

E-GOVERNMENT ADOPTION IN DEVELOPING COUNTRIES: TRENDS IN THE USE OF MODELS

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Received: 20 October 2010

Revised: 25 January 2011

Accepted: 1 June 2011

Abstract

Like the evaluation of all other information systems initiatives, the evaluation of e-government in both theory and practice has proven to be important and complex. The importance of e-government evaluation is due to the enormous investment put in by governments for delivering e-government services and to the considerable pace of growth in the field of e-government. However, despite the importance of the evaluation of e-government services, the literature shows that e-government evaluation is still an immature area in terms of development and management. The main aim of this article is to explore various theories and models which have been used in the developing countries context to evaluate e-government adoption. Developing countries suffer from poor citizen utilization of e-government initiatives. An assessment of various theories and models for e-government adoption in developing countries may positively contribute to enhancing government understanding of the factors that influence citizen utilization of e-government systems. Moreover, the understanding of these models can be used as means for providing valuable feedback for the planning of future e-government initiatives in the developing countries.

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