User acceptance of the e-Government services in Malaysia: SEM approach

Abstract

This paper identifies the factors that determine users' acceptance of e-Government services and its causal relationships using a theoretical model based on the Technology Acceptance Model. Data relating to the constructs were collected from 200 respondents in Malaysia and subjected to Structural Equation Modeling analysis. The proposed model fits the data well. Results indicate that the important determinants of user acceptance of the e-Government services are perceived usefulness, ease of use, compatibility, interpersonal influence, external influence, self efficacy, facilitating conditions, attitude, subjective norms, perceived behavioral control, and intention to use e-Government services/system. Finally, implications and recommendations of these finding are discussed.