

## **An Empirical Study of Factors that Impact Government E-Services Acceptance by Citizens: Case Study from UAE**

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**Abstract :** The primary focus of this study is to investigate and identify the perceptions of potential end users relating to factors which impact on e-services acceptance. Technology Acceptance Model (TAM) has been adopted in this study as it can be extended when technologies are introduced. This research validates the developed TAM model and evaluates the variance of the outcome variable (acceptance of e-services). Five factors were adopted as determinants of acceptance of e-services: ease of use, security, trust, web skills, and language. The study was undertaken in the General Directorate of Residency and Foreigners Affairs (GDRFA) in the UAE. A quantitative survey methodology was adopted in this study, which surveyed 466 customers who use the GDRFA e-services. The overall findings revealed that security language, web skills and support significantly affected ease of use and perceived usefulness. However, the trust doesn't affect the ease of use. Further, ease of use significantly affects intention to use and perceived usefulness while in turn intention to use was influenced by perceived usefulness. This study offers an understanding of people's adoption of e-government services with the help of established theories such as TAM and various factors that influence the e-government adoption with reference to UAE.

**Keywords :** e-government portal, e-service, usability, TAM model

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