted to issue credit or debit cards, limiting people's ability to withdraw money from an **automated teller machine** (Al-Salmi, &Alaa Abdel-Razzaq, 2005).

The country's information and communication technology infrastructure has never fully evolved as a result of the conflict scenario that began in 2003 and the subsequent political and economic upheaval. Iraq is now attempting to reconstruct the country despite political, economic, and corruption issues. Iraq's Minister of Communication is in charge of developing the country's information and communication technology infrastructure. Following 2003, the ministry was the first to introduce mobile phones and broadband internet. After 2007, the ministry installed 12,000 kilometers of fiber optic cables utilizing Dense Wavelength Division Multiplexing (DWDM) technology, with the goal of covering 20,000 square kilometers by 2012. They also built two microwave

routers, one running north to south and one traveling center to west. Another goal of the ministry was to establish underwater cables connecting Iraq to its neighbors, which included Syria, Jordan, Saudi Arabia, Kuwait, Iran, and Turkey (Khan, & Krishnan, 2019).

2.12.2.E-government in iraq

The Iraqi government has adopted an approach to develop e-government and entrusted that to the Iraqi National Committee for e-government in preparing strategies, policies and the appropriate environment for information and communication technology projects. In Iraq, the most important of them is the formulation and launch of the Iraqi strategy for e-government and action plans for it for the years 2012-2015, the implementation of the training of trainers program on e-government, the launch of the Iraq portal for e-government via the Internet, which contains informational and interactive services (Abdelhafez, and Amer, 2016).

In line with the initiatives of the e-government in Iraq, and in order to achieve its goals of providing a distinguished service at the lowest possible cost and time using information and communication technology, the e-government plan included providing electronic services to the beneficiaries and within multiple stages of the transition from the traditional service to the electronic service. Many studies have indicated To the importance of measuring each of these stages and identifying the level of success achieved and the obstacles that impede its progress within certain criteria, which are the criteria of quality, speed, cost, and effectiveness (Almarabeh, and AbuAli, 2010).

After 2003, one of Iraq's goals was to develop the country's information and communication technology infrastructure and increase information and communication technology literacy by expanding the government's use of e-government. Iraq, however, was unable to execute it due to political and budgetary concerns, a lack of expertise in this subject, and a lack of information and communication technology skills. The Iraqi government had to turn to the United Nations for assistance in this regard. In 2004, the United Nations

requested its members to assist the Iraqi government. (Abdelhafez, and Amer, 2016) .

Both Iraqi ministries (Ministry of Science and Technology and Ministry of Communication) collaborated from 2004 to 2010 to improve information and communication technology infrastructure and prepare for the e-government initiative. However, the e-government project was not realized since the information and communication technology infrastructure is currently insufficient to administer and monitor a project of this magnitude. In addition, information and communication technology literacy is delayed due to the high cost of owning a computer and having access to the internet. Furthermore, overcoming employee resistance to the project's implementation was challenging due to political, security, or ethnic concerns. According to Ibrahim (2014), the Iraqi website, which was launched in 2010, only offers information and a few forms to download, such as passports and driver licenses. Some ministries made a few steps to transition from a paper-based to an electronic system. The Ministry of Health, for example, endeavored to create a patient database. Furthermore, several ministries sought to establish online platforms to facilitate the process of getting additional services (Almarabeh, and AbuAli, 2010).

2.12.3.Stages of applying electronic government in Iraq

After getting acquainted with some concepts of e-government and its application strategies, we proceed to the implementation stages of e-government, taking into account the gradual application through some areas such as the form for obtaining a driver's license, the central admission form for students, the passport, the payment of water and electricity fees, the payment of taxes (Al-Taie, 2013).

After that, we determine what is common in government applications in general, that is, we start with the electronic management of the organization, which may have privacy and its relationship within the organization itself and

the participants with the rest of the other organizations, while linking it to the needs of citizens.

The stages of applying e-government go through four stages, as set by the model (Layne and Woolee, 2001,122-136), as follows:

Lewin and Lee mentioned in the article entitled Developing Complete Functions of the E-Government... that there are four main stages for organizing the growth and development of the e-Government, which are (Al-Taie, 2013):

1- Cataloging

2- Transaction

3- Vertical Integration

4- Horizontal Integration

The first stage: This stage represents the initial efforts of government institutions to appear on the Internet to acquaint citizens with their activities and methods of work. Sometimes they know the activities of all their departments and the types of services they provide to citizens with the forms that must be filled out to obtain these services. Visitors to these websites, in turn, download the forms from the The Internet and fill it in either directly on the site or by printing it or filling it in manually. Usually, the required information is limited, and to complete obtaining the service, citizens need to review the institutions, as is the case in the form for obtaining a passport on the website of the Iraqi Ministry of Interior - Directorate of General Nationality, where the procedures begin (Drebee, & Abdul-Razak, 2020):

1- withdrawing the form through the electronic portal of the General Directorate of Nationality

2- filling in the data Personal identification documents with fixing the numbers of the identification documents

3- Filling in the financial data

4- Appearing before the passport officer

5- Reading the form using the barcode device to verify that there is no error

6- Taking the live fingerprint of the citizen

7- Submitting the transaction to the accounts officer electronically) It also contains Location Addresses of contacting the government department to inquire about the service.

The second stage: The administrative unit seeks in this stage to refer part of its work to the citizen by allowing him to deal with the department's databases and enter the required information through the department's website (pages) on the Internet. Thus, the citizen is one of the participants in the completion of the service, and this helps the government institution To reduce the costs of completion in the payment of annual taxes for joint-stock companies in Britain, for example, as the forms are filled out electronically on the tax department website, so they are free of charge, while if the filled forms are sent manually, then a financial value must be paid with them that covers the effort of the employee borne by the tax department to enter this information electronically (Wanted, & Adel Kanish, 2012).

This stage is called the documentary transactions of the e-government, or it is called the e-government. In our previous example of obtaining a passport, the comparison will be made electronically with the data recorded in the form with the documents submitted by the citizen. Basically, it is guaranteed by the national number, and accordingly, the government is seeking at this stage to integrate the systems of all its affiliated agencies through the Internet.

The third and fourth phase: vertical and horizontal integration: in these two phases, the focus is on eliminating conflicts in the sources of information that different government institutions obtain from citizens, so the information needed by government institutions is documented in one source (Al-Taie, 2013).

For example, the civil status identity is needed by state departments, not the citizen, who in turn knows his name and date of birth, but state institutions do not know this when completing a transaction related to him, so the model focuses on what is called vertical integration and horizontal integration. Vertical integration aims to centralize the information needed by the various functions or different government services for government agencies in all governorates of Iraq. An example of vertical integration is the issuance of passports for the ministry of interior. Regardless of its geographical location, the national data of the Ministry of Interior will be used, and the database is the only source used in All state institutions to deal with this information (Allen, Qian, &Shen, 2015).

As for the horizontal integration, it aims at integrating the various functions and services used electronically for this central information. For example: an institution that wants to pay electricity fees to the Ministry or Electricity Department in the governorate and wants at the same time to communicate with the Ministry of Municipalities to pay water fees. It can do so because the systems in these two The two departments operate from the same database (Humaidan,& Abdul Hamid, 2008).

2.13. Administrative Corruption

2.13.1. The concept of corruption and administrative corruption

Corruption linguistically: Corruption in language dictionaries is in (corruption) against reconciliation (corruption) the language of invalidity, so it is said that the thing is corrupt, i.e. vanity and decay, and the expression has several meanings according to its location. It is (barrenness or drought) as in the Almighty's saying: Corruption has appeared on land and sea because of what people's hands have earned, so that some of what they have done may make them taste that they may return (Allen, Qian, &Shen, 2015).

Corruption idiomatically: - There is no one definition of corruption in the modern sense, although diverse tendencies agree that corruption is the misuse of public authority or public positions for private benefit. Corruption happens when

an employee receives or solicits a bribe in order to expedite a contract or conduct a public tender. Corruption may also arise through the exploitation of public position without the use of bribes, or by the appointment of relatives under the logic of (nepotism and nepotism), or through the outright theft of state funds. (Ceva, & Ferretti, 2017).

Administrative corruption is a natural feature in capitalist systems, with varying degrees of corruption depending on the development of the governmental institution. Corruption of governmental institutions and poor levels of social assistance are at an all-time high in third-world nations, owing to the degree of underdevelopment and the rise in unemployment rates. Corruption may extend to the infrastructure of the state and society, where it expands and spreads to the functional system and the pattern of community interactions, slowing societal growth and limiting the incentives for economic advancement (Dimant, 2014).

The devastating effects and negative consequences of the spread of this heinous phenomenon affect all aspects of life for all people, wasting money, wealth, time, and energies, and impeding the performance of responsibilities and the completion of jobs and services, forming a system of sabotage and corruption that causes further delays in the process of construction and progress, not only on the economic and financial levels, but also on the political, social, and ethical levels.Corruption has its mechanisms, effects and repercussions that affect the fabric of societies, the behavior of individuals, the way the economy performs, and reformulate (the system of values). There are two main mechanisms of corruption (Kingsley, 2015) :

1. The mechanism of paying (bribery) and (commission) (directly) to employees and officials in the government, and in the public and private sectors, to facilitate the conclusion of deals and facilitate matters for foreign businessmen and companies.

2. Seizing (public money) and obtaining advanced positions for children, in-laws and relatives in the functional system.

This type of corruption can be called (small corruption), and it is completely different from what can be called (grand corruption) related to major deals in the world of contracting and arms trade. Such great corruption usually occurs at the political and bureaucratic levels, noting that the former can be independent. To one degree or another, about the two or there can be a high degree of overlap and intertwining between them. "Political corruption" is usually associated with financial corruption, when higher bureaucratic positions are transformed into tools of escalating personal enrichment.

With the multiplicity of definitions dealing with the concept of corruption, it can be said that the general framework of corruption is limited to the misuse of power or public office and harnessing it for interests and benefits related to a specific individual or group.

Administrative corruption has several definitions. The World Bank defined it as the misuse of public office for private gain. Corruption occurs when an employee accepts or demands, extortion or bribery, to facilitate a contract or procedure.

Introducing public competition, as is the case when agents or intermediaries for private companies or businesses offer a bribe to take advantage of general policies or procedures to overcome competitors and achieve profits outside the framework of applicable laws. Relatives or theft of state funds 1 Others believe that administrative corruption has three entrances (Mousakhani, &Rahmani, 2013):

The traditional approach: which is based on the fact that corruption is a problem of individuals deviating from the prevailing and approved value system in government institutions, which leads individuals to practice deviant behaviors.

Functional approach: which is based on the fact that corruption is a problem of deviation from the approved official work rules and not the value system.

Post-functional approach: According to this approach, corruption can take on an organizational nature. The great development is beginning to show that corruption is a multi-causal and multi-dimensional phenomenon, also administrative corruption is defined as "everything committed by a public employee in violation of the duties of his public position, whether as An ordinary citizen or as a working employee, directly or indirectly affecting the public office as long as it negatively affects the requirements of his job, whether the act or behavior is codified in the Penal Code as a criminal offense whose punishment is stipulated, or if it is a breach that entails a disciplinary penalty.

2.13.2.Causes of administrative corruption

The most prominent causes of administrative corruption can be mentioned as follows:

1- Economic reasons: The Organisation for economic co-operation and development believes that economic factors are one of the main factors causing administrative corruption, and corruption usually occurs when there is no sense of oversight and accountability, and when an employee of a public organization monopolizes the distribution of benefits to be used for special considerations. They can be collected as follows (De Graaf. 2007).

The low level of income of the perpetrator of the crime of corruption compared to the level of inflation or local prices, which makes his real income so low that he is unable to satisfy the necessary living needs, which he resorts to bribery, embezzlement, drug trafficking and counterfeiting of money to obtain money illegally from the various means available for crime.

Unemployment and poverty are considered among the most important economic reasons that lead to delinquency to crime and acts of corruption

The high degree of international competition among giant companies leads to the spread of the crime of economic espionage, especially in the areas of industry.

2- Social reasons: Some inherited social systems in developing countries contribute to the existence of doors for the occurrence of corruption, especially in the administrative apparatus of the state, where the customs of presenting precious gifts to senior officials to obtain their approval of illegal things are widespread, and the generals and family and tribal affiliations can lead to The spread of corruption and violation of government rules, laws and regulations, as well as litigation or turning a blind eye to detecting or prosecuting corruption, which leads to the continuation of corruption and the difficulty of combating it, so that over time it becomes part of the societal culture in poor countries, especially those that welcome illegal funds (Søreide, & Rose-Ackerman, 2018).

3- Political reasons: A group of political reasons that lead to corruption can be monitored, as follows:

Political tyranny

The close relationship between internal political systems and international sources of corruption

The intermarriage of political power with wealth and the intertwining of interests and benefits between politicians and businessmen

4- Administrative reasons: The administrative reasons are as follows (Šumah, & Borošak, 2020):

1-Weak oversight through the failure of the oversight bodies to carry out their required tools.

2- Ignorance of citizens and workers in the administrative apparatus - The emergence of existing social relations inside and outside the organization

3- The spread of decentralization without being subject to the established control

4- The lack of clarity of the instructions and their issuance without evidence that facilitates their application creates confusion among individuals,

forcing them to resort to personal diligence, and then the possibility of deviation and separation from the spirit of the instructions.

5-The existence of old or inappropriate organizational structures for the nature of the work, the lack of distribution of competencies, responsibilities and powers in general, and the inflating of the apparatus with the unemployed, all of which lead to the inability of the administrative apparatus to keep pace with the needs of the public and its deviation from the organizational structure, which forces the public, with its difficulty in satisfying its motives and satisfying its desires, to pressure on individuals, and entice them to follow behavior that is far from the rules and regulations of work (Šumah, & Borošak, 2020).

2.13.3. Manifestations of corruption

Corruption, in terms of its appearance, includes several types, including (Mousavi, &Pourkiani, 2013):

1. Political corruption refers to any financial deviations and breaches of the norms and procedures that govern the operation of the state's political system (political institutions). Although there is a fundamental difference between societies whose political systems use democratic methods and expand participation and countries whose governance is totalitarian and dictatorial, the corrupt style of government (neither representative of the general population nor accountable) is a common factor for the spread of corruption in both types of systems. Political corruption manifests itself in the following ways: corrupt totalitarian government, loss of democracy, loss of participation, corruption of rulers and state control over the economy, and the growth of nepotism. (Davarani, Rad, 2012).

2- Financial corruption: It is represented by the aggregate of financial deviations and violations of financial laws and provisions that govern the administrative and financial functioning of the state and its institutions, as well as violations of financial control agencies' directives. For example, the Central Agency for Financial Supervision examines and controls the accounts and money of the government, public organizations and institutions, and businesses.

Bribes, embezzlement, tax evasion, land grabs, nepotism, and nepotism in appointments are all manifestations of financial corruption.

2.13.4.The repercussions of corruption

Corruption has several origins and consequences that may be seen politically, economically, and socially. However, this does not imply that corruption is restricted to the existence of these three characteristics; rather, these causes may be monitored for the sake of scientific study and the relevance of these aspects in the structure and composition of society (Blackburn, Forges-Puccio). 2009).

Regarding the political features and reasons inherent in the phenomena of corruption, it can be stated that there are several variables that stand behind the expansion of this phenomenon, the intensity and degree of which are directly related to the developing phenomenon of corruption, including: The absence of a functional political system based on the concept of separation and more suitable power allocation, i.e. the absence of a state Institutions of politics, the law, and the constitution This level demonstrates a lack of self-motivation to combat corruption in the absence of a state of institutions, a state of law, and legislation under the danger of murder, kidnapping, marginalization, and employment exclusion. Another aspect connected to the level of democratic practice and freedom of participation that may contribute to the rise of administrative and financial corruption is the spread of political tyranny and dictatorship in many countries, which directly leads to growth.

As a result of this phenomena, the political system or political institution loses its legitimacy in power, and its choices become autocratic and opaque, as does the freedom of civil society organisations to operate (Mousavi, Borkiani, 2013).

The phenomenon of corruption can also take its range and reach levels in light of the judiciary's lack of independence, which is also linked to the principle of separation of powers, as it is noted in most developed and democratic countries. The judiciary is a component of the political system's work and

performance, adding broader dimensions to the effectiveness of the government or political system represented by good and rational governance. The independence of the judiciary is a vital and fundamental value that stems from the presence of an independent and impartial court that executes its function equitably and wields deterrent power over the entire population without prejudice. This deterrent power is seen as one of the most significant parts of the judicial authority's job in promoting justice and equality among members of society (Kingsley, 2015).

Another aspect that might contribute to the growth of corruption is a lack of understanding (political awareness) and knowledge of the administrative structures and systems that power is exerted via. It refers to the aspect of expertise and skill in managing state issues.

In addition to these political factors and reasons for the phenomenon of corruption, there are other economic factors, such as the lack of economic effectiveness in the country, because most economic operations are suspicious business transactions or the result of financial mediation operations in it. Corruption is widespread, and it has an impact on the level and structure of the national economy in some way, since these activities affect the development of the project implementation process and, as a result, the production process. On the other hand, because the lack of cultural awareness has been related to bribery, the degree of ignorance, backwardness, and unemployment is a key component in the expansion of the phenomena of corruption. Wage and salary stagnation is directly linked to the rise in the phenomena of corruption (Moskhani, Rahmani, 2013).

Through these direct and indirect economic elements, as well as the causes of corruption, some of the economic repercussions linked with this problem in general may be tracked, including (Blackburn, Forges, and Puccio, 2009):

1. Corruption contributes to a decline in the effectiveness of public investment and a deterioration in the quality of public infrastructure through bribes that limit and mislead investment resources or raise their cost.

2. Corruption directly affects the quantity and quality of foreign investment resources. At a time when developing countries are attempting to attract foreign investment resources due to the potential for the transfer of skills and technology, studies have shown that corruption weakens and may impede these investment flows, which may contribute to a decrease in tax productivity and, as a result, a decline in development indicators. humanity, particularly in terms of education and health indices

3 - Corruption is linked to the deterioration of the state of income and wealth distribution, as a result of influential people being exploited for their privileged positions in society and the political system, which allows them to monopolize the majority of the economic benefits that it provides them. In addition to its capacity to continually collect assets, which leads to a growing disparity between these elites and the rest of society.

The phenomenon of corruption can also grow and increase as a result of social factors that affect the structure and composition of human societies as well as the prevailing value system, where social customs and traditions, as well as their validity, play a role in the growth or uprooting of this phenomenon. These practices and traditions are also tied to current tribal connections in society. He plays an important role in combating corruption by striving to activate the administrative system and establishing proper controls for its operation. A country founded on a dialectical connection that links them on a positive and constructive foundation, contributing to the growth and service of society (Dimant, 2014).

Another aspect, no less essential than the others, is a lack of trust in the execution of humanitarian values. We can shed light on Iraq's experience with administrative corruption, the extent of this phenomenon's behavior from its inception to the present, and its most important causes and repercussions,

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leading to the development of plans, by examining these causes and effects related to the phenomenon of corruption. And methods for reducing this epidemiological phenomena in society as a whole.

2.13.5. Administrative corruption in Iraq

It is difficult to examine the problem of corruption in Iraq without considering its history in the context of the country's different governments. As a consequence, one might argue that corruption in Iraq is not a recent phenomenon, but has been ingrained in the societal structure since the foundation of the modern Iraqi state, which was formed on a sectarian basis, revealing one of the major causes for this. Crystallizing this harmful phenomena that stands in the way of completing the development process at all levels and wasting the financial and human resources allocated to our Iraqi society's state of underdevelopment (Al-jundi, & Shuhaiber, 2019).

The monarchy in Iraq fostered feudalism as a social structure on the verge of collapsing and eventually disappearing entirely as a result of the evolution of social relations as a reflection of the new material reality at the time. Because the existence of a constitution specifying equality amongst citizens did not find a place on the ground owing to its absence, this strategy resulted in the displacement of peasant groups to escape exploitation, to form materially wretched settlements on the outskirts of the capital. On the one hand, democracy is built on the inclusion of all citizens, and on the other, on the separation of powers.

Cases of administrative and financial corruption continued to be rampant in all parts of the state until this phenomenon worsened qualitatively during the Saddamist Baathist era, and the high oil revenues had a direct impact in opening multiple outlets through which hotbeds of corruption in the state were able to penetrate in order to continuously satisfy its needs and desires at the expense of suffering that exceeded all limits for the people. Preoccupation with detailing the vocabulary of corruption for that era is counterproductive because it

eventually sets limits to it while it is infinite in the memory of all Iraqis (Al-Frijawy, Militaru, & Ali, 2018).

Al-Jadida, where groups that do not rise to the level of the social class were formed during this period and its secretions were fortified with various political, financial and media weapons to control the lands and public property as if they had become their own commune until these practices became what could be called (the culture of the Farhud) rooted in the Bedouin societies that were reproduced To agree with the distorted data of this time. On the other hand, cases of administrative and financial corruption in Iraq during the occupation period and before the formation of the first Iraqi government were represented by the practices and actions carried out by the occupation forces, which is the issue of appointing American advisors as representatives of different sectors of technocrats and they became running ministries and official institutions, and most of them, if not all of them, were unemployed. In Europe and America, they lack the criterion of experience and competence, which is considered one of the most important elements of good and rational governance. They used their positions to conduct commercial business, such as brokering between state institutions and foreign companies, which caused the waste of a large part of the money allocated for reconstruction (Asaad, & Marane, 2020).

The stage that Iraq witnessed during the occupation period was characterized by an increase in cases of corruption, which was expressed by repeated cases of deviation in moral values that Iraqi society is not accustomed to, such as murder, rape, kidnapping, and theft. According to a report by the Institute of american political studies and the center for foreign policy in focus issued in June 2004 indicates that economic corruption is expressed in many financial transgressions that occurred under occupation conditions. An investigation was conducted with the employees of (Halliburton) company accusing it of charging sums of money amounting to about (160) million dollars for works that it did not complete, in addition to (60) million dollars, the value of excesses for previously limited expenses, and the bribes received by some of

the employees of this company from subcontractors and others, show the means of corruption and corruption in Iraqi society (Al-Frijawy, Militaru, & Ali, 2018).

The manifestations of corruption also extended to some United Nations committees when they misconducted the content of the Oil for Food and Drug Agreement. In a report prepared by Transparency International, the phenomenon of corruption in Iraq was estimated as the largest corruption phenomenon in contemporary history of administrative corruption, as a special committee was formed to investigate and consider this issue. Accordingly, it can be said: The emergence of institutions in Iraq has been accompanied by the expansion of the circle of corruption, as the occupying power did not agree to the independence of the starting to emerge government institutions' decisions, so the transitional Governing Council was formed to take on responsibility for the transformation, and one of the outcomes of that political transformation was the establishment of a functional system. It is built on political affiliations within the framework of governmental authority, and subsequently on the distribution of opportunities rather than equal opportunities (Drebee, & Abdul-Razak, 2020).

The Iraqi society, which emerged from the directives of the one-party totalitarian system, faced another type of political loyalties that kept it away from functional competence. An objective analysis of the phenomenon of corruption in general requires an explanation of two main aspects of this phenomenon:

The first aspect: It is the moral aspect associated with the phenomenon of corruption, which is considered the criterion and extent of society's commitment to customs and traditions and their respect. As dictated by the ethics of the public office, the space for corruption will recede to its minimum limits. Manifestations of corruption appear clearly through the practices carried out by the occupation forces in Abu Ghraib prison, which express clear evidence of the manifestations of moral corruption in Iraq (Al-Frijawy, Militaru, & Ali, 2018).

The second aspect: It is the financial aspect that is considered the main engine and motive for this phenomenon, as an internal feeling arises among individuals or groups with an idea that is rooted in their souls based on the fact that whoever has money has power, and whoever has power has money, taking advantage of positions of responsibility to achieve advantages And gains that violate the laws and norms prevailing in society. The conditions of corruption that prevailed and spread during the occupation period have opened wide doors for informal violence, whose paths have become difficult to control and could become an epidemic in Iraqi society, especially since cases of rapid gain through corruption means lead to crowding to keep the corrupt in their positions, and this thus drives them to violence in their daily behavior (Drebee, & Abdul-Razak, 2020).

Accordingly, it is possible to identify the most important main implications of the phenomenon of corruption in Iraq under foreign occupation, where the motives of corruption coincide with the presence of the occupying power, as after it took control of the decision-making centers in Iraq in April 2003, all economic and monetary resources became at the disposal of its civil administration. The occupation authority's use of institutional structures, theft of cash contents of banks and banks, and the destruction of all government buildings. On the other hand, the image of corruption in Iraq is evident through the civilian side of the occupation forces carrying out the tasks of supervising reform, especially on state departments, universities, the banking network and transportation, which created a state of corruption represented through the procurement committees for construction requirements, especially in that aspect that deals with the private sector (Al-Taie, 2013).

We find that various factors stand behind this phenomenon, including the absence of a tax system commensurate with the Iraqi economic activity, as this resulted in the expansion of the state of corruption, in addition to the weakness of the oversight capacity of the accounting system, and then the expansion of tax evasion conditions during the occupation period. As a result, the necessity for an accurate and functional system necessitates a constant pursuit of the exploitation

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of the country's financial and economic resources. At the forefront of these issues is instilling in citizens a feeling of responsibility for the value of belonging to their nation, therefore enhancing primary loyalty to the state and homeland while benefitting from secondary loyalties to serve as constructive elements for growth. The importance of belonging to one's nation is emphasized. To avoid being negative factors (Khan, & Krishnan, 2019).

In light of these rampant conditions of corruption, we wonder whether it is possible to reform the situation of corruption in Iraq? If the phenomenon of corruption was common in Iraq previously, the most important thing about its new dimensions is its escalation, its extension from people and private and public organizations to the state's structure and political elites, and its metamorphosis into a political, social, and economic dogma. The most dangerous aspect of this phenomenon is the attempt by various parties to use it to increase political and economic power during the transition period and to seize the opportunity for change in the manner in which it was designed to maximize its own benefits at the expense of the socioeconomic development process that has been replaced in Iraq by what is known as the process of restoring ages (Drebee, & Abdul-Razak, 2020).

Corruption relying on looting a portion of the economic surplus or redistributing it illegally, and finding ideological and procedural cover for it, is not the most dangerous part of the state's transition phase management; rather, what is truly dangerous is embodied in how transitional governments manage the intense and multiple crises to which Iraq is exposed. The practice of nepotism and mediation has grown throughout emerging cultures, including Iraq, resulted in filling public posts and senior positions with unqualified and incompetent persons, which affected the decline in management efficiency in providing services and increasing production.

Accordingly, financial and moral corruption go hand in hand in most cases, except in rare cases, because the origin is that corruption is one of the symptoms that symbolizes the occurrence of a defect in the overall system (society), and thus the occurrence of a defect in the system of behavior and actions that result from the erosion of the morals and values of the corrupt (Asaad, & Marane, 2020).

CHAPTER THREE

METHODOLOGY

The research methodology is explained in Chapter 3. This study employed a quantitative approach to examine the link between the characteristics of governance as an independent variable and corruption as a dependent variable. The research approach is discussed in this chapter. How the data was acquired, as well as the approaches and procedures employed to reach the study's goal. Explains the stages involved in the study's philosophical assumptions, research design, measurment scale community and sample. The methodological approach should be chosen as a result of the viewpoint taken from the start of this task. The chapter opens with an explanation of the descriptive description and the research's purpose.

The search approach is then discussed. Later, it describes how the best research strategy was chosen. Finally, it discusses the current study's research approach, sample data collecting, data analysis and reliability, and validity difficulties, as well as correlation and regression analysis to explain the link between governance and corruption.

3.1.Research Methodology

To ensure consistent and meaningful study into the topic under examination, research technique plays an important role in research development. Theory is frequently considered as a research approach that comprises the principles and assumptions of the hypotheses upon which the theory is founded (Hair et al., 2003).

The research methodology, in particular, aids in the generation of new data for the current study, beginning with data collection, data analysis, results reporting, and conclusion drawing. As a result, the robustness of the approach employed determines the credibility of the results as well as the validity of the current study. The reasoning used to generate new knowledge and theoretical concepts about what constitutes reality and how an understanding of it can be

formed is central to social research methodologies. The research problem dealt with in this thesis in the context of the impact of adopting the digital system in government administration and its impact on the work system within the government in its various aspects in a form called (e-government). On the basis of benefiting from its advantages in terms of combating administrative corruption that means achieving transparency, saving effort and time, eliminating bureaucracy, and developing the performance of the administration's work .

As a result, the research problem must be converted into a research question that outlines the nature and extent of the investigation as well as the choice of quantitative or qualitative research methodologies.

The current study is an attempt to find answers to the following fundamental question: What role does electronic government play in preventing corruption in Iraq's public sector?

3.2. Research Design

The research design may be defined as the shape that the research will take, which can be classed into (1) exploratory research based on the study's purpose. (2) Research that is descriptive. (3) causal investigation (Hare et al., 2003). On the one hand, academics have sought to integrate entire models or various combinations of distinct theories in order to comprehend the acceptance or rejection of the technology's goal to utilize e-government systems. As a result, the literature is replete with studies addressing the subject under examination; hence, it cannot be characterized as exploratory research.

Determining whether a link is causal, It is, however, more subjective and must be supported by theory. As a consequence, despite the strong concept of causality research, it is impractical to analyze all aspects that may contribute to phenomena; hence, the current study should not be characterized as causal research.

As a result, depending on the study's goal, this research is classified as descriptive research, which seeks to answer the research questions "what" and "how" (Hare et al., 2003; Zikmund, 2003; Churchill, 1995). Descriptive research involves planning, data collecting, error checking, coding, and data storage (Hare et al., 2003). It also comprises a structured questionnaire with a predetermined number of options for responders to pick from. In contrast to exploratory research, descriptive research is frequently positive; that is, it is used to investigate the previous formulation of certain hypotheses (Hair et al., 2003). It begins with a predetermined framework and then proceeds to collect real-world data to characterize the phenomenon under inquiry.

Descriptive studies seek to establish whether communication is objective in nature and can be addressed empirically. As a result, hypotheses about the issue under consideration in Chapter 3 are developed, tested, evaluated, and discussed in the same chapter. As a result, the current descriptive research includes a cross-sectional study that takes a picture of the situation at a specific moment, that is, it looks at the respondents' attitudes about the role of electronic government systems in combating administrative corruption in Iraq.

3.3. Community And Sample

In the research endeavor, the technical definition of 'population' is 'the set of units the sample is designed to reflect'. The phrase "census" refers to the collection and analysis of data from every conceivable member of the population, which is very difficult to achieve in a single study. Because of expense and time constraints, researchers rarely perform a comprehensive census. Because locating all parts of a population is impossible, a carefully selected sample can give enough reliable information to be used in business research. Nevertheless, identifying the population is not always simple; so, it can be progressively broken down by changing from a broad to a more specific approach. It is also affected by the study questions as well as the study atmosphere. In 2022, the survey community comprises all respondents in Iraq's federal commission of integrity, independent high electoral commission, and federal board of supreme audit. The researcher distributed the questionnaires by

hand to 312 employees of these bodies in October of the year 2022 and two days later he took the questionnaires where after reviewing the questionnaires showed that there were 12 incomplete questionnaires that were rejected and the study was conducted on 300 respondents.

3.4.Data collection instrument

The qualitative and quantitative methods will be adopted in this thesis through using the questionnaire to collect data from three institutions in the government sector in Iraq . This method of collecting data is suitable for the topic of this thesis because of the lack of the information about the volume of corruption in the institutions in Iraq. The five likert scale will be used in the questionnaire . The questionnaire was divided into three sections, where the first section dealt with demographic data such as age, gender, work experience and specialization, while the second section of the questionnaire addressed questions about e-governance, and the third section addressed questions about administrative corruption.

3.5.Measurement

E-government were evaluated using a nine-item scale adapted from Hisham Ali Shatnawi (2020) such as E-government provides time and effort to the citizen, E-government provides lesser money and expenses to complete transactions and Employees in the ministry have a high degree of electronic knowledge.

Administrative corruption were evaluated using a fifteen-item scale adapted from Salem Al-Jundi (2019) such as There is collusion between government departments and construction companies executing government project, there is a widespread phenomenon of nepotism in the administrative work of public organizations and the culture of public organizations has become corrupt. All the question items evaluated using 5 likert scale where Absolutely I disagree (1),I disagree (2),I am undecided(3),I agree(4) , Absolutely I agree (5).

CHAPTER FOUR

RESULTS

This chapter includes the results of descriptive analyzes, reliability analysis, correlation analysis, and regression to measure the relationship between variables.

4.1.Results

1-Descriptive Analysis

Table 2: Age Descriptive Analysis

	Frequency	Percent	Valid Percent	Cumulative Percent
21-30 year	80	26.7	26.7	26.7
31-40 years	78	26.0	26.0	52.7
41-50 years	68	22.7	22.7	75.3
51-60 years	60	20.0	20.0	95.3
61 and more	14	4.7	4.7	100.0
Total	300	100.0	100.0	

It can be noted from the first table above that the percentages are similar for age groups, where we find that respondents whose ages range between 21 and 30 years, between 31 and 40 is about 26% of the sample members, and that respondents whose ages range between 41 and 50 years is about 22%, while those whose ages are Between 51 and 60 they are about 20 percent of the sample members. We also note that 4.7 percent of the sample members are over 61 years old.

Table 3: Gender Descriptive Analysis

	Frequency	Percent	Valid Percent	Cumulative Percent
MALE	145	48.3	48.3	48.3
FEMALE	155	51.7	51.7	100.0
Total	300	100.0	100.0	

Through Table No. 3 of the descriptive analysis of the gender of the respondent, it could be noted that the percentage of males in the sample is about 48%, and the percentage of females is about 52%, which is a logical percentage because women tend to do administrative work that does not require effort in developing countries.

Table 4: Education Level Descriptive Analysis

	Frequency	Percent	Valid Percent	Cumulative Percent
Bachelors	159	53.0	53.0	53.0
Master	62	20.7	20.7	73.7
PHD	28	9.3	9.3	83.0
LESS THAN COLLAGE	51	17.0	17.0	100.0
Total	300	100.0	100.0	

It can also be noted from Table No. 4 on the descriptive analysis of the respondent's academic qualification that about 53 percent of the respondents hold a bachelor degree, 20.7 hold a master's degree, 9.3% hold a doctorate, and 17 percent hold a degree less than collage degree.

Table 5: Experience Level Descriptive Analysis

	Frequency	Percent	Valid Percent	Cumulative Percent
Less than 5 years	42	14.0	14.0	14.0
5-10	71	23.7	23.7	37.7
11-15	56	18.7	18.7	56.3
16-20	69	23.0	23.0	79.3
More than 20 years	62	20.7	20.7	100.0
Total	300	100.0	100.0	

Through the table 5 above, which gives a descriptive analysis of the experience of the respondents in the sample, we find that about 14 percent of the sample members have less than 5 years of experience, and about 23 percent of the sample members have experience from 5 to 10 years, as well as for those who have experience from 16 to 20 General While it could be noted that 18.7 percent of the sample members have experience from 11 to 16 years, and about 21 percent of the sample members have more than 20 years of experience.

Table 6: Specialization Level Descriptive Analysis

	Frequency	Percent	Valid Percent	Cumulative Percent
Administrative work	123	41.0	41.0	41.0
Accounting and finance work	91	30.3	30.3	71.3
Controlling	54	18.0	18.0	89.3
communication and coordination work	32	10.7	10.7	100.0
Total	300	100.0	100.0	

Regarding the question of work specialization, we can note that about 41 percent of the sample work in administrative jobs, about 30 percent work in

accounting and financial jobs, 18 percent work in control, and about 11 percent work in coordination and communications.

2- Reliability Analysis

The alpha coefficient is the first metric generated during the study phase following descriptive statistical analyses to evaluate the reliability and quality of questionnaire preparation. This parameter is defined by Nunnally and Bernstein (1994) as "the degree to which answers are consistent within baseline variables within a particular measure." If a scale regularly depicts a quantifiable structure, it is considered to be dependable. Internal consistency reliability estimates are based on the mean correlation between items, which considers both the number of items and their mean correlation. In other words, if (the questionnaire is too short or has too few common items). Increasing the length of surveys is one method for increasing their dependability. Long surveys, on the other hand, tend to excite respondents and make them less likely to complete the survey. The data were examined after coding using SPSS version 22 to obtain the Cronbach coefficient for the two variables in the study, which are e-government and administrative corruption, to assess the internal consistency of the current study. Furthermore, Nunnally and Bernstein (1994) state that in experimental investigations, a modulus value above 70% is considered sufficient, which means that the data are of high reliability.

Table 7: Reliability Statistics

Factor	Cronbach's Alpha	N of Items
E-Government	.809	9
Administrative Corruption	.871	15

It could be noted from Table No. 7 regarding the reliability analysis of Alpha Cronbach that the value of the reliability coefficient for the e-government variable is .809 and the value of the reliability coefficient for administrative corruption is .871, and that these values are greater than 70 percent, and

therefore the questionnaire questions are considered highly reliable and are suitable for what they were designed to measure.

3- Correlation analysis

Pearson correlation analysis is one of the important statistical analyzes that reveals if there is a correlation between each of the independent variable and the dependent variable, as the value of the correlation treatment ranges between -1 and +1, and the further away from zero towards these two values this indicates the strength of the correlation, while The sign indicates whether the correlation between the variables is inverse or direct.

Table 8: Correlations analysis

		EGOV	AC
EGOV	Pearson Correlation	1	-.717[**]
	Sig. (2-tailed)		.000
	N	300	300
AC	Pearson Correlation	-.717[**]	1
	Sig. (2-tailed)	.000	
	N	300	300

**. Correlation is significant at the 0.01 level (2-tailed).

Through Table No. 7 on the analysis of the correlation, we find that the correlation between electronic government and administrative corruption is an inverse link, that is, the use of electronic government applications, techniques and methods leads to the reduction of administrative corruption, as it could be noted that the value of the correlation coefficient between the two variables is -.717[**], which is a high value and statistically significant at the 0.01 level.

4-Regression Analysis

Regression analysis tells us how much the independent variable explains the dependent variable, which is the square of the correlation coefficient. Where the regression analysis tables indicate whether the independent variable that is in this study e-government has a significant effect on the dependent variable that is in this study administrative corruption, given the significant value that should be less than 5 percent.

Table 9: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	-.717[a]	.514	.512	.54439

a. Predictors: (Constant), EGOV

Table No. 9 indicates that the value of the regression coefficient is .514, meaning that the e-government variable explains at 51.4% the degree of administrative corruption.

Table 10: ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	93.227	1	93.227	314.578	.000[a]
	Residual	88.314	298	.296		
	Total	181.542	299			

a. Predictors: (Constant), EGOV

b. Dependent Variable: AC

F. test refer to the significance of the entire regression equation. It is generated by dividing the described variance by the unexplained variance. As the general rule assumes, any F value above 4.0 is often statistically relevant .

It could be noted that the value of b in this analysis is greater than 4 and is equal to 314.578. Considering the value of significance, which is less than 5 percent, we find that the independent variable has statistical significance in the interpretation of the dependent variable.

Table 11: Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.918	.129		7.108	.000
	EGOV	-.679	.038	-.717	-17.736	.000

a. Dependent Variable: AC

It could be noted from the above table that explains the relationship between the two variables and the values of the regression equation that the relationship is inverse and significant, since the value of the significance coefficient is less than 5%

CHAPTER FIVE

CONCLUSION

5.1.Conclusion

The goal of this thesis was to identify the concept of (e-government) and explain its elements, negatives, positives and challenges facing its application and evaluation of e-government as a project to move to it and to what extent it can be considered a necessity among the necessities of the era, and to what extent must respond to this variable at the level of the management of state agencies, and it aims to clarify the nature of the relationship between e-government and administrative corruption and the extent of this government's contribution to combating and eliminating it.

The results of the study reached the acceptance of the hypothesis that e-government is an effective tool in combating government corruption, meaning that there is a statistically significant inverse relationship between e-government and administrative corruption, where it was noted that the value of the correlation coefficient is inverse and that the value of moral significance is less than 5%, and these are the results reached by the researcher. It can be said from this that any government should give priority to the transition to an electronic system, especially in developing countries such as Iraq. Despite the mounting pressure within the framework of the current political, economic and other Iraqi issues, the implementation of this vision will be difficult. However, if the government is looking for ways to benefit its citizens, it will prioritize the project. Addressing online services may simplify life, increase government effectiveness, encourage private businesses to cooperate more with government, reduce corruption that harms and destroys the country's economy, ensure equality in society, and focus on other societal issues.

It can also be concluded that implementing the precise framework or following the precise steps for the successful implementation of e-government in a particular country such as Iraq will not be a factor for the project's success in the eyes of other countries. Each nation approaches and implements e-

government in its own way, based on its IT infrastructure, economics, politics, and other elements that impact implementation. Using the e-Government interoperability framework, this thesis proposed a framework.

There were some points in this framework that the Iraqi government should focus on, and it should be understood that building an e-government is more than just providing computers, storing databases, and access to the Internet. Other items must be provided as well. Policies and standards that apply to all organizations involved in e-government should address issues such as energy shortages, concerns about the city's economy, education and declining literacy, and other critical issues.

Governments generate massive amounts of data, much of which could be useful to individuals and businesses. Other advanced communications technologies must deliver this information to citizens quickly and directly.

Allow them and companies to readily obtain government information without traveling to government offices, standing in long lines, or paying bribes.

Using information technology can lead to more openness in government and politics.

E-government can involve citizens in the governance process by allowing them to interact with policymakers at all levels of government. Increasing civic participation helps to Increasing public trust in government. Two-way communication is included in interactive e-government, which includes capabilities such as email contact information for government employees and feedback tools that allow consumers to offer views on legislation or policy ideas.

5.2.Recommendations

Following other procedures cannot be a good method to conduct the project, especially to combat administrative corruption, unless the design of e-government is near to the realities of the Iraqi government scenario. The Iraqi

government might accomplish its proposal by following some of the recommended measures, such as:

1. Determine the project's objectives, attempting to include the public in expressing their thoughts and opinions on what they anticipate and want from the e-government initiative.

2. Attempting not to adopt or set up all initiatives or infrastructure at once, because there is no purpose in developing an e-government project that will not be used by the beneficiaries.

3. Providing training facilities for low-income residents to improve their e-literacy.

4. Developing a long-term plan for project implementation and obtaining the essential licenses from the present government to make sure that the financing assistance for the project is not changed or reduced by the succeeding governments.

5. Improving the IT skills of those who will be working on the project.

6. Seeking assistance from experts in the field, such as foreign assistance.

7. Guaranteeing the Iraqi government with a national database (Census Database) including all of the needed information for citizens, as well as presenting security and privacy for the data.

8. Instead of hiring foreign experts, the government should focus on developing Iraqi staff. This will result in lower costs, lower unemployment rates, and more civilian faith that the government is on Iraq's side.

9.Upholding the rule of law, as advanced in previous chapters, would address the majority of the issues that necessitate concerted efforts to effectively root out corruption in Iraq. There is a need for legislation that protects whistleblowers and provides incentives for them to report official wrongdoing that seriously harms the public good. Whistleblower laws that enforce and

reward ethical behavior supplement and reinforce the work of officers in government and the private sector who are responsible for enforcing ethics.

10.Access to public information in Iraq must be ensured by law. Such legislation should make it easier for government departments and agencies to release classified information upon request. It is in the public interest for the media to highlight cases of corruption and other malpractice committed by public officials.

11. Researchers in Iraq and other countries should do in-depth research on this subject with the possibility of introducing other factors such as financial efficiency and the human element to reach generalizable results.

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APPENDIX 1

QUESTIONNAIRE

Section A:

Demographical information

1. **Age** (*Please Tick your age group)*

21-30 year	☐1	51-60 years	☐4
31-40 years	☐2	61 and more	☐5
41-50 years	☐3		

2. **Gender** (Please Tick your gender)

Male ☐1   Female ☐2

3. What is your highest qualification? *(Please Tick in one box)*

Bachelors ☐1   Master ☐2   PhD ☐3   Other ☐4 *(Please state)* -----------

4. **Years of experience** (*Please Tick in one box*)

Less than 5 years ☐1   5-10 ☐2   11-15 ☐3   16-20 ☐4   More than 20 years ☐5

5. **Professional Specialization** (*Please Tick in one box*   )

Administrative work ☐1 Accounting and finance work ☐2   Controlling ☐3

Other ☐4 *(Please state)* -----------

(Please choose as appropriate)

	STATEMENT	SCALE				
	E-GOVERNMENT	Absolutely I disagree (1)	I disagree (2)	I am undecided (3)	I agree (4)	Absolutely I agree (5)
1.	E-Government keeps abreast of qualitative development in its management processes.					
2	E-government provides time and effort to the citizen					
3	E-government provides lesser money and expenses to complete transactions					
4	Employees in the ministry have a high degree of electronic knowledge					
5	E-government provides security and confidentiality of transactions					
6	E-government provides various software to meet business needs					
7	Electronic governments use appropriate communication tools					
8	Input control and outputs is used effectively					
9	Government employees are subject to intensive and periodic training					
	ADMINISTRATIVE CORRUPTION					
10	Bribery has become one of the manifestations of everyday work in public organizations					

11	Embezzlement is a widespread phenomenon among public employees.					
12	There is collusion between government departments and construction companies executing government projects.					
13	There is a widespread phenomenon of nepotism in the administrative work of public organizations.					
14	People's reactions to corruption are weak.					
15	Many people break laws; for instance, traffic and municipal laws					
16	Religious deterrence is no longer an effective factor in preventing state officials from practicing administrative corruption.					
17	Corrupt people are characterized by greed					
18	The culture of public organizations has become corrupt.					
19	The failure of public employees to comply with a code of conduct is a cause of administrative corruption.					
20	The feeling of dissatisfaction among public employees makes them accept administrative corruption.					
21	The administrative work of public organizations is characterized by bureaucracy and complexity of procedures.					
22	Appointments in public organizations depend more on nepotism than on qualifications.					
23	There is no accountability of employees for misuse of state funds.					
24	The use of computers and the Internet in the administrative work of state departments reduces administrative corruption.					

APPENDIX 2

STAGES OF E-GOVERNMENT

Table 2. The 3 Stages of E-government

3 Stages	Perception	References
Stage 1: Publish	Stage 1: make government information available on the internet.	(Karavasilis, Zafiropoulos, and Vrana, 2010)
Stage 2: Interact	Stage 2: citizens communicate with their government via the internet.	
Stage 3: Transact	Stage 3: citizens will be able to conduct all transactions over the internet.	

Table 3. The four Stages of E-government

4 Stages	Perception	References
Stage 1: Availability	Stage 1: create a website that contains all of the information regarding government operations.	(Colesca, and Dobrica, 2008)
Stage 2: Interaction	Stage 2: allowing residents to communicate with their government via email or chat.	
Stage 3: Transactions	Stage 3: internet transactions for items like tax or fee payments are made easier.	
Stage 4: Final Transformation	Stage 4: All of the tasks can be completed electronically.	
Stage 1: Presence	Level 1: This is the most basic stage of building a website to give information about government operations and agencies.	(Freed, 2012)
Stage 2: Interaction	Stage 2: the use of electronic forms by citizens to interact with the government.	
Stage 3: Transaction	Stage 3: Depending on the activity, one-way contact might be with the government or citizens.	
Stage 4: Transformation	Step 4: Due to the two-way communication, this is the most challenging stage to implement.	

Table 4. The five Stages of E-government

5 Stages	Perception	References
Stage 1: Emerging Presence Stage 2: Enhanced Presence Stage 3: Interactive Presence Stage 4: Transactional Stage 5: Seamless or Fully Integrated Presence	Stage 1: build a government website with a limited presence. It gives information on an organization or a political situation. Stage 2: At this point, the website has grown to incorporate more detailed information about the government and its ministries. Point 3: At this stage, citizens, businesses, and government will be able to engage. Stage 4: people may complete the purchase quickly and securely online. Stage 5: Because of the integration between the entities, the work throughout the e-government becomes more smooth, erasing all barriers.	(Kline, 2011)
Stage 1: Simple Information Age Stage 2: Request and Response Stage 3: Service and Financial Stage 4: Integration Stage 5: Political Participation	The first stage is giving basic government information. Stage 2: assisting citizens in their interactions with government. Interactions among citizens and government, or between businesses and government, are the third stage. Stage 4: integrating government services to make the delivery of these services through the Internet more efficient. Stage 5: enlisting citizens' participation in politics. By way of illustration, voting.	(Li, et al, 2008)

Table 5. The six Stages of E-government

6 Stages	Perception	References
Stage 1: Information Publish/Dissemination	Stage 1: disseminating information to citizens via the government portal.	(Chan, Hu, and Tam, 2010)
Stage 2: Official Two-way Transaction	Stage 2: Using, for example, digital signatures, the government can secure two-way transactions.	
Stage 3: Multi-purpose Portals	Stage 3: By integrating government agencies, the portal may give a single point of entry to a variety of services.	
Stage 4: Portal Personalization	Stage 4: citizens can personalize the site to their preferences.	
Stage 5: Clustering of Common Services	Stage 5: The government is working to improve coordination amongst government agencies and departments in order to deliver more seamless services.	
Stage 6: Full Integration/Enterprise Transaction	Stage 6: At this point, a comprehensive service center is established, which combines a package of citizen services.	