

Electronic Government Services Adoption from Multi-Nationalities Perspectives

Authors : Isaac Kofi Mensah, Jianing Mi, Cheng Feng

Abstract : Electronic government is the application of Information and Communication Technologies (ICTs) by the government to improve public service delivery to citizens and businesses. The purpose of this study is to investigate factors influencing the adoption and use of e-government services from different nationalities perspectives. The Technology Acceptance Model (TAM) will be used as the theoretical framework for the study. A questionnaire would be developed and administered to 500 potential respondents who are students from different nationalities in China. Predictors such as perceived usefulness, perceived ease of use, computer self-efficacy, trust in both the internet and government, social influence and perceived service quality would be examined with regard to their impact on the intention to use e-government services. This research is currently at the design and implementation stage. The completion of this study will provide useful insights into understanding factors impacting the decision to use e-government services from a cross and multi nationalities perspectives.

Keywords : different nationalities, e-government, e-government services, technology acceptance model (TAM)

Conference Title : ICDGS 2017 : International Conference on e-Democracy, e-Government and e-Society

Conference Location : London, United Kingdom

Conference Dates : October 19-20, 2017