

E-Government Adoption in Zimbabwe's Local Government: Understanding the Influence of Attitudes and Perceptions of Residents in Selected Cases

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Abstract : E-government literature continues to grow as scholars and practitioners endeavour to understand this phenomenon. There are many facets of e-government that have been written about including its definition, adoption, and implementation and so on. However, more still needs to be known particularly in relation to how e-government is being adopted in different contexts. There could be many context specific factors that have a bearing on e-government adoption and in this paper focus is on attitudes and perceptions. Association between usage of e-government services and various perceptions such as ease of use, transparency, security, ease of understanding, communication, reliability, relevancy, perceived usefulness and perceived trust is examined. Within the Zimbabwean context and in particular the country's local government sphere, such a study has not been done. The main aim of the paper is therefore to establish perceptions and attitudes towards e-government services among residents in Zimbabwe's two local authorities. In terms of research methodology the paper is based on a Mixed Methods Approach (MMA) to collect and analyse data giving the researcher a holistic picture of the phenomenon being investigated. A sample of 785 residents from the two local authorities was used and these were selected using a combination of cluster and purposive sampling methods. A key finding in this paper is that a majority of respondents who have had the opportunity to use e-government services perceive the services to be easy to use, transparent, secure, easy to understand, reliable, relevant, useful and trustworthy. The paper, therefore, makes an important contribution on the relationship between residents' perceptions and attitudes and e-government usage within the chosen cases.

Keywords : adoption, attitudes, e-government, perceptions

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