

## From E-Government to Cloud-Government Challenges of Jordanian Citizens' Acceptance for Public Services

**Authors :** Abeer Alkhwaldi, Mumtaz Kamala

**Abstract :** On the inception of the third millennium, there is much evidence that cloud technologies have become the strategic trend for many governments not only developed countries (e.g., UK, Japan, and USA), but also developing countries (e.g. Malaysia and the Middle East region), who have launched cloud computing movements for enhanced standardization of IT resources, cost reduction, and more efficient public services. Therefore, cloud-based e-government services considered as one of the high priorities for government agencies in Jordan. Although of their phenomenal evolution, government cloud-services still suffering from the adoption challenges of e-government initiatives (e.g. technological, human-aspects, social, and financial) which need to be considered carefully by governments contemplating its implementation. This paper presents a pilot study to investigate the citizens' perception of the extent in which these challenges affect the acceptance and use of cloud computing in Jordanian public sector. Based on the data analysis collected using online survey some important challenges were identified. The results can help to guide successful acceptance of cloud-based e-government services in Jordan.

**Keywords :** challenges, cloud computing, e-government, acceptance, Jordan

**Conference Title :** ICCSST 2017 : International Conference on Computer Systems Science and Technology

**Conference Location :** London, United Kingdom

**Conference Dates :** November 23-24, 2017