

Chapter 5

Trust Measures for Implementers of E-Government Adoption: A Confirmatory Factor Analysis

Gabriel Puron-Cid

Centro de Investigacion y Docencia Economicas, Mexico

ABSTRACT

Trust is a critical factor for e-government adoption that has been extensively studied from the citizen's perspective. This study explores the multiple dimensions of trust, but from the perspective of those inside of government responsible to implement and adopt it. As in previous studies of citizen trust, the nature of trust of those inside of government is also complex and multi-dimensional. A confirmatory factor analysis was conducted to uncover the multiple dimensions of trust inside of government. The data come from a questionnaire applied over government officials who participated in a contemporary case of e-government. The questionnaire includes inquiries about different dimensions of trust found in the literature. The main motivation of this study is to extend our understanding of multiple dimensions of trust as possible enablers and inhibitors during e-government adoption inside of government. Derived from the analysis, five practical advises are suggested as trust-building mechanisms during e-government adoption.

INTRODUCTION

Trust is one of the most influential factors for e-government success (Chan & Pan, 2008; Heeks, 2006; Puron-Cid, 2010; Scholl, 2009). In particular, Colesca (2009, p. 8) commented that “Trust in e-government is an abstract concept that underlies a complex array of relationships, so the method

used to quantify trust in e-government should therefore account for this abstract nature.” The literature points out different types of trust related to e-government adoption: trust of internet, trust of government, perceived usefulness of technology, perceived quality of e-government services, and disposition to trust (Belanger & Carter, 2008; Colesca, 2009). These categories of trust usu-

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ally have placed the adoption of technology in the middle of the relationship between citizens and government. However, the impact of trust of those involved in e-government implementation is sparse and rare. This study focuses on the dimensions of trust among actors inside of government responsible of adopting e-government initiatives into their organizational contexts.

In order to explore the dimensions of trust among actors who participate inside of government, this study argues that it is necessary to consider the different structures and disciplines enacted in practice while adopting a particular e-government initiative. The structures and dimensions of trust involved in e-government projects depend on the type of the initiative and the context in which they are embedded. In this respect, Puron-Cid (2010; 2012) indicates that e-government projects are usually interdisciplinary in nature. The term “interdisciplinary” for this study means “a group of people from different professional backgrounds, knowledge, and expertise usually collaborate for the adoption of the e-government initiative into their work routines.” (Puron-Cid, 2012). This article sustains that during the implementation of e-government projects, groups of professionals with different backgrounds and expertise usually collaborate. Depending on the type of e-government, Puron-Cid (2010; 2012) suggests to consider other relevant dimensions of e-government from other disciplines that are present when these groups of professionals collaborate in practice that consequently need to be considered in theory. The approach here is to consider the type of e-government project to subsequently analyze the multiple dimensions of trust involved elicited not only from the information systems, but from other disciplines. The purpose of this study is to consider the interdisciplinary nature of e-government implementation into the study of trust from the perspective of those inside of government.

This paper claims that trust among actors inside of government are usually embedded in collaboration among participants from different disciplinary fields and areas. Therefore, this study uses an IT-enabled budget reform in Mexico as a case study to complement the information systems’ structures with other disciplinary components (in this case budgeting). By using this case as an interdisciplinary example of a common e-government project, this paper examines the multiple dimensions of trust among actors inside of government who are responsible of adopting the e-government initiative. This case not only helps to understand the role of information systems over the trust structures involved in e-government adoption, but also is useful to identify other critical structures of trust from the field of budgeting interacting in the same project. The field of budgeting has been subject of several applications of e-government (2010). Various technological tools and information systems have been central components of budgeting operations in government because of the intensive informational content and technological use in the budget process (Joyce et al., 2004; Melker & Willoughby, 2001; OECD, 2007; Puron-Cid, 2012).

This study conducted a confirmatory factor analysis to identify the different dimensions of trust among actors inside of government responsible of adopting the e-government initiative into their organizational routines based on the answers of the questionnaire over the adoption of this IT-enabled budget reform. The questionnaire was applied over 1,482 federal and state government officials who participated in the initiative. With a response rate of 14.9% (221 respondents), the goal of the questionnaire was to evaluate a variety of dimensions of trust found critical in the literature, but from the perspective of public officials who adopt the initiative into their work routines. The main motivation of this study is to derive useful results for extending our understanding about the dimensions of trust among government officials involved

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