

Analyzing Factors Influencing Citizen Utilization and Adoption of E-Government Services in Saudi Arabia: A Citizen's Perspective

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Abstract : Governments around the world have been increasingly introducing e-government services in order to make processes more efficient and accessible for their citizens. The government of Saudi Arabia has adopted E-Government for the effective delivery of services. However, the adoption rate of these services remains low in many countries. This paper aims to explore the determinants of citizens' intention to adopt and use e-government services, focusing on a model of factors influencing the adoption and utilization of e-government services (MFIAUEGS) that has been specially developed for this purpose. By analyzing the factors that influence citizens' decisions to use e-government services we hope to provide insights that help to increase adoption rates and improve the overall effectiveness of these services. In this paper, 562 valid responses were collected and analyzed to shed light on the issue. The results of the research showed that each of the proposed factors in the MFIAUEGS model played a significant role in influencing citizens' intentions to adopt and use e-government services.

Keywords : e-government, model acceptance, influencing factors, TAM

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