

# Abstract

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## **Determinants of E-government services adoption in developing countries**

The rapid growth of investment in public service delivery through e-government has drawn attention to research on this area. However, both governments and academic researchers recognise the problem of low-level adoption of e-government services among citizens the common problem in both developed and developing countries. E-government adoption, unlike most of IT adoption by employees in private-sector organizations, is voluntary and occurs often in turbulent social-political environments. Therefore, the problem needs to be addressed comprehensively from technological, social, political, and cultural perspectives. However, e-government adoption research currently lacks a comprehensive conceptual framework for explaining citizen adoption of e-government services. To fill this gap, this study extends the Technology Acceptance Model (TAM) by adding a set of social, political, and design constructs that are derived from different research literatures: government trustworthiness, perceived public value e-government programs, and website design dimension. Multiple research methods used to test the extended model, a large-scale questionnaire survey of 517 Egyptian citizens, and case study interviews with e-government officials. Structural equation modelling and regression analysis results indicate that citizen attitude towards using e-government services is the most significant determinant of citizen intention to use e-government services. Moreover, citizen attitude is jointly determined by citizen belief: perceived usefulness and perceived ease of use of an e-government service. These results provide new evidence for considering the attitude construct to study citizen adoption of e-government services which is voluntary in nature. The results also suggest the importance of perceived public value and website design as a significant determinant of citizen's belief. Also the results show strong evidence of a positive relationship between trust and perceived ease of use.