

## Evaluation of E-Government Service Quality

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**Abstract :** Service quality is the highest requirement from users, especially for the service in electronic government. During the past decades, it has become a major area of academic investigation. Considering this issue, there are many researches that evaluated the dimensions and e-service contexts. This study also identified the dimensions of service quality but focused on a new conceptual and provides a new methodological in developing measurement scales of e-service quality such as information quality, service quality and organization quality. Finally, the study will suggest a key factor to evaluate e-government service quality better.

**Keywords :** dimensionality, e-government, e-service, e-service quality

**Conference Title :** ICEG 2014 : International Conference on e-Government

**Conference Location :** Zurich, Switzerland

**Conference Dates :** January 14-15, 2014