Abstract

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A Road map Towards M-Government Services in Egypt

With the high population, poor provided services because of employees' lack of professionalism, long queues, dilemma of paperwork and working hours the Egyptian government Over the past decade has been working on facilitating the delivery of government services through the Egyptian government portal which attempted to improve the current situation but unfortunately is not widely used so with the extensive mobile technologies development it has opened new opportunities to facilitate the easy communication between different parties that has encouraged The Egyptian government to start offering a number of mobile services, they are still few in numbers, not very popular and citizens do not even seem to be aware of their provision. The underlying study aims to understand how Egyptian citizens' view and rank mobile government services and determine the main factors that affect citizens' readiness to adopt mobile government in the Egyptian context. An extensive literature review on different acceptance models and mobile government implementations at different countries was undertaken accordingly a conceptual model was formulated to examine the influence of perceived usefulness, perceived ease of use, social influence, perceived compatibility and perceived risk on the citizen's intention to use Mobile government services, using a triangulation of field observation and structured questionnaire for data collection. Finally a Comparison between the findings and results of the observation and questionnaire will be held to analyze it, find out results and make out recommendations.