

## **Assessing the Citizens' Adoption of E-Government Platforms in the North West Province Local Governments, South Africa**

**Authors :** Matsobane Mosejta, Nehemiah Mavetera, Ernest Mnkandla

**Abstract :** Local governments in South Africa are responsible for the provision of basic services. There are countless benefits that come with e-Government platforms if they are properly implemented to help local governments deliver these basic services to citizens. This study investigates factors influencing the adoption and use of e-Government platforms by citizens in the North West Province, South. The study is set against a background of significant change in South Africa where government services are electronically delivered. The outcome of the study revealed that: 1) decisions on the development of e-Government platforms are made based on a series of consultative forums; 2) the municipalities are open to constructive criticism on their online platform; 3) the municipalities have room for dialogue on how best to improve service delivery; 4) the municipalities are accessible to the citizens all the time; 5) the municipalities are making means and ways to empower them to be part of the collective and lastly e-Government provides room for online discussion.

**Keywords :** e-government, e-government platforms, user acceptance, local government

**Conference Title :** ICSRD 2020 : International Conference on Scientific Research and Development

**Conference Location :** Chicago, United States

**Conference Dates :** December 12-13, 2020