

# Analyzing the teachers' intention to use E-Transferring portal in school education and literacy department in Pakistan: A Case Study

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**Abstract:** This study attempts to analyze and interpret the intention of newly adopted e-transferring portal in the school education and literacy department of Sindh. The use of wireless based technology is recognized by users to substitute the traditional transferring of employees and it can assist to encounter the administrative corruption and ensure the provision of an easy access to meet the set goal of public servants. The successful use of e-transferring portal in school education and literacy department helps teachers to get transferred except meeting the traditional transferring and administrative hindrances. The Prevailing study investigates the perceptual approach of teachers at secondary and higher secondary level of public schools in the province which follow the behavioral constructs like perceived ease of use, perceived usefulness, Trust in government E-transferring portal, and intention to use the teachers opinion to use e-transferring portal. The data has been collected from 21 schools of secondary and higher secondary level in which 215 participants maintained their feedback via filling the survey items relating to use of e-transferring. All participants were teacher in data collection was carried with use of five point Likert Scale with its five options and data analysis was conducted by means of SPSS version 24 to test the hypothesis of the study. Moreover, this research contains the theoretical approach to encircle the TAM and UTAUT model and findings support the positive association of proposed hypothetical relation of independent factors with the criterion variable and the study also sustained limitation and practical implications.

**Keyword:** E-transferring system, literacy department, Administrative corruption, perceived ease to use

## Introduction

Emerging globalization is recognized as the miracle in the prevailing scientific age where use of Information technology (IT) becomes a productive to a key source for every organization digitalization (Abu-Shanab, et al., 2013). The use of wireless based technology in educational administration can become a chief medium to an speedy dealing the affairs in education department that can not only reduce the paper and manual work but it can also encourage transparency, meritocracy, and effective service delivery. Research in the area of electronic transferring encircled the chief focus to calculate the users' attitude to adopt the online technology in employees transferring purpose in School education and literacy department.

The importance of the study is to meet the pragmatism and empirical analysis of using technology in school education and literacy department. The adoption of Information and Communication Technology (ICT) succeeded an effective service deliver and encountered the delayed administration and the crucial service of e-government is a motivating factor to users and encourages them to adopt the system periodically (Abu Shanab 2014; Abu-Shanab, et al., 2013). In this study inquiry made initiatives to apply the proposed constructs (PEOU, PU, TIG, and ITUET) that would stimulus and impact the decision of users' acceptance of the technology in their online based transferring. Numerous theories discovered and proposed constricts as the determinant intention to use (ITU) signifies the behavioral attitude and perception of an innovative technology use. The PEOU, PU, and TIT constructs deeply influence the criterion variable ITUET (Abu-Shanab, et al., 2013; Ahmad, et al., 2021). Employees' reliability is the source to succeed the technology and ensure its gateway to adopt the innovative system (Ahmed, et al., 2021). If users intention support the newly adopted technology that can become an easy to meet the will and it's satisfactory.

On the basis of early studies, users reliability support their adopting intentional approach and highlight the significance of technological culture in the public administration to process the official activities to ease the employees (Abu Shanab 2014). Trust in technology (TIT) is a substantial to emancipate lengthy administrative process and rampant bribery in public administration in the province. Online based service can assist to become an anti-corruption tool and reduce the administrative flaws and red tapsim (Abu Shanab 2014; Alawneh, et al., 2013). Digital administration can combat administrative corruption whereas corruption in education sector is not a newly born but it has long history in Pakistan whereas miserable educational condition in the rural segment of Sindh remained a political unwell and corrupt administrative system. Adoption of ICT infrastructure in education sector became a powerful agent during the pandemic outbreak in Pakistan it made tireless effort to substitute the tradition learning and administration by means of electronic administrating (E-administrating), electronic transferring (E-transferring), and electronic learning (E-learning) (Albeshir, 2016; Abu Shanab 2014).

Government's official portal give a trouble-free service and solve the issues relating to public relating hug paper work and time investment and provide and effective feedback in an online context (Abu Shanab 2014). E-government services can be carried out by use of ICT in order to develop interaction between user and service provider that allows traveling information easily and giving a trouble free service transmission. The provision online service by portal designed by government contributes an easy accessibility

of public servant to conduct the grievance<sup>4</sup>. In addition use of technology substitutes the traditional and manual work and reduces the physical appearance of employees and appointment of hug staff to administrate the clients and it lessens the physical contact to visit the approved locations of government frequently (Abu Shanab 2014). The employees trust building and job satisfaction always rely on the government's financial and non-financial incentive whereas e-services use in the public sector can motivate employees by timely feedback and administrative transparency. E-transferring upgrades the Government and employees' interaction stimulates and it speeds up education administration in an effective means (Abu Shanab 2014).

### Literature review

Technology becomes a powerful tool to change administration and mode of government operating system (Abu Shanab 2014; Alawneh, et al., 2013). Emergence of internet an immediate interconnectivity became an easy and public institutions changed the way of doing to conduct their affairs which supported government in the delivery of timely better service and encounter mal administrating in the form of red tapsim and corruption which reduce the hampering effectiveness of administration and financial risk (Almuraqab, 2017; Alawneh, et al., 2013). The use of technology can lessen the burden of over staffing and low organizational hierarchy and it also impact the government and citizen relations (Almuraqab, 2017). Transparency and efficiency is integrated with e-government whereas use of IT can be accepted as halt administrative corruption and improve the economic development (Alomari, et al., 2014; Becker, et al., 1995). Information technology is an open government to overcome the burden oriented tradition administration and manual work that always remained the key factor to corruption in employees' recruitment, posting, and transferring. Moreover, employees face the administrative corruption and meet the delayed service in the concerned department in which public official briber deeply impact the employees' quality work and job satisfaction and the prevailing reforms in wireless base mobility of employees complain and request can be helpful to reduce the administration embezzlement at some extent. Culturing technology requires quality education and IT skills to users. Developing communities face the trials in the way to digitalize the public sector due to fragile financial system and less in the literacy rate. It is important to government to make sure due transparency while maintain general portal for employees on the designed website to know their status and all concerned coworkers in order to materialize the due clearness. Online transferring schedule must be Clearfield via proper notification and e-plan service to ensure to send online message to their mobile service in order to update the employee. An effective provision of e-government service can ensure operative communication by means of wireless based technology to public employees (Bertot, et al., 2010). The extant study attempted to highlight users perception particular in school education and literacy department to use electronic transferring portal in Pakistan in which teachers intentional level has been assessed by an empirical means. There are various theories to give numerous factors to investigate behavioral approach of users to accept the technological adoption (Chandio, 2020; Abu-Shanab, et al., 2013). ICT's use sustains a powerful tool to speed up educational administration to carry out set goal (Chandio, 212; Abu Shanab 2014).

### Model Formation

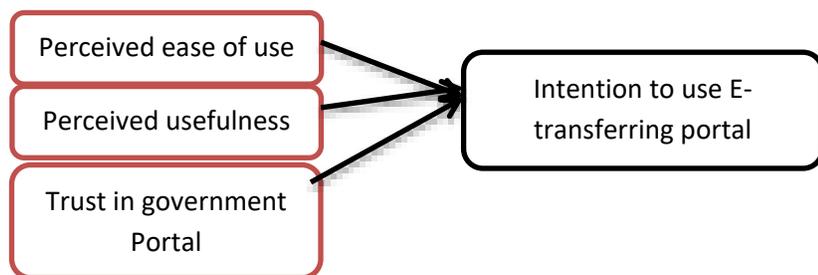


Figure-1: Conceptual framework model

Numerous theoretical models sustain to discover the employees behavioral attitude which were mainly based on the TAM and UTAUT model to interpret the opinion of users regarding the newly adopted technology in the work environment (Chandio, 2021). In the prevailing study encircles the constructs PEOU, PU, TIG, and ITUTP which determine employees intention and satisfactory to use wireless based technology in their transferring process. Besides, there are various scholarly services to be carried out to measure the PEOU, PU, and TIG with ITU (Haastrup, 2009; Davis, 1989). The proposed conceptual framework model was derived from the diverse sources that secures the constructs as PEOU, PU, and ITU from the UTAUT and TAM model of Venkatesh et al. 2003 and Davis, 1989 and whereas the proposed construct like intention to use has been used by research with a light modification of language (Knoetze, and Jantjies, 2019; Jung, et al., 2013). The model like TAM applies the constructs as PEOU and PU which assist to assess the gate way of technology adoption and measure the trust building of employees to adopt the innovative system. Intention to use (ITU) implies to a degree of user perception to use the government e-transferring portal in the future. Intention to use e-transferring portal (ITUET) points toward a designation of mind to anticipate and percept the use of wireless based e-transferring by teaching staff. The proposed construct intention to use refers a purpose and target online users and their intention to use the system in future (Knoetze, and Jantjies, 2019; Abu-Shanab, et al., 2013). In the literature review in the previous studies

support the constructs relating to trust of employees to use online service to discover intention of public servant in order to adopt the E-government services that establishes quality governance and an efficient public administration (Abu Shanab 2014; Abu-Shanab, et al., 2013). This study explores the intention to use e-transferring by the government servants particular in School Education and literacy department. PEOU and PU factors are borrowed from the earlier studies to measure with intention to use electronic transferring and these constructs manipulate independent variable and criterion variable ITU<sup>4</sup>. (Knoetze, and Jantjies, 2019; Pallant, 2013). In the previous studies discover the impact of PEOU on dependent factor ITU<sup>1</sup>. (Hair, et al., 2014; Danziger, et al., 2002). The construct PEOU mentions an effortless use of the technology where teachers perceive the newly launched system as an easy to operate and apply for the transferring via online portal. Moreover, Numerous studies inculcates the factor PEOU to measure it with ITU and highlights it as an unproblematic and easy use of the e-services provided by government to clients (Knoetze, and Jantjies, 2019; Abu-Shanab, et al., 2013). Perceived ease of use (PEOU) is a trouble free use of the system that can enhance the engorgement to users. In addition, it is a perceptual approach of user to perceive the using of e-transferring portal an easy and effortless to operate and carry out the task by digital means.

The majority research carried out to develop the relation of the PU and PEU factors with ITU whereas this study is the unique to use the proposed variables in order to discover teachers perception due to newly adopted e-transferring portal in Sindh (Chandio, 2021)<sup>4</sup>. In this perspective, various hypotheses designed to investigate the intention of e-services users in the public sector in which PEOU and PU manipulate trust building on government provided beneficiary to users (Abu Shanab 2014)<sup>4</sup>. The proposed construct PU denotes the confidence level of employees to use the system and it discovers the degree of satisfactory to perceive the wireless based technology as useful (Abu-Shanab, et al., 2013). It encompasses the parameter and degree of confidence relating to useful of the electronic transferring (E-transferring). PU remained a significant factor in the majority of theories with light change in its name in the way to assess the level of users perception to consider the system useful (Knoetze, and Jantjies, 2019; Abu Shanab 2014; Abu-Shanab, et al., 2013). Reliability of user on the online based software is the dire need to enquire the intention to employees regarding the trust in governments' e-transferring portal. This study sustains the relation of trust in government e-portal to interpret the users' perception to develop trust on the online procedure launched by government in the school education and literacy department. There are numerous studies to apply the trust in internet which substitute the trust in government e-transferring portal to be measured with the intention to use e-transferring portal ( Rafique, et al., 2021; Abu-Shanab, et al., 2013).

### **E-transferring an anti-corruption tool**

Adaptation of e-service of government can be supportive to transparency and assist to combat the administrative corruption (Abu Shanab 2014; Alawneh, et al., 2013). The use of technology changed the way of governing and emergence of digital administration encouraged the better service deliver, effective response and transparency (Becker, et al., 1995). Online service provision via information technology remains the open mobility of information and substitutes the traditional paper work that becomes the major cause of delayed administration and violation of authority and the use of information technology benefits the employees to meet speedy service delivery and feedback<sup>2</sup> Anderson, 2009. Introducing information technology (IT) creates a better environment, quick response from government, and reduce the public officials' intervention that result to strengthen good governance and widen the public participation (Alawneh, et al., 2013; Becker, et al., 1995).

The role of e-transferring can play significant role to encounter the administrative bribery where province is deeply affected with corruption in which e-online provision of services make government and public administration efficient and transparent. E-services as corruption anti-tool fight the administration embezzlement can be enumerated as below.

- Preventive to bribe
- Implementation of transparency
- Easy accessibility to information and government neutral involvement
- Clarified procedure and no lengthy process and traditional paper work
- Impersonalized service delivery via wireless based feedback except third party participation as officers with diverse mode of charge
- Emancipating from the human attitude to temper and violate the work process and ensuring accountability and transparency

A transfer denotes the horizontal mobility of employees within same grade or job and one job to another. It is a change in a job except responsibilities change or remuneration. Electronic transfer (e-transfer) implies a wireless based transfer of employee job locality which occurs in a consequence of job posting. School Education and Literacy Department has successfully launched E-Transfer Portal to benefit teachers get themselves transferred to the schools they opt for, the applicants may login to the e-portal through Signup: <https://ssims.sindheducation.gov.pk> and can activate their account using Personal ID. School Education and Literacy Department (SELD) made a momentous advancement for executing the Education Minister's vision digitalization of Educational services.

### **Sindh E-Transfer Portal Key Objectives**

The key objectives of E-transfer portal can be summed up as below.

- It can assist to put an end to a delayed administration, bureaucratic aggrandizement, favoritism, nepotism, and human interference.
- E-portal can provide teachers with a transparent, easy to use and merit-based transfer mechanism.

- E-transferring portal can useful to ensure availability of teachers in the schools where they are required.
- Control accumulation of teachers in specific Schools/areas.

The adoption of e-transferring portal in the public administration can assist in future as to substitute the Manual Appointment, Promotion and Transfer. Sindh Government has launched an effective camping in the form of an e-portal policy system known as Sindh Schools Information & Management System (SSIMS). It remains an appreciative step of the provincial Education Minister Saeed Ghani to inaugurate the SSIMS that can be useful to end troubles of educators relating to employees multiple times visits for their deputations and transfers. Moreover

**Research Question**

Based on the nature of existing study and development proposed model, and literature review prevailing research statement framed and research questions to be answered in order to match and discover the empirical investigation.

RQ1. What type of your vision for supporting the use of e-transferring portal in school education and literacy department education that is based on wireless based infrastructure?

RQ2. How you notice like an E-Transfer portal user in transferring Employees School Education and Literacy Department (SELD) to perceive the system easy and useful to users.

**Hypothesis development**

H1: There is a significant positive relationship between perceived ease of use (PEOU) and intention to use e-transferring portal (ITUETP).

H2: There is a significant positive relationship between perceived usefulness (PU) and intention to use e-transferring portal (ITUETP).

H3: There is a significant positive relationship between trust in government e-portal (TIGEP) and intention to use e-transferring portal (ITUETP).

**Data collection and Research Methodology**

Data collection process and research methodology inculcated in the study to be enlisted as below.

- It contains the cross-sectional based study and quantitative Methodology. Moreover, survey questionnaires were adjusted to gather the respondents feedback in which five point likert scale with its five options were used. In this way, random sampling integrated to study in order to collect the response of participant.
- Researcher personally participated to maintain the data collection process and derived the assistance from colleagues to gather 215 respondents feedback whereas data gathering has been carried out into two districts (Kambar Shahdadkot, Jacobabad, and Dadu) in which teaching and no teaching participated to discover their intention to use the electronic transferring via government launched digital portal and the whole data collection process has carried out six months.
- Employees in school education and literacy department used wireless based information technology to sustain online transferring that can be perceived an easy, useful, and cooperative administration to users.

**Result and Discussion**

Extant study follows the quantitative methodology and survey oriented research. Data gathered from the teaching and non-teaching staff in the school education and literacy department. In this enquiry proposed variables like perceived usefulness (PU), perceived ease of use (PEOU), Trust in government’s e-transferring portal (TIGETP), develop positive significant relation with and intention to use E-transferring portal (ITUETP). For the data collection, Five point likert scale was used in which five options as strongly agree (SA), Agree (A), Neutral (N), Disagree (D), and strongly disagree (SD) were applied. Moreover, hypothetical validation was materialized by correlation and regression analysis. In a demographic characteristics, respondents of male gender (N=198) 92.09%, and participants of female side (N=17) 7.9% ensured their response. The majority of respondents remained within the age of 25 to 45 that inculcates the (N=191) 88.8% and the participants with 45 to 55 age were (N=24) 11.1% years. In a scenario of job experience, respondents with 1 to 10 years (N=113) 52.5% and respondents with 10 to 20 years remained (N=102) 47.4% job experience. In addition, all respondents (N=193) 89.7% were with qualification of graduation or equivalent to master with bachelor in education (B.ed), and remaining participants (N=22) 10.2% mentioned their qualification with Master of philosophy (Mphil) with bachelor in education (B.ed).

Variables	Description	Frequency	Percentage
Gender	Male	198	92.0%
	Female	17	7.9%
Age	25-45	191	88.8%
	45-55	24	11.1%
Job Experience	1 to 10 years	113	52.5%
	10 to 20 years	102	47.4%
Education	Master/Bachelor with B.ed	22	10.2%
	M.Phil/ P.hd with B.ed	85	29.7%

Table 1. Demographic characteristics

The propose items table contains the twelve survey questionnaires that inculcate the mean and standard deviation. Each factor encircles the three research item in which theses proposed variables meet the diverse measure of high reliability. In this study, reliability results vary from (0.723) to (0.832) for the constructs and the score relating to Cronbach’s alpha remained excellent internal consistency for PEOU (0.754), and PU (0.812). In addition, the reliability with Cronbach’s values of trust in government e-transferring portal encompasses with (0.723).

Proposed Items	Mean	SD
Q1: Making intention to use the E-transferring portal is a purposeful tool in my service and job (ITUETP).	3.682	.9533
Q2: I expect to use of E-transferring portal (ITUETP).	3.786	.83410
Q3: I envisage a plan to launch and appreciate the use of E-transferring portal (ITUETP).	3.7221	.83532
Q4: Using E-transferring portal is easy to me to meet transparency and secure administrative delay (PEOU).	3.6252	.83540
Q5: The use of E-transferring portal is the trouble-free for to achieve my transferring (PEOU)	3.7310	.74243
Q6: It would easy for my transferring during my on job service via E-transferring portal acceptance (PEOU)	3.7563	.74323
Q7: E-transferring portal can be helpful for to carry out my transferring online means and evaluate the status which can also become an speedy administrating (PU)	3.8453	.76323
Q8: E-transferring portal provides me easiness to employees to secure from administrative corruption and Nepotism (PU).	3.7542	.75421
Q9: Using E-transferring portal can assist to produce my transferring via transparency means and eliminate hindrance of traditional lengthy process of transferring (PU).	3.76431	.75443
Q10: I trust in government e-transferring portal to maintain transparency, meritocracy, and timely access (TIGETP)	3.7324	.74231
Q11: I believe and have trust on internet based transferring and use of government envisaged portal (TIGETP).	4.4343	2.6451
Q12: it is trouble free and easy to trust on E-government system and positive attitude to the security of internet (TIGETP).	3.7255	.76302

**Table 2. Survey items (Mean and Standard deviations)**

Linearity in data was tested by the Pearson’s correlations whereas correlation based on significant rely between two levels as  $p=0.01$  and  $p=0.05$ . According to Pallant, (2013) Pearson correlation coefficient (r) measures or values incorporates from  $-1$  to  $+1$  (Shaikh, et al., 2016). The strength of relation is determined based on the absolute value and negative or positive correlation can be presented by the positioned sign at the value’s front. In addition, Field, (2013) viewed to significant ingredient of the preliminary analysis to be acquainted with the level of correlation in data and to comprehend as long as there is any withdrawal from the linearity which might have an effect on the correlations. The significant correlation assists to meet the relationship of the proposed determinants and envisaged statistics can support to measure the degree of the relationship of the two construct to each other. In this scenario, it is being preferred in the prevailing study to carry out and find the relationship of the independent factors with the criterion variable via the pearson correlation. In the extant results of the study show a significant relation at the 0.1 level that highlight the factors to support the conceptual frame model and all factors remained significant with the criterion variable.

	ITUETP	PEOU	PU	TIGETP
ITUETP	1			
PEOU	.575	1		
PU	.512	.507	1	
TIGETP	.531	.491	.474	1

\*\* . Correlation is significant at the 0.01 level (2-tailed).

**Note: ITUETP = intention to use E-transferring portal, PU = perceived usefulness, PEOU = perceived ease of use, TIGEP = trust in Government E-transferring portal**

The correlation of all proposed variables remained between (.474 to .575) in which correlation of PEOU (.575), PU (.512 .507), and TIGETP (.491 .474) confirmed. The highest relation persisted in the variable (.575) whereas the lowest correlation sustained (.491 .474). Multiple regression shows the impact independent factor to dependent factor and test the hypothesis and it used to predict the value of two or more variables. Regression analysis is a statistical technique explores the interrelationship of independent factor to dependent variable and it utilized to examine the association between one dependent construct with few predictors (Venkatesh, et al., 2003). In statistical modeling, a process of a statistical set is to estimate the relationships of an independent and dependent.

Coefficients<sup>a</sup>

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.799	.297		-2.677	.008
	PEOU	.370	.071	.283	4.670	.000
	PU	.354	.081	.255	4.326	.000
	TIGETP	.267	.075	.198	3.315	.001
a. Dependent Variable: ITU						

**Table 4 Regression Analysis**

On the ground of multiple regression analysis, tests of the research hypotheses were carried out on the basis of standardized estimate and value for data analysis, in which research brought SPSS 24.0 into use as Windows software to launch the functional mechanism of the model in order to examine the hypotheses. Using path estimates and four hypotheses were mobilized to be examined in the prevailing study. The key purpose of this existing research is to predict the contributory associations between criteria construct (ITUETP) and independent constructs (PEOU, PU, and TGITP). The findings highlighted that PU, PEOU, and TGETP, possess the significant and positive impact to the dependent variable ITUETP. In this research 215 respondents sustained their feedback that aided to meet the empirical study. The majority students supported the adoption of E-transferring by teachers and this study pursues the cross section which is recommended to apply the longitudinal study in order to reinterpret the users intention due to dynamic nature human behavior. The extant study highlights that all proposed variables supported and recommended researcher to expand the limitation and range of research at Pakistan level in order to drive out the technology users intention to use online transferring of employees. Moreover, employees of other departments must be added to coming investigation of the electronic transferring in the various departments sector thus at large scope study must be broadened. The current study encompasses the cross sectional study and quantitative research methodology. Structural instrument and survey questionnaires used like adopted by earlier researcher Research find out the impact of the digital transferring and data collection was gathered from the teachers to use wireless technology in their way to materialize the transferring in school Education and literacy department. The demographic section contained gender, education, age and user job experience and incorporate the 12 survey items that assist to measure the proposed variables and these questionnaires (items) written in English language and survey Questionnaires encircle with means and standard Deviation. The data collection was secured from the public sector schools at secondary level of District Dadu, Kamabar Shahdadkot, and Jacobabad. It has been focused to notice intention of teachers to use technology in their transferring process to substitute the traditional transferring. In this perspective, 215 questionnaires were distributed among students and teachers in which 91 (42.3%) teachers in the district Dadu whereas 124 (57.6%) teachers in Kamabr Shahdadkot, and Jacobabad participated. The criteria of Krejcieand Morgan (1970) have been applied in the way of population sampling and data analysis and hypotheses tests were carried out through regressions and correlations. The concerning study relating to trust in electronic services (e-services) adoption and investigation of the intentional approach of employees in the public sector which can assist to know the major issues in the way to adopt the new technology. Although an exceptional endeavor has been carried out to widen the government' electronic services in Pakistan, the innovation revealed with a deficiency of current theoretical comment. Moreover, this section seeks the empirical findings to revise the proposed model of the existing study based on the constructs.

## Conclusion

The use of technology in the administration transfers the traditional administrating system. This study is confined to measure the intentional approach of employees relating to E-transferring portal use. The user s' outcomes is based on the employees perception regarding their digital based transferring and it is materialized via information communication technologies (ICT) and the internet. The use of wireless of technology in public administration is a revolutionary scenario in the third world countries. In this perspective, introducing E-transferring portal in the school education and literacy department assisted teachers in their way to carry out the transferring process via an online means. Adoption of digital technology remained an speedy process to administrate the transferring affairs of employees in literacy department and it is perceived an effective mechanism to encounter delayed administration, nepotism, and administrative corruption. The flaws and fluctuations in the education setup and poor investment on the information technology impact on the propagation and disseminating technology use of public administration in Pakistan. In Pakistan technology users in education sector require deep keen interest and acquisition of IT short courses in each discipline as compulsory can support to meet the situational requirement to boost up information technology literacy and encourage the use of Information technology to create E-administration in each department.

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