

Factors Affecting the Citizen's Intention to Adopt E-Government Services in Palestine

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Abstract: *Electronic Government (E-Government) has become very important in recent years. It can be described as a system of digital interaction between a government and other parties, and despite the fact that the success of e-government adoption is dependent on citizens' willingness to use it, little consideration has been given to the adoption of e-government from the perspectives of citizens. However, it looks that worldwide e-Government adoption has fallen short of predictions, but some countries are performing better than others. Therefore, improving the comprehension of the residents' reasons and methods of using government sites, including their behavior towards e-Government, is crucial. This article discusses this matter by suggesting a conceptual model of e-Government adoption and mainly emphasizing the users in the method of applying e-Government. Notably, the analysis of the primary elements in the analysis, namely the motivational factors, technical, and reliability elements, improves the comprehension of the adoption of e-Government services in Palestine.*

Keywords: E-Government Adoption, Citizen's Intention, Palestine.

1. Introduction

Information and Communication Technologies (ICTs) are considered the backbone of many activities that are carried out nowadays. They have tremendous potential to provide solutions and solve problems in different aspects which then lead to an enhanced quality of life. Given the fact that fast development of Information Technologies (IT) leads to the rapid increase of the number of websites and services provided by governments; nearly all governments in countries around the world have at least a web presence or what is so-called e-Government (Davidrajuh, 2014). Electronic Government (E-Government) is an issue that has become very important in recent years. Currently, the role of ICTs is crucial in governance processes where they can help to create a structured network for service delivery (Alshafi & Weerakkody, 2010), effectiveness and efficiency (Archmann & Castillo Iglesias, 2010) and interactivity, accountability and transparency (Gebba & Zakaria, 2012). The electronic government or e-Government employs information and communication technology (ICT) to successfully deliver government services and information to residents, other government organisations, and businesses (Rose, Persson, Heeager, & Irani, 2015). It is clear that the traditional public service provided through the new ICT systems or the addition of new online service delivery channel is not the main focus of e-Government, but it focuses on enhancing the transparency, governance, and accountability of the public sector services for the improvement in government effectiveness and development of new public value for businesses and residents (Wang, 2014). Higher public involvement in e-Government facilities is important to fulfil these goals.

Although the efforts made in this domain are present, the low rate of e-Government adoption by the residents is a significant concern in the governments worldwide (Rana & Dwivedi, 2015). Therefore, research attention is essential on this matter as effective employment of e-Government is strongly influenced by the residents and the employment of e-Government services (Panagiotopoulos, Al-Debei, Fitzgerald, & Elliman, 2012). This situation illustrates that grasping the multi-faceted elements impacting the citizens' adoption of e-Government services is important. Despite the extensive research performed on technology adoption from the user's point of view in the e-commerce and Internet contexts (Al-Debei & Al-Lozi, 2014), the amount of studies on residents' adoption of e-Government services is low (Beldad, De Jong, & Steehouder, 2011).

Compared to the essential adoption and implementation of diverse information technologies in private companies, the residents' adoption of e-Government services frequently takes place in unstable socio-political environments, including the changing budget reduction and political leadership. In this case, the adoption of e-Government facilities should not only be investigated based on the technological view, but a thorough and integrative method, which incorporates the cultural, political, and social views is required to obtain further knowledge in this subject (Carter, Shaupp, Hobbs, & Campbell, 2011). Notably, the lack of concrete comprehension of the elements of the residents' adoption of e-Government services would disrupt the government from making informed strategic decisions for the improvement in e-Government adoption (Carter et al., 2011).

The previous investigation on e-Government adoption primarily emphasised on the developed nations. As a result, there was a minor focus on the investigation on e-Government adoption in developing nations, specifically the Arab nations. This is a large research problem due to the notable difference between these nations and the Western nations in the aspects of the social and cultural features (Olasina & Mutula, 2015). Therefore, it could be predicted that the essential elements impacting people's acquirement of technologies in Arab countries might be different from the elements associated with the industrialised Western nations, including the nations from North America and Western Europe (Al-Gahtani, 2004).

Palestine is among the nations in the Middle East, which has been dedicated to ICT-related actions and quality governance. It was illustrated in the recent literature that Palestine has exhibited a positive degree of e-Transformation in the aspect of political determination although the implementation of e-Government in this nation is in its initial phases. However, some challenges are present in the e-Government implementation, which mainly include geopolitical phenomenon, inadequate legislation, decision-making processes, low consciousness and preparedness of residents to accept the recent digital evolution towards the true digital government, and policies (Shat, Mousavi, & Pimenidis, 2013).

A low degree of cooperation for e-Government actions is present among the ministries due to anxiety and trust issues regarding data control with other national organisations and ministries (Abu-Jaber, 2011). As a result, the government ministries are confronted by the obstacles to the distribution of electronic information and insufficient safety of service for the users. This phenomenon distorts the users' reliance on the government's capability of employing e-government and ultimate results in ineffective e-Government actions (Ayyash, Ahmad, & Singh, 2013).

The implementation of e-Government in Palestine possibly develops solutions to the issues about communication with government institutions and access to public services. Taking the notable distribution of the Palestine residents and Israel domination over the area into account, the implementation of an authentic e-Government possibly results in the capability of the government to fulfil its role and perform the electronic distribution of public services to the Palestine residents and other stakeholders. Besides, the residents will be capable of performing two-way communication with the government. Notably, effective implementation of e-Government services in Palestine would enhance the efficacy of the Palestinian authority's potential in providing support for government institutions and catering to citizens and businesses. Accordingly, improving the comprehension of the elements impacting the residents' adoption of e-Government services is highly crucial. It would facilitate the policymakers in designing the service and assist the public institutions in delivering it to strengthen the service adoption among the residents.

2. Literature Review

The application of e-Government systems involves the users' attempt for interaction and engagement with e-Government systems (Rana, Dwivedi, & Williams, 2015). It could also be identified as the users' preparedness to employ e-Government facilities and systems (Carter, Weerakkody, Phillips, & Dwivedi, 2016). During the previous years, the adoption of e-Government among the residents brought increasing attention among scholars. It was highlighted by (Kumar, Mukerji, Butt, & Persaud, 2007) that attempt and preparedness to use these systems indicate a dimension of the measurement of e-Government adoption, which does not only involve the use of electronic services and systems, but it also considers the frequency of the users' attempt of using and accepting the systems, what impacts their point of view, experiences and predictions, the elements influencing the adoption, and how this adoption and preparedness of using the systems could be adjusted (Athmay, Fantazy, & Kumar, 2016). Furthermore, users' predictions and needs are emphasised in this adoption to contribute to their attempt of using e-Government services. Moreover, a speech by the prime minister of the United Kingdom addressed the transformational government and emphasised that technology is essential to make a better decision regarding the public sector services for citizens (King & Cotterill, 2007). It was also stressed that these services should be based on what is needed by the users instead of the suppliers (Linders, Liao, & Wang, 2018).

Low adoption rate may result in an ineffective e-Government system. It was highlighted by (Anthopoulos, Reddick, Giannakidou, & Mavridis, 2016) that that ineffective adoption of the e-Government projects remains and may go from an incomplete to a total failure. It was also claimed that this failure would occur when the actual business needs, users' expectations, and preparedness for adoption and implementation are not fulfilled. Moreover, (Janssen & Estevez, 2013) emphasised that various high transformation projects, such as e-Government, do not lead to the targeted project results when they are not adopted by the stakeholders. The ineffective e-Government project was classified into two types by (Anthopoulos et al., 2016), namely pre- or post-execution, and failed execution. Specifically, the first failure involved either the neglect of the project upon the implementation stage, which leads to total failure, or the fulfilment of the project purposes, resulting in an incomplete failure. The second failure of e-Government implementation takes place when the application of the project is complete, and it involves an objective, satisfaction, and adoption failures. Specifically, objective failure refers to a project ineffective in creating a significant effect in individuals' lives, while satisfaction failure refers to the results, which do not fulfill the users' predictions and needs. Meanwhile, adoption failure refers to the ineffective implementation of the project deliverables and results by the stakeholders. It is clear that failed post-execution, which is due to the low degree of adoption and use, is the most ineffective as it results in excessive involvement of budget, dependability, effort, and adverse impact on the reputation of the e-Services providers.

The adoption of e-Government is not a direct task as it incorporates various notable elements, namely technical, human, and management factors. These elements lead to other procedures associated with adoption, including users' awareness, training, and computer literacy (Sarrayih & Sriram, 2015). Other elements also have an important function in e-Government adoption, such as users' reliance, cultural and social impacts, and dependability and quality. To illustrate, in a study by [22] in Harbin, China, (Mensah, 2018) a sample of 382 Chinese residents were surveyed on, particularly the elements influencing the residents' attempt of implementing e-Government services. Implementing the Technology Acceptance Model (TAM), it was found in this research that the Perceived Ease of Use (PEU), Perceived Service Quality (PSQ), and Citizen Trust (PCT) had a notable positive impact on residents' attempt of adopting and using e-Government services, while Perceived usefulness (PU) did not lead to any of the aforementioned effects on the residents' attempt of using e-Government services.

A survey was performed by (Sabraz Nawaz, 2015) on 153 undergraduates in Sri Lanka to investigate the primary elements impacting intention to use e-government sites. It was recorded that performance prediction and social influence elements did not influence the undergraduates' intention to accept e-government services and application, although effort expectancy had a strong influence.

According to (Adiyarta, Napitupulu, Nurdianto, Rahim, & Ahmar, 2018), provided that an effective information system was based on the users' acceptance, a survey was performed according to a TRAM questionnaire and 230 individuals were selected as the clients who utilised the e-Government services by the institution. It was found that the features of TR had a significant influence on TAM cognitive dimensions, while exploratory simulations indicated that TRI were the causes of TAM. Furthermore, optimism exhibited a more significant coefficient compared to other elements, implying that technology users believed that emerging technology would enhance productivity, while no impact was found from discomfort as the users were not doubtful of technology.

A review was performed by (Alzahrani, Al-Karaghoul, & Weerakkody, 2017) on the previous literature from 2000 to 2014 to examine the causes of reliance on e-Government from the residents' point of view. It was found that most studies emphasised on two dimensions of reliance, namely the reliance on technology and the government. However, other dimensions, including the psychological aspect of the residents and risk elements were not taken into account. It was also found that the majority of the research implemented TAM and DOI to examine the causes of reliance on e-Government, which was also identified as technology. Moreover, a conceptual framework was suggested for the elements leading to the reliance on e-Government to fill the literature gap, including the governmental organization elements (previous experience, organisations status), individual features (characteristics of reliance, education, and internet experience), and risk elements (safety and privacy, time and performance risks).

In a study by [26], the UTAUT was combined with dependence on citizens' conduct in the adoption and distribution of e-Government in Greece. It was found that effort and performance prediction, reliance on the government and the internet, and social impact are the elements influencing the user's attempt. As for the e-Government use, it was indicated from the analysis that 'facilitating conditions' was a notable indicator of the e-Government use (Rokhman, 2011). The DOI and PCI theories were used to investigate e-Government adoption among Indonesian residents. In this research, four features were investigated, namely image, relative advantage, image, efficient use, and compatibility on the attempt of using e-Government services. It was indicated from the results that the comparative benefits and compatibility had a notable impact on the attempt to employ e-Government facilities. It was also revealed that efficient use and image were not the ideal determinants of the attempts to employ the e-government facilities, and this finding was in line with the results of several previous studies (Belanger, Carter, & Schaupp, 2005). Furthermore, (Al Hujran, Aloudat, & Altarawneh, 2013) combined the constructs of TAM with new constructs, including reliability, service quality, and residents' satisfaction to develop a model of elements impacting the residents' employment of e-Government facilities in Jordan. It was found that residents' satisfaction, PEOU, PU, and reliability were the notable determinants of usage intention, which constituted 54.6% of the variation of the residents' attempt to using e-Government facilities. It was also demonstrated that the residents' attempt to use e-Government services was primarily impacted by the users' satisfaction. In a study by (Azam, Qiang, & Abdullah, 2013), a combination of the model was created using UTAUT and initial reliance, while the elements proving the adoption of e-Government facilities in Pakistan were outlined. The analysis illustrated that performance prediction, social impact, and initial reliance positively affected the behavioural attempt of using e-Government services. A current study by (Alomari, 2014) examined the effect of word of mouth (WOM), avoidance to development, and favoritism on e-Government adoption in Jordan. This research emphasised that taking the cooperation of the Jordanian population into account was crucial when the elements influencing the e-Government adoption were examined.

Despite the availability of notable literature regarding the elements impacting the residents' adoption of e-Government services in diverse developing and developed nations, few works of research highlighted the adoption of e-Government facilities in Palestine.

It could be concluded that there was insufficient knowledge regarding the elements affecting the residents' adoption of e-Government in Palestine. As a solution, the current research applied a conceptual framework to develop a theoretical comprehension regarding the elements affecting the employment of e-Government facilities among the Palestinian residents.

3. Conceptual Model

In analysing the e-Government adoption, a model was formulated. It was also among the main contributions of this study, which would be applied for the investigation and analysis of the elements with a significant impact on various adoption and degrees of e-Government adoption among the users. Furthermore, the formulation of the model was according to a substantial analysis of the literature regarding the acceptance of technology and the understanding achieved from examining some theories or models. These aspects were normally employed to analyse the use and acceptance to technologies, namely the unified theory of acceptance and use of technology (UTAUT), the diffusion of innovation (DOI), the technology acceptance model (TAM), and the theory of reasoned action (TRA) (Dwivedi, Rana, Jeyaraj, Clement, & Williams, 2019). This research aimed to determine, examine, and perform an analysis of the effect of fundamental elements influencing the adoption rate of e-Government from the residents' belief. As a result, improved comprehension would be developed regarding various elements contributing to the strong effectiveness of the systems.

In this section, a comprehensive review is presented on the models of acquirement of technology, including the relevance of the models in the e-Government context. As per the previous discussion, some theories and models in the literature were formulated to investigate the distribution and acceptance of technologies, which were the primary subjects in the literature about the acquirement

of technology. Some of these theories and models were implemented in the majority of the studies in e-Government literature for the analysis on the application of e-Government either through the initial appearances, the addition of particular constructs, or the combination of the constructs. However, the critical analysis was made on several models implemented to analyse the employment of e-Government in the literature to evaluate the relevance of the models for the research on e-Government use. Notably, this analysis provided solutions to the issues present in this research as the model was developed.

The theory of reasoned action (TRA) is a model, which was properly investigated and shown to effectively elaborate on the intention and actions in diverse domains. It was highlighted by (Lean, Zailani, Ramayah, & Fernando, 2009) that TRA was among the theories investigating the individuals' actions towards the acquirement of computers. Davis also highlighted that TRA was suitable in the investigation of the indicators of computer use conduct, and it was employed as the root for the development of the TAM model, which was also commonly applied to gain comprehension on the users' acceptance of technology (Davis, 1986). Furthermore, the TRA was used in some research with a purpose to develop insights about the adoption and acceptance of systems led by the information and communication technologies (ICT), including the acquirement of online systems (Rehman, Kamal, & Esichaikul, 2016). Nevertheless, the TRA comprised inadequate constructs, which should be addressed to examine and analyse the adoption of complex and major systems, including the e-Government. The constructs, which are not highlighted, refer to the quality of the system, the impact of consciousness, the simplicity of the information system, and the impact of reliance. Despite the important involvement of two constructs in TRA, namely the subjective norms and attitude towards behaviour, they were not adequate for a thorough comprehension of the adoption of the e-Government systems. It was highlighted by (Davis, 1986) that the least comprehension revolves around the subjective norm. Furthermore, it is possible for the subjective norm (SN) construct to indirectly affect behavioural intention (BI) through the perception towards behaviour (A) construct. This impact would lead to challenges in distinguishing the direct impact of SN on BI and the indirect impact of SN on BI through A. For this reason, increased comprehension of the model is important for the adoption of the use and e-Government analysis.

The TAM is a model applied in some research in the literature on the employment and acceptance of the technology. This model was used in several studies to examine the employment of e-Government systems (Al Hujran et al., 2013). In a study by (Benbasat & Barki, 2007), although the adoption and acceptance towards TAM were found to be the most significant in the literature in various areas, such as information systems, business, and management, several factors with a high association with technology adoption and acceptance were omitted. To illustrate, this study did not highlight the impact of social norms proven in the Theory of Reasoned Action (TRA), including the impact of the past adoption of technology, the standard of the quality, and the consciousness regarding the attempt of employing the technology. The perspective towards the use is not a complete mediator of the association between the perceived ease of use (PEU), perceived usefulness (PU), and the attempt of using the technology (Ramayah & Ignatius, 2005). However, the investigation on the external elements, which were identified as the elements impacting PEU and PU, was not thoroughly performed in TAM (Sang, Lee, & Lee, 2009). Additionally, (Al-Shafi & Weerakkody, 2010) emphasised that TAM omitted several crucial variance resources and other essential elements, which could avoid the users from employing the information systems, including time and financial restrictions. Although TAM was upgraded into TAM2 by (Venkatesh & Davis, 2000), which involved a higher number of constructs, including output quality, subjective norms, and image, while omitting other constructs, such as perspective towards technology use (Venkatesh & Davis, 2000), insufficient fundamental constructs and elements were present in TAM2 (e.g., the impact of reliance, consciousness, and regulatory elements) despite their importance in the e-Government employment analysis. It was highlighted by (Shareef, Kumar, Kumar, & Dwivedi, 2011) that the TAM was not capable of identifying the overall foundation of e-Government adoption and use as a result of the inadequate essential elements and constructs with a direct impact on the attempt of using and implementing technology among the users.

The Diffusion of Innovation Theory (DOI) is another notable model employed in several works of research to assess the adoption and distribution of developments. This model was associated with the discussion on the elements representing the degree of the adoption of an innovation. The DOI theory was used in several works of research in the literature regarding the application of information technology and e-Government systems to gain an understanding of the distribution and the attempt of using and accepting the systems. To illustrate, (Lee, Chang, & Berry, 2011) integrated the DOI theory with the TAM model to examine the elements influencing the attempt of the business workers of employing e-learning systems. Furthermore, (Carter & Bélanger, 2005) combined the constructs from DOI theory into their suggested model to gain a comprehension of the elements impacting the citizens' adoption of e-Government innovation. Furthermore, (Sang et al., 2009) combined specific constructs from the DOI theory to formulate a conceptual model to analyse the acceptance of e-Government in the public sector. Notably, the DOI theory was among the various framework with significant benefits to the area of ICT employment. However, the constructs and elements in DOI were insufficient despite their importance in the analysis of the distribution and adoption of new technology, especially e-Government systems and services, including social, cultural, trust, consciousness, and knowledge factors. It was proven in some works of research that several DOI constructs, including complexity, suitability, and relative advantage, are among the most notable constructs in the adoption and distribution of technology (Sang et al., 2009). Meanwhile, the remaining constructs in the DOI, including observability and trialability were not suitable for the investigation on the adoption of new technology, such as e-Government systems (Carter & Bélanger, 2005). Specifically, the observability construct is represented by the degree to which visible outcomes are produced through the innovation, and it could be indirectly combined into the relative advantage construct. Therefore, few constructs in the

DOI were found to be essential in the analysis of the distribution and adoption of ICTs, such as the e-Government system. Overall, this result highlighted the importance of a complete framework.

The Unified Theory of Acceptance and Use of Technology (UTAUT) is among the recent frameworks applied in the literature about technology adoption and use. This framework is also more commonly applied in this area compared to other models and theories. To illustrate, it is involved in the analysis of the use of social media in the communication between the public and the public relation practitioners. Furthermore, (Curtis et al., 2010) aimed to investigate the elements influencing the attempt of using the advanced mobile services, while (Carlsson, Carlsson, Hyvonen, Puhakainen, & Walden, 2006) attempted to perform an analysis and gain an understanding of the application of online banking (Martins, Oliveira, & Popovič, 2014). The UTAUT was used in various studies for the analysis of the adoption of e-Government services and systems (Weerakkody, El-Haddadeh, Al-Sobhi, Shareef, & Dwivedi, 2013). Although UTAUT was widely applied in many researches of various disciplines, the limitations of it were present in the analysis of technology adoption, especially in the e-Government area. However, the UTAUT highlights several highly crucial elements and constructs, including identified service standard and consciousness despite the high possibility of these elements to have a strong impact on the attempt of employing and implementing technology. Furthermore, it did not emphasise on the constructs associated with the elements of reliability, including management, reliance, privacy, and security. The UTAUT also did not emphasise on the influence of culture on the employment of technologies. Although UTAUT took the impact of specific Motivational demographic elements into accounts, including age and gender, the essential demographic elements were not highlighted, such as the user's academic degree and salary, which would possibly affect the adoption rate. It was stated by (Huang, Hood, & Yoo, 2013) that the categorization of elements in the UTAUT became a concern due to the integration of various disparate elements to form a single construct.

According to the previous discussion, the majority of the research in the literature regarding technology adoption, specifically in the e-Government setting, implemented the aforementioned notable models, such as UTAUT, TAM, and DOI. Therefore, limitations were present in the results and the frameworks used in the research, indicating the importance of increasing the comprehensive framework, which is suitable for the research on the adoption of e-Government systems and services. Provided that several constructs incorporated in some technology acceptance models are crucial and in line with the literature, they were included in the recent research model in a more general perspective. Additionally, the model formulated in this study highlighted the essential elements associated with the e-Government context and evaluated the elements from diverse points of view by taking their principles, attempts, and points of view into account.

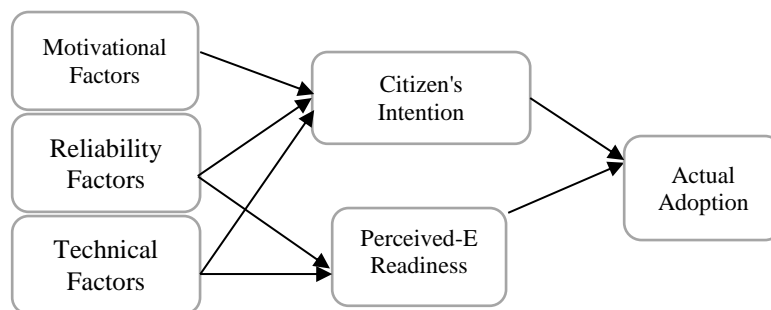


Figure 1: Conceptual model of the research

Figure 1 illustrates the e-Government adoption model. The independent elements positioned on the left part of the model are motivational factors (MF), technical factors (TF) and reliability factors (RF), which indicate the factor groupings.

Personnel factors (PF) is a crucial element in the model. It was indicated from the research that users' gender, academic level, age, salary, income, and computer literacy degree are the elements to be examined when the e-Government adoption is analysed. However, these elements were not considered by the majority of the previous adoption models, including TAM and DOI models, while several models, such as UTAUT, identified these elements as moderators instead of the primary factors. However, it was added by several works of research in the e-Government adoption literature that users' characteristics might be the significant elements influencing the employment of e-Government. To illustrate, it was proposed by (Sciadas, 2002) that older users often had a positive correlation with e-Government as more access was available to technology. However, this phenomenon did not remain in the current years nor represent the phenomenon in Palestine, which was the setting of this research. Overall, this situation indicated the importance of including Motivational factors when the technology implementation was performed in e-Government. The Motivational Factors (MF) in the model of this study consisted of four primary elements, namely users' gender, age, location, and academic level.

Technical Factors (TF) is another crucial element in the model. Technical elements are present in any interactive information system, which should be highlighted to gain the results from the application of the systems. E-Government is among the information systems, in which more emphasis should be placed on the technical aspect due to the high number of users. There is a high possibility

for the implementation degree of these users to be influenced by the technical problems of the systems. In contrast to many other studies in the literature, which emphasised on the technical infrastructure associated with the application of an e-Government system, including the essential implementations and network infrastructure, this research emphasised on the users' points of view and principles regarding the technical elements and their impact on the implementation and preparedness for interaction. These aspects contributed to successful e-Government systems (Alateyah, Crowder, & Wills, 2013). Meanwhile, the technical elements included PS, TQS, and ACC.

The elements associated with dependability were equally important in the employment of interactive systems, including e-Government facilities and systems. However, provided that this essential element was not emphasised in the research in the literature of e-Government employment, it was then suggested in this study as the primary element in the model. These elements comprised two essential components, namely perceived trust (PT) and regulations and policies (RP) factors.

4. Conclusion

The crucial elements impacting the users' attempt of using the system in Palestine were determined in this study, and a model was formed as a remarkable instrument, which facilitated the employment of e-Government in developing nations. The novelty of this study would lead to knowledge representation, while the research suggestions would be important for researchers and decision/policymakers who have the willingness for changes.

It was also believed that this study could be the basis of future research on the residents' employment of e-Government services in Palestine. Therefore, e-Government institutions would be presented with the information associated with the elements affecting the users' employment of e-Government facilities in Palestine. Subsequently, the government would be capable of focusing on every element and make developments. The primary role of researchers is to determine the main aspects, which would assist the policymakers from the e-Government authority in identifying the benefits of e-Government in future actions by the government. This study would also assist future studies in enhancing the implementation of e-Government.

5. Limitations and Future Studies

This research has formulated an integrated model to create a systematic method of understanding the implementation of e-Government services among users. Some notable fields could be investigated in future studies, such as online fields, which are regarded as voluntary contexts (e.g., e-commerce, e-shopping).

Future studies are recommended for the actual application of e-Government services rather than the dependent elements to evaluate e-Government employment (Shih & Venkatesh, 2004). The effectiveness of the findings could be enhanced with the use of an observed variable rather than a construct for an online system measurement.

This study was performed according to some elements formulated from previous literature for the measurement of e-Government facilities in Palestine. However, an analysis of similar topics could be performed in future studies through the expansion of the research model and the incorporation of more elements. To illustrate, the identified risk is among the elements, which could be incorporated in future studies due to its notable impact on online purchase attempt (Featherman & Pavlou, 2003). The factor of compatibility could also be taken into account as the extent to which a transformation is regarded to be in line with the current values, previous experience, and the possible adopters' needs. Additionally, the increasing use of the target technology by the users enhanced the suitability of the technology with the change, which impacted the compound responses via PU and EOU.

The construct of compatibility was also recorded to be crucial as the determinant of residents' attempt to using the e-Government facilities, particularly in developing countries (Hung, Chang, & Yu, 2006). Another essential element to be considered in the future is civic-mindedness, which measurement is crucial in any online system, particularly the e-Government services (Thomas & Streib, 2003). It was added that "this factor can be conducted to foresee whether e-Government users will be similar to those who already use face-to-face services and are more engaged in civic affairs". Furthermore, the element distinguishing between the users with a high possibility for high social engagement, political involvement, and high emphasis on the news media. Overall, the users' engagement with the government was indicated by civic and political participation through traditional methods.

It was believed that these research findings would assist Palestine and other nations with the same features across the primary elements in the e-Government implementation. Accordingly, comparative research could be performed to make a comparison between the results of this research and those from other developing nations, particularly the nations with a similar vision as the Palestinian government. Through similar research in other nations, particularly the nations with similar features with Palestine, a comparison might take place between this study and other studies in terms of results, followed by their affirmation or extension.

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