

## Recognition and Prioritization of Inhibitory Factors of E- Service Deployment

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### Extended Abstract

Information and communication technology contributes to increasing the efficiency and effectiveness of the business. One of the most basic applications of information and communication technology is to use it to create a transformation in the functional structure of governments. Creating e-government is the first step in developing technology and publicizing it. The e-government is a way for governments to use information technology and other new technologies that provide individuals with the necessary facilities to access government information and services appropriately, improve their quality and provide broad opportunities for participation in democratic processes and symbols. Undoubtedly, the role of electronic communication in Judicial system is uncontrollable for controlling legal costs, saving time, improving judicial administration and planning in determining strategies through surveying, monitoring and transparency of performance. The electronic court is the court in which the association with the witnesses and the reader and the requesting yes can be virtual. The existence of an electronic court, as part of an e-government project, is, from the point of view of some experts, the starting point and the background of the

existence of a successful e-government, a very important and an essential element of e-government; the electronic court is a court in which even one paper It is not used and it has a workflow management system that automatically refers to the employee after the work is done. The electronic court has features such as time and cost saving, transparency, and legal information for citizens, which include legal advice, citizen forms through the network, electronic complaints, citizen electronic guidance through the Internet and electronic services. It also mitigates corruption as it does with the electronic city through transparency.

### **Case Study**

The statistical community of this research has formed by staffs and administrators of justice of Birjand and subsidiary offices that have university education. The number of the community is equal to 188 individuals. In the present research, in order to determine the size of the sample, it has used the table of Morgan and Cochrane formula with the error coefficient of 0.05 and by the simple random sampling method, the number of 122 individuals were in the process of the research as sample.

### **Materials and Methods**

The research has done as survey-descriptive method and it is kind of applied research. In order to calculate the validity, it has used Cronbach alpha test by using SPSS software. The value of Cronbach alpha for all of the components as well as the total of the questionnaire, the desirable amount is (above 0.7), where it confirms the validity of the questionnaire for variables and the general questionnaire. In order to assess the validity of the questionnaire of managers and certified staffs' experiences and ultimately with the help of the relevant teachers in terms of formal and content, the number of 30 questions were confirmed. In order to identify the factors and preventive indicators in the deployment of e-services in judicial justice of Birjand after studying the history and the research in this respect, the list of provided factors and indicators in previous research has extracted. Then, with consideration the comment of managers and experts in the field of studying and the supervisor, the extracted indicators have classified into six overall areas. In order to achieve the ultimate factors and indicators in this case study, which means the Justice of Birjand, the extractive factors and indicators in the form of the questionnaire have given to the staffs and administrators of justice of Birjand. With the completion of the questionnaires, the comments of 122 individuals have obtained as the members of the research community in relation to the extent of the importance of

influencing factors and preventive indicators establishment of e-services in the judicial justice of Birjand. To this purpose, it has used five Likert Spectra. In order to achieve the ultimate factors and indicators, it has used single sample t-test.

### **Discussion and Results**

Based on the results, prioritizing the preventive factors and effective indicators of learning and the establishment of the e-services in judicial justice of Birjand are as follows: environmental preventive factors, human preventive factors, organizational preventive factors, managerial preventive factors, technical preventive factors, financial preventive factors. The results of the research show that the most important preventive factors in the deployment of e-services in judicial justice of Birjand is environmental preventive factors, which is essential to be removed these preventive factors for the successful deployment of e-services of the judicial. These preventive factors due to the nature of their underlying need to collaborate and coordinate the various government departments for elimination.

### **Conclusion**

In order to resolve the problem of low speed of Internet and bandwidth capacity as well as the creation of an integrated network, it requires the custodians of these tasks to increase the speed and the quality of the Internet for better utilization of the judicial e-services. By providing high capacity of Internet bandwidth and increasing the speed as well as updating the telecommunication equipment and removing the current constraints and providing the field of successful deployment. Qualitative and quantitative expansion of Internet services' centers and relationship networks will help in this regard increasingly.

**Keywords:** E-government, Learning of E-services, Judiciary, E-service Deployment, E-court