Developing Countries E-Government Services Evaluation Identifying and Testing Antecedents of Satisfaction Case of Algeria

Djilali Idoughi, University of Bejaia, Bejaia, Algeria

Djeddi Abdelhakim, University of Bejaia, Bejaia, Algeria

ABSTRACT

Because user's satisfaction is considered one of the most important factors in e-government success assessment, this study examines impacts of system quality, information quality, service quality, digital skills, access means, service awareness, trust, and perceived usefulness on expressed satisfaction about e-government services. Using survey, 1453 valid responses were collected from e-government services users across Algeria. The study empirical outcomes shows eight out of nine identified factors have significant impacts on users' satisfaction with e-government services.

KEYWORDS

Algeria, Digital Divide, E-Government, Evaluation, IS Success Model, Satisfaction

INTRODUCTION

Governments across the world have started their own e-government initiatives after they understood that it is a viable tool to help deliver efficient and cost effective services to citizenry, clients and partners. Still, such projects require large amounts of funding and pose heavy economical burdens especially in the case developing and low-income countries, yet because of hast and the leak of appropriate assessment frameworks (Heeks, 2003) about 20% to 25% of developed countries' projects were either never implemented or abandoned just after implementation, farther 33% partially failed (Chen et al, 2006). As for developing countries, as many as 35% of their e-government projects were classified as total failures while 50% as partial failures. Thus, in order to ensure e-government success, it is essential to assess its success and effectiveness and take necessary measures based on assessment results (Gupta and Jana, 2003). However, since e-government is often viewed as an adaptation of e-commerce by public authorities (Coursey & Norris, 2008), it has been argued that previous evaluation research has focused on e-government's supply side where users' perspectives were not accounted for resulting in limited published work in this realm (Helbig et al., 2009). Although users' aspects were the focus in many following studies (e.g., Floropoulos, Spathis, Halvatzis, & Tsipouridou, 2010; Rana, Dwivedi, & Williams, 2013a,; Rana, Dwivedi, Williams, & Lal, 2015; Rana, Dwivedi, Williams, & Weerakkody, 2015; Teo et al., 2008; Wang & Liao, 2008), most were conducted using IS success models (DeLone & McLean, 1992, 2003; Seddon, 1997) without many changes in the original structures and regarded users' satisfaction as a secondary goal while mainly focused on net benefits government can get from developing the system. Gupta and Jana (2003) stressed that information and services related to e-government are mostly intangible resources, what

makes it difficult to assess its cost and value. Therefore, such traditional methods will not provide a clear valid evaluation.

When attempting an evaluation of developing countries e-governments, more issues emerge, public administration is characterized by inefficiency, limited capacity, poorly trained personnel, a no trust in information and communication technologies added to the immature security of systems and venerability of information to intrusions as well as corruption, and the generally unstable political state. One could say that e-government was introduced to, in general, help solving administrative problems, nevertheless, because e-government and its related concepts were developed in and for developed countries, it should not be assumed that it will be appropriate for developing countries.

As many developing countries in the context of e-government, Algerian every department has made great efforts to implement its e-government services, however for many reasons the greatest part of them were designed to be accessed only from local administrations using local networks what greatly limited anticipated benefits and decreased services delivery efficiency. Therefore, a research study is needed to analyze and evaluate the current status of e-government services, identify the causes, and provide solutions for enhancement of e-government services in order to strengthen the relationship between the government (supply side) and users (demand side). Since a few academic research addresses e-government in developing countries, the motivation for this research study is to attend to this gap by incorporating user centered aspects as trust perceived usefulness, digital skills, access means, and services awareness in IS success models. Examining trust and perceived usefulness relations with system quality, information quality and service quality, effects of digital skills on trust, and to what degree the whole new model can predict users' satisfaction in a developing country such as Algeria using IS success model will support the theoretical foundations of the proposed research model as multi-dimensional assessment model of users' satisfaction that takes into consideration both provider and recipient aspects, and allow policy makers to comprehend factors affecting e-government services users' satisfaction to enhance their services for both developed and developing countries.

In order to address the research gap and realize the aim of the paper, the remaining sections are structured as follows. In the next section, a brief overview of related literature on users' satisfaction studies in e-government is offered. This is followed by presenting the research model and hypotheses development for the study. Later, a summary of the used methodology for the study is offered, followed by the empirical results. Next, the paper discusses the empirical results and outlines implications to theory and practice. Finally, the study concludes by acknowledging its limitations and identifying future research directions.

LITERATURE REVIEW

As far as e- government evaluation research is concerned, many researchers and academics (Chai et al, 2006; Cohen, 2006; Hsu and Chen, 2007; Teo et al, 2008; Wang et al, 2008; Hu et al, 2009; Scott et al, 2009; Sambasivan et al, 2010; Floropoulos et al, 2010; Rana et al, 2013; Rana et al, 2015; Chen et al, 2015; Alenezi et al, 2017) have applied IS Success Models to analyze impacts of IT infrastructures and systems performance, provided data, information and services qualities, costs and revenues on the use, intention to use, and satisfaction toward e-government systems. Yet, very few work focused on developing countries and fewer studied special impacts of variables (such as perceived benefits, risk, trust, etc.) in their context.

From the analysis of the research findings of various literature studies, Chai et al. (2006) implied that e-government success depends on the quality of services and how user-centered they are. After analyzing the survey of American citizens' use of internet to contact government, Cohen (2006) suggested that first impressions and prior beliefs, faced difficulties, and benefits from using e-government services were found to significantly influence expressed satisfaction, where system quality did not have much influence. Hsu and Chen (2007) provided an alternative conceptualization of the IS success model for examining the use behavior of e-government in Taiwanese context.

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