ABSTRACT

e-Government: An Enabler to Trade Facilitation
The Case of Jamaica Trade Point

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 e-Government services are becoming one of the most important and efficient means by which governments (G) interact with businesses (B), citizens (C) and employees (E). The adoption of e-government as a strategy to improve governance globally is supported by the United Nations' report that over 98% of its members have varying forms of e-government presence online (United Nations, 2010). The introduction of e-government has brought on tremendous opportunities but also serious organizational and security challenges that fundamentally alter the way the public services are managed and delivered. As a result, participation in e-government evokes important organizational, technological, social and environmental issues which must be carefully addressed.

Motivated by the general tendencies toward inefficiency in public sector operations; this thesis examines how e-government interventions can enhance trade facilitation in Jamaica. The relevant literature in trade facilitation and e-government were reviewed, linking them with the Jamaican context. An initial integrated theoretic framework was developed through the examination and synthesis of the single window service delivery concept, the technology organization-environment-framework and the social shaping technology to frame the expectation of two stages, mixed method study.

This theoretic framework was tested using Jamaica Trade Point as a case study employing interviews, focus groups and observations. Further tests were administered using survey data, applying principal component analysis (PCA). The qualitative data was examined using thematic analysis, then the findings rom the qualitative and quantitative analysis were triangulated then merged.

The result is a comprehensive framework that includes details of the key factors that affect e-government participation. This framework can be used as a tool to chart a roadmap for e-government participation and implementation since it identifies the key practices, conditions and processes for successful implementation.