

UNIVERSITI TEKNOLOGI MARA

**ANTECEDENTS AND OUTCOMES OF E-
GOVERNMENT USAGE AMONG
EMPLOYEES OF THE FEDERAL
AUTHORITY ON IDENTITY AND
CITIZENSHIP:
THE MODERATING ROLE OF SELF-
EFFICACY**

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ABSTRACT

As the future of public sector services, e-government has become a global standard for high-quality services and infrastructural and resource utilisation. Furthermore, in the past few decades, information and communications technology (ICT) has transformed all aspects of life. Thus, this study identified the key determinants of e-government usage, its implications for the Federal Authority of Identity and Citizenship (ICA) employees in the United Arab Emirates (UAE) and the roles of e-government services in fulfilling specific aspirations. In the digital era, the UAE aspires to pioneer e-government public services within its region. Digitised public services is one of the most essential sectors, with implications for the future progress of nations. To address the gaps in the research, this study established and authenticated relevant research has offered suggestions for technology adoption and usage-oriented theories and models. This study established and authenticated a multi-dimensional model that enables a better comprehension of the multiple factors influencing ICA employees' e-government service utilisation and its impacts on performance by adapting the DeLone and McLean information system success model (DMISM). Primary study data were gathered from ICA employees in the UAE using a questionnaire survey. All participants had utilised or currently employed e-government services. A total of 406 valid responses were obtained. Additionally, structural equation modelling (SEM) was implemented using SMART-PLS 3.0 and AMOS software to identify the importance levels of various associations and interactions between the evaluated factors. The study also proposed a model based on the goodness of fit to the research data, which explained 47% of the variance in the impact of performance on e-government services. The multivariate analysis resulted in four primary findings. First, user satisfaction (SAT) and actual usage (USE) were significantly influenced by the overall quality (QUL) of e-government services. Second, USE was substantially influenced by SAT. Third, SAT and USE can forecast the overall performance of e-government services. Lastly, self-efficacy (SE) was a substantial moderator of the QUL–SAT and QUL–USE correlations. The findings elucidate how UAE public sector employees' e-government service adoption and usage can be forecasted or affected. Notably, the study outcomes have implications for future UAE e-government implementation techniques. For example, the implementation and adoption of optimal and versatile e-government systems could facilitate public sector employee training programmes and promote continued e-government service usage, potential and benefits.

Keywords: e-government, information technology, system use, service quality, system quality, information quality.

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CHAPTER ONE

INTRODUCTION

1.1 Introduction

The literature has offered varying understandings of the concept of e-government (e-Gov). From an operational perspective, e-Gov is the best example of the utilisation of data and communications technologies, such as information and communications technology (ICT) and the internet, to improve the efficiency of various government systems (Hart-Teeter, 2001; Koh et al., 2015). Others, realising the transformational potential of ICT, have studied it from a broader perspective of system reform and government process re-engineering (Grant & Chau, 2005; Srivastava & Teo, 2007a). More precisely, e-Gov is also described as the utilisation of ICT to enhance access to and deliver state services for the benefit of citizens, businesses and employees (Deloitte, 2000; Srivastava et al., 2007b; Srivastava & Teo, 2009).

The last decade has witnessed continuous growth in e-Gov research (Scholl, 2007). Broadly speaking, e-Gov studies can be classified into three areas: evolution and development (Kunstelj & Vintar, 2004; Layne & Lee, 2001; Srivastava & Teo, 2004, 2005, 2007a), adoption and implementation (Dwivedi et al., 2006; Srivastava & Teo, 2009), and impact on citizens and businesses (Hamid & Sarmad, 2008; Srivastava et al., 2007b; Teo et al., 2009). Although multiple studies have been devoted to the first two areas, relatively few have assessed the impact of e-Gov (Flak et al., 2009). E-Gov researchers are constantly dealing with three major dilemmas regarding their research questions on the impact of e-Gov. First, what are the variables of interest that they must measure to meaningfully determine the impact of e-Gov? The implication thus is whether these variables should be financial returns, social returns, returns on investment or other sorts of returns. Second, at what level of analysis should these variables be measured? Should they be observed at the level of local government, authorities, or federal government? Third, what are the processes through which the worth of e-Gov is realised? The purpose of this study is to deal with such impasses faced by e-Gov researchers and to develop a substantial framework for e-Gov research for various stakeholders.