

Determinants of citizens' intent to use government websites in Taiwan

王慧茹, 羅晉

Public Administration

Humanities and Social Sciences

nccu04@gmail.com

Abstract

The use of the Internet in government operations has been growing in popularity around the world. Nevertheless, governmental agencies have been slow to establish and develop an electronic presence. Although previous studies have discussed the reasons for the comparably slow development of e-government services, most of the research efforts are based on supply-side indicators and often assess websites alone; as yet, little information is available on the demand aspect of e-government. Using the Technology Acceptance Model (TAM), the Theory of Planned Behavior (TPB), and trustworthiness as a theoretical framework, this paper aims to investigate the factors that influence citizens' intent to use government websites. Through the survey data in Taiwan and the application of structural equation modeling method, the results show that trust in the government, facilitating conditions, perceived usefulness, perceived ease of use, and attitudes toward the use of government websites have significant positive effects on intent to use government websites. Finally, the academic and practical implications of the findings are also discussed.

Keyword : e-government, government websites, Technology Acceptance Model (TAM), Theory of Planned Behavior (TPB), trustworthiness