

E services

Mamadou Youssouf Thiam

MMTTECH LLC

West Lafayette, USA

mthiam@purdue.edu

Abstract :

E services have simplified processes including applying for government benefits, registering for school classes, and ordering products over the internet. They are efficient, resourceful, and can save users a significant amount of time. E services allow employees at the company being accessed to focus on more complex tasks instead of constantly being interrupted by someone coming into the office for assistance. While first world countries have come to expect e service and the benefits that come along with it, developing countries have not had access. How will the ability to access e services affect countries that are still in the development phase?

Keywords-component: *E services;Internet;Government;Company (key words)*

Developing countries face extensive challenges while trying to stimulate and sustain their economic growth. A lack of access to financial services, high unemployment rates, poor infrastructures, weak institutions, and a government that is still in the planning stages are just a few of the problems they will encounter. Prioritizing the development of e service in these countries can help make these problems easier to work through. Government e services will allow citizens faster access to government services aimed at helping them prosper, allow the public to have easier access to government documents, and a simpler method of communicating with government agencies. It can also help improve the public's perception of government services due to the ease they have in accessing government entities.

While there are several significant advantages for developing countries that opt to use government e services, it can be difficult, if not impossible, to implement this program. First and foremost, government e services are essentially useless to people who are illiterate. According to the UNESCO Institute for Statistics there are 775 million adults throughout the world that were unable to read at the end of 2012. The majority of this group resides in developing countries. Second, many developing countries have limited access to electricity. According to web.worldbank.org, over 1.4 billion people do not have access to electricity as of December 2012. Again, the majority of these individuals live in developing countries. Constant electrical supply is necessary for e government services to be useful. Also, developing countries are unable to provide the necessary training to enable their residents to be able to successfully utilize e government services. It is patently ridiculous to enable individuals access to e government services that they are not able to understand. Finally, developing countries have very limited access to computers and the ability to access the internet can be even more difficult to obtain.

In summary, the idea of offering e government services in developing countries is a fantastic idea. However, the reality is that it is almost impossible to put it into practice. If put into practice, it is even more likely to fail due to

the lack of education and training for individuals, and the fact that consistent access to the services are impossible to obtain. Educational e services can actually serve as an invaluable tool invaluable for developing countries. If developing countries are given the opportunity to access this type of education, residents may have the opportunity to improve themselves by giving them the key to economic survival, and eventually economic success. Educational e services have been in practice in the United States for many years, but it has only recently begun to make its way to developing countries. The need for education is great in these areas, but there are very few trained teachers available making educational e services a growth area to increase educational access.

Many of the same problems encountered with government e services also apply to educational e services. A person must already be able to read and write before they can take e service classes and gain anything from them. Again, the lack of electricity and deficient number of computers in developing countries make it extremely difficult to access online classes. Moreover, there is minimal access to the training that a student needs in order to take online classes successfully. There are further problems encountered with educational e services in developing countries. Students in these areas are often not accustomed to receiving an education and need direct access to a teacher to ask questions. Cultural barriers are also experienced. Students in developing countries frequently do not have the needed critical thinking skills required to thrive in an online setting. Thus, if a student from a developing country is able to participate in an online class that allows for participation between the students and teachers, they often are reluctant to participate. This is because in many developing countries respect for authority and elders is taught from an early age. Students may be afraid to participate for fear their actions or words may be misinterpreted as a sign of disrespect. Gender can also be a barrier to online learning because in many developing countries mixed gender and intercultural groups are discouraged. Finally, the language used can be difficult to determine. There are many countries that have multiple official languages and teachers must be aware of this when preparing a presentation.

In conclusion, educational e services are a great idea in theory for developing countries. However, it is extremely difficult to implement them with the lack of resources available. Developing countries, through no fault of their own, do not have the means to ensure educational e services can be successful. E services have proven to be a great benefit in developed countries. They enable residents to access numerous services without requiring them to leave their home. They are convenient, save large amounts of time, especially inefficient time that would be spent traveling. However, this is not the case in developing countries. While it is a great idea, it is almost impossible to put into practice and carried out successfully. In conclusion, it is essential that developing countries become more developed before they can ever benefit from e services.