The evolution of e-readiness assessment models: From the digital divide to design-reality gap

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Abstract

The purpose of this research was to study the evolutionary trend of e-readiness assessment models with the approach of e-learning. For this purpose, we have studied the researches with two approach. In the qualitative approach, by studying the articles in this field, the observed trends in these articles are compared with each other. In the quantitative approach, latest articles are investigated based on important parameters such as the scope of application, the type of model used, the methods of data collection and analysis, the type of transaction reviewed in the article, evaluation indicators, sources used to publish the article, geographical concentration, the outputs of the study, the types of data used. Based on the results of qualitative approach, 4 evolutionary periods, from national and one size fits all model with top-down approach to bottom-up approach with special purpose models, are identified. In addition, results of quantitative approach indicate that infrastructure, people and service are most important factors in electronic readiness and national scope is have been investigated more than other areas. Most studies have quantitative approach with public service orientation for citizen transactions. Also, assessment, maturity and adoption models have been most used fundamental model in the studies.

Conclusions

The article developed a systematic review of electronic readiness assessment. Based on the reviewing articles over the period of 2010 to 2017, these results were obtained: in terms of resources that focus on the subject, first the journal articles, then the book chapters and eventually the conference papers are used. In terms of the nature of transactions, G2G transactions are at the forefront; and in terms of the research field, public service provision was ranked first. In terms of the main parameters of the study, the infrastructure has decreasing rate and people has incremental rate. From a geographic focus point of view, readiness assessment studies in the country are prime. In terms of models used in studies, first readiness models and second maturity models were used. In addition, readiness assessment studies have generated 18 types of outputs that have the highest frequency for evaluation model, evaluation framework, effective parameters, current status, relationships of indicators, solutions and guidelines have most frequency.