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E-GOVERNMENT SYSTEM FRAMEWORK SUCCESSFUL FACTORS

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ABSTRACT

Each government is looking to provide the best services to establish efficiency and quality of performance. This goal could be accomplished by improving the service performance of entire sectors in society. The government of Syria has realized the importance of moving in the direction of information technology. Therefore, E-government initiatives were launched in Syria as part of the country's overall information technology in the 20th century. Each government sector has since upgraded service performance by having its own websites and E-services application. However, there exist gaps and loose connections among the sectors, which has accordingly tarnished the image of Syrian E-government. This has led to significant questions about the requirement of modification and enhancement of such service. Hence, the purpose of this research is to investiga te and explore the factors that drive the E-government implementation and affect the government performance as well as the government-citizen relationship in Syria. **Keywords:** *E-government, Government-Citizen, Syrian E-government.*

1. INTRODUCTION

Generally, the term E-government has been described differently according to the perspectives of the scholar. For instance, the term has been defined from the perspectives of the government [1], service style [2], citizen [3] and business [4], while other definitions consider information technology (IT) [5, 6]. Moreover, due to the very fast innovations and inventions especially in the IT and ICT technologies, variations have appeared between old and new models and classifications in terms of conducted models, types, classifications, technology and behavior along with the definition. These variations exist due to many aspects; examples are different scholars' backgrounds, majors, points of view, fast technology innovations and the different culture of different regions and countries. There is, therefore, a need to explore the concept further in order to obtain a better understanding of E-government and to be able to have a balanced view of the concepts all under one system.

Numerous studies have been conducted and have emphasized the G2C category which specifically addressed the acceptance of citizens towards E-government and how to enhance this acceptance as much as possible [7, 8, 9]. Meanwhile other scholars like [10, 4, 11] investigated the acceptance of technology from citizen's point of view. This illustrates the importance and the rise of interest from scholars towards citizens and their contribution to E-government processes and projects.

E-government services are taking a key place in the infrastructure in developing countries such as Syria [12]. [13] Arguing that online governance is used and counted in many policy initiatives as an effective system development technique.

However, the pace of change in developed countries is lagging behind [12, 14] in Europe. This uncertainty is attributed to several factors, such as corruption, poor financial preparation, lack of good governance, lack of information and technical availableness, inadequate investments, and the most significant is the lack of trust in a publicgovernment relation. [15, 16].

There are many factors that prevent citizens from accepting the new style of service especially in the social, behavioural perspective such as social norms, core faith and attitudes that determine the 31st January 2021. Vol.99. No 2 © 2021 Little Lion Scientific

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way people act. However, the social factors that seem to be the primary	behavioural as service with influence on methodologies.	paperless and environment-friendly In addition to these definitions,

factors that seem to be the primary influence on citizen acceptance were not included in those studies [17, 15, 16, 18, 19].

[3] discussed many factors which affect citizen acceptance of the new technology like attitude, social control and trust. However, illustrating the citizen acceptance from the aspect of technology was not thoroughly discussed especially in areas like citizen-centricity, facilitating conditions, effort expectancy and performance expectancy. Therefore, it is crucial to study the citizen acceptance issue from the side of technology as well as from the social behavioural side.

[14] illustrated that majority of citizens and businesses in different countries which are using Egovernment still have to deal with multiple different public organizations. Therefore, these organizations need to collaborate with each other, and it is no longer possible to operate in isolation. Moreover, governments should ensure continuity among different central government units and agencies to work together and complement each other in a consolidated system [20].

Another issue in the current E-government situation in Syria is observed in an empirical study conducted by [12]. This was about the knowledge of services and benefits that government is providing using ICT (E-government) and the results show that only a few of those sampled had this knowledge. This indicates that there is a considerable gap between marketing and delivery of services.

2. ELECTRONIC GOVERNMENT (E-GOV)

This can be described as a set of government processes and support mechanisms for government and the engagement mechanism that allows citizens to access services offered and enables citizens to communicate with and unlock them [21]. The remarkable level of ICT development and the productivity of firms have had a profound effect on the everyday life and engagement between individuals, corporations and businesses. Yet technology is not a safe idea because it can communicate with and adapt to the demands of consumers because it decreases expense and improves performance. [22].

Many definitions of E-government have been illustrated and furnished by scholars helping to provide the best definition. Some of them defined it as the service supplied by the government to citizens using the internet, while others identify it as service with paperless and environment-friendly methodologies. In addition to these definitions, some scholars have defined it as the easiest and fastest service ever using technologies. These definitions are all correct since they define Egovernment from a different perspectives and angles. Due to the complications of E-government, it gives different researchers different focus and view of the project [12].

[23] attributed this issue to the complexities in the public sector E-government confusion and multiple interpretations. Therefore, [24] concluded that no definition enjoys broad acceptance. Some researchers such as [1, 2] gave a definition based on the government style of service while others such as [5, 6, 25] might take the IT and communication methodology as the core of the definition. Another scholar could take the interaction between authority and society as the main point of the definition.

3. INFORMATION AND COMMUNICATION TECHNOLOGY (ICT)

Information and Communication Technology offers countries a new approach to creating transparency and promoting anti-corruption. Many nations with transparency laws have directly tied the implementation of these laws to the implementation of ICT-based initiatives, often through E-government [26, 27].

Information and Communication Technology has brought about revolutionary changes in the way people work, communicate, learn, spend time, and interact. ICT has also profoundly transformed businesses and government practices. The impacts of the ICT revolution are now palpable in all countries, and are projected to be economically and socially revolutionary in the coming years as technology penetrates and fosters fundamental change in all sectors and dimensions of life [12, 27].

The spread of ICT in developing countries has been even more remarkable. The penetration of internet and mobile phone went from nil in the early 1990s to impressively high rates even in the poorest and most isolated nations. The spread of ICT into all corners of the world has had a profound effect on economic development, particularly in areas where communication, access to information, learning, research, and innovation play a key role in driving success. The investment in ICT, therefore, 31st January 2021. Vol.99. No 2 © 2021 Little Lion Scientific

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has had measureable	effects on economic growth	government systems to	oward Government Operation

The success of ICT-enabled initiatives as anticorruption strategy will depend on issues of implementation, education, and culture, among others. The success will also depend on the acceptance of ICTs among citizens. Though governments have strong preferences for delivering services via the Internet (or other technologies) as a means of boosting cost efficiency, citizens in many places still show strong preferences for in person or phone-based interactions with government representatives when they have questions or are seeking services. However, individuals with higher levels of education are typically more open to using online interactions with the government [27, 28, 29, 30].

4. METHODOLOGY

for all nations [12, 27].

The research methodology for this study presents a systematic and organized procedure that enables the investigation of the relationship between the different variables attached, namely Egovernment, Government Operation Excellence (GOE), satisfaction intention to use, and behavioural intention to use.

The main aim of this research is to study investigate the moderating effects of and Satisfaction Services acceptance and behavioral acceptance on the relationship between Egovernment and Government Operation Excellence.

5. CONCEPTUAL FRAMEWORK

The review of information system relevant literature indicates that the acceptance of information systems, especially E- government systems are influenced by three factors, namely: (1) individual factors (Citizen-Centricity), (2) system factors (Performance Expectancy, Effort Expectancy, and System Flexibility) and (3) environmental factors (Facilitating Conditions) [31, 32, 33, 34, 35, 36]. Furthermore, two factors which are Behavioural Intention [37, 38, 39, 40] and User satisfaction services [41, 42, 43, 44] intention to use moderates the relationship between an Egovernment system and Government Operation Excellence.

In this study, the researcher adapted Unified Theory of Acceptance and Use of Technology (UTAUT) as the primary framework of choice in order to investigate the key success factors and the utilization and acceptance of E-

Excellence by Syrian users.

Developed primarily by Venkatesh [45] UTAUT is made up of core constructs from 8 models of technology acceptance. Venkatesh found the model to be particularly effective given that it was able to successfully explain up to 70% of cases as far as intentions and use of information systems were concerned. Additionally, the model's design is based on the data collected from organizations' environment. Due to the above reasons, the researcher believes that UTAUT is more suitable to large institutions such as government organizations compared to other models of technology acceptance [45, 31, 46, 47].

5.1 Behavioural Intention (BI)

Behavioral intention to use: Citizens get motivated to use a certain system or application if it was used or marketed by social groups, friends or family or any matter that touches the person's behavior or feeling [48]. This construct was applied to this research to suggest that Syrian citizens intend to use the E-government system.

5.2 User Satisfaction Services

Many researchers have recognized user satisfaction as a critical determinant of the success of IS. In their work DeLone and McLean [49] proposed that higher levels of individual satisfaction with using IS will lead to higher levels of intention to use, which will subsequently affect the use of the system. The DeLone and McLean Model stated that 3 perspectives mainly contributed to a successful e-business. These are the quality side of the model including information, system and service quality along with the most important category in business which is the users' and customers' satisfaction [50].

5.3 Performance Expectancy (PE)

A number of authors including [50, 45] outline Performance Expectancy (PE) as an individual's expectations of improvement, when using a specific system which could enhance their work performance. A host of literature suggests that performance expectancy is a key variable in predicting user intention in information and communication technology contexts [51, 52, 53, 45].

Adapting this construct (performance expectancy) to E-government system suggests that Syrian citizens think that using E-government

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system	will	enhance	their	learning	and	5.7 Facilitating Conditions (FC))

consequently will be reflected on their efficiency.

5.4 Effort Expectancy (EE)

Effort expectancy, as described by both [44, 49], is the level of ease felt by individuals when using information systems. Several studies have demonstrated that effort expectancy has a powerful effect on behavioural intention, which translates to the intent to then use E-government technology [54, 52, 35]. In that sense, then, effort expectancy theory suggests that individuals, or citizens, in this case, will usually accept a system if they feel that said system is easy to use.

5.5 System Flexibility (SF)

System flexibility within the context of Egovernment refers to the level of freedom that users feel E-government permits them, in terms of time and place [55]. The flexibility of E-government will provide an opportunity to Syrian citizens to get a degree without any spatial and time constraints. Many studies have indicated that flexibility of information system is one of the major factors in determining E-government systems' success and acceptance rate [55]. Moreover, [41] explored the influenced differing variables which user satisfaction regarding web system and concluded that, in most cases, perceived flexibility is vital regarding user satisfaction. [42] conducted a study to examine user satisfaction within the Egovernment environment, and also came to conclusions that echo the study performed by [55].

5.6 Citizens-Centricity (CC)

[16] Clarified that in the absence of a good government-citizens relationship citizens may become more suspicious about the service system presented by the government. Existing research on E-government citizen-centric service delivery, especially in developing countries suggests a facing lack of explanatory power for reasons like misunderstanding the relationship between the ICT implementation and social structures. Having a citizen-centric E-government approach would reduce the huge gap between applied strategies and government policies on one side and citizens' perceptions on the other hand. Thus, determinants of citizen-centric delivery of E-government services in developing countries would allow for better understanding of the citizens' needs, desires, requirements and priorities that must be taken into consideration by governments to ensure the success of services [56].

Facilitating conditions, as defined by Venkatesh [45] are the factors which lead users to believe that the technical and organizational infrastructure of their country support Egovernment system. In that respect, facilitating conditions can result in the rejection of information technology systems due to lack of faith in the respective organization systems themselves [45].

This construct is derived from three prior constructs already mentioned by [57] i.e. (a) perceived behavior control in the theory of planned behavior (TPB), (b) facilitating conditions within the model of PC utilization (MPCU), and (c) compatibility in the diffusion of innovation theory (DIT). The implementation environment factor includes the technical and electronic infrastructure (for instance capacity and availability) and institute characteristics [58, 35]. In this study, the implementation environment factor was tested by one variable i.e. facilitating conditions.

5.8 Assurance

[58] defined assurance as "the knowledge and courtesy of employees and their ability to convey trust and confidence". Security and privacy factors represent the security and protection level of a citizen's personal information provided by Egovernment services. Since the assurance dimension on the SERVQUAL scale refers to the security sensation and security trust that employees provide to citizens [60], the dimensions of privacy and security probably replace the assurance dimension in an online environment and in eservices [61]. One of the main obstacles to be considered in online environment development is lack of confidence which is basically stimulated by the deficiency of security and privacy assurance [62].

5.9 Tangibles

[63] defined tangibles as "functional appeal and web interface appearance of the Egovernment website". Tangibles could be attributed to the fact that customers are aware of the different financial constraints that are typical in different contexts. Hence, they attach more importance to other aspects of service delivery Thus, most services are intangible [63, 64, 59] because they are counted as performances rather than as tangible objects. Indeed, precise specifications concerning manufacturing quality can rarely be set. [65] Explained that most services cannot be counted, measured, inventoried, tested or verified in advance of sale to assure quality [59], but the firms may find



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it difficult to understand how consu	imers perceive 6.	RESEARCH	HYPOTHESES

their services and evaluate service quality.

5.10 Reliability

[66] defined reliability as "ability to perform the promised service dependably and accurately". Basically, it governs the degree to which the functionalities offered deliver on promised outcomes in order to ensure that the execution sequence and performance of these delivered service functionalities will not fluctuate [63]. From citizen to citizen, according to [60], reliability is considered as one of the most important dimensions in the SERVOUAL instrument. This finding is a concept indorsed by other scholars [67, 68, 69].

5.11 Responsiveness

[70] defined responsiveness as "the willingness to help customers and provide prompt service". Online users and, specifically in this case, citizens, expect the organization and governmental agencies to respond to their inquiries without delay [71, 69]. Hence, immediate and fast response will assist E-government users in making decisions faster, answering their questions and resolving problems. [72] discovered, through a study, that there is a correlation between the responsiveness dimension and customers' satisfactions.

5.12 Empathy

[70] Defined empathy as "caring about customers sincerely, knowing the customer's demands, and making the service have human interest". Its dimension on the SEVQUAL scale is concerned with presenting and providing care and giving individual attention to customers [60]. In the online environment, the empathy dimension could be named as personalization since there is no face to face interaction or direct human interaction between the customers and employees [70, 71, 72, 73].



Figure 1: Research Conceptual Framework

This section provides the propositions based on the relationships between the E-Gov system factors and the GOE factors mediation by Satisfaction Services and behavioural intention to use

The focus of this study is to examine the effect of E-government on GOE.

The main objective of this study is to the relationship between different identify intentions to use, either Satisfaction or behavioural factors, in the relationship between E-government factors and GOE either as moderators or mediating variables. As mentioned earlier, the variables used in this study are: (1) E-government factors (Facilitating Conditions, Effort Expectancy, Citizen-Centricity and Performance Expectancy); (2) Satisfaction Services (SS); (3) Behavioural Intention (BI) and (4) GOE factors which are under SERVQUAL. A summary of hypotheses statements is given below:

H1: There is a significant relationship between an E-government system and Government Operation Excellence.

H2: There is a significant relationship between E-government factors and different Egovernment.

H3: User Satisfaction Services moderates the relationship between an E-government system and Government Operation Excellence.

H4: Behavioural Intention to Use moderates the relationship between an E-government system and Government Operation Excellence.

H5a: Performance expectancy will have a positive influence on behavioral intentions to use Egovernment services.

H5b: Performance expectancy will have a positive influence on Satisfaction Services to use Egovernment services.

H6a: Effort expectancy will have a positive influence on behavioral intentions to use Egovernment services.

H6b: Effort expectancy will have a positive influence on Satisfaction Services to use Egovernment services.

H7a: Citizens-Centricity will have a positive influence on behavioral intentions to use Egovernment services.

H7b: Citizens-Centricity will have a positive influence on Satisfaction Services to use Egovernment services.

H8a: System Flexibility will have a positive influence on behavioral intentions to use Egovernment services.

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ISSN: 1992-8645ISSN: 1992-8645WwwH8b: System Flexibility will have a positiveinfluence on Satisfaction Services to use E-government services.H9a: Facilitating conditions will have a positiveinfluence on behavioral intentions to use E-government services.H9b: Facilitating conditions will have a positiveinfluence on Satisfaction Services to use E-government services.H10a: Satisfaction Services will have a positiveinfluence on Tangibles to use E-governmentservices.H10b: Behavioral intentions will have a positiveinfluence on Tangibles to use E-governmentservices.H11a: Satisfaction Services will have a positiveinfluence on Reliability to use E-government	jatit.org 7. DAT was made namely: Services (RES), F (REL), 7 Behaviora Effort I Expectanc loadings factor loa 0.5. As loadings from 0.50 the mode	A ANALYSI The measureme e up of 57 iter Citizen-Cent (SS), Empat Facilitating C Fangibles (T al Intention (E Expectancy cy (PE). The results of of the mode adding of all it a result, the for all items of to 0.877. Ta l and the reca	E-ISSN: 1817-3195 S AND FINDING nent framework in this study ins to measure 12 constructs, ricity (CC), Satisfaction hy (EMP), Responsiveness onditions (FC), Reliability AN), Assurance (ASSU), BI), System Flexibility (SF), (EE) and Performance Cassessing the standardized d's items showed that the tems was above the cut-off e first standardized factor were more than 0.5, ranged able 1. shows the items from alculated factor loadings for
services. H11b: Behavioral intentions will have a positive influence on Reliability to use E-government	the remain	nder items. <i>Table 1. F</i>	Cactor Loadings
H12a: Satisfaction Services will have a positive	Constru	Item	Factor Loading
influence on Responsiveness to use E-government	ct	CC1	.718
H12b: Behavioral Intentions will have a positive	CC	CC2	.736
influence on Responsiveness to use E-government		CC3	.727
services.		SS1	.694
influence on Assurance to use E-government		SS2	.687
services.		SS3	.740
H13b: Behavioral Intentions will have a positive	SS	SS4	.769
influence on Assurance to use E-government		SS5	.733
H14a: Satisfaction Services will have a positive		SS6	.700
influence on Empathy to use E-government		SS7	.696
services.		EMP1	.795
H14b: Behavioral intentions will have a positive influence on Empathy to use E government		EMP2	.715
services.	EMP	EMP3	.671
H15: Satisfaction Services and Behavioral		EMP4	.688
Intentions will have a positive relationship with the		EMP5	.668
intent to use E-government system.		RES1	.650
E-Government Government Operation System Excellence		RES2	.858
Performance	RES	RES3	.798
Expectancy H5a Behavioural H10b Languer		RES4	.713
Effort Expectancy H7a H12b Reliability		FC1	.728
Citizens- Centricity H9- H9- H15-H1 H15-H1 H16 H15-H1 H16 H15-H1 H16 H16 H16 H16 H16 H16 H16 H16 H16 H		FC2	.786
System Systems H7b H12a Assurance	FC	FC3	.805
Hisb Satisfaction H13a		FC4	.620
Conditions Empathy		FC5	.671
Figure2: Research Hypothesis Framework	DEI	REL1	.800
G	KEL		0.17

.847

REL2

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	REL3	.851		Reliability	Average	Composite	
,	REL4	.785		Courtersh	Variance	Reliability	
	TAN1	.655		Alpha	Extracted (AVE) ^a	(CR) ⁶	
	TAN2	.791		I	()		
TAN	TAN3	.803	CC	0.795	0.567	0.797	
	TAN4	.835	SS	0.887	0.532	0.872	
	ASSU1	.592	EMP	0.843	0.531	0.819	
ACCU	ASSU2	.780					
A550	ASSU3	.818	RES	0.856	0.599	0.857	
	ASSU4	.690	FC	0.854	0.576	0.844	
	BI1	.506					
	BI2	.574	REL	0.896	0.684	0.896	
BI	BI3	.794	TAN	0.858	0.632	0.872	
1	BI4	.676		0.020	0.052	0.072	
1	BI5	.612	ASSU	0.809	0.597	0.815	
	SF1	.667	BI	0.862	0.557	0.863	
GE	SF2	.796					
SF	SF3	.813	EE SF	0.862	0.611	0.863	
	SF4	.729		0.914	0.641	0.915	
	EE1	.783					
	EE2	.809	PE	0.892	0.577	0.891	
	EE3	.669	Th	e number of d	eleted items	(4 deleted	
EE	EE4	.794	items) is not relatively high compared to the total				
	EE5	.838	items in th	e constructs (5	3 items). F	urthermore,	
1	EE6 .813		- their removal does not significantly change the				
	PE1	.687	A shown in Table 2, the nom-initialized		ceptualized.		
	PE2	.736	As snown in Table 2, the remaining indicators have				
	PE3	.639	indication that there indicate a here indicate a line indicate				
PE	PE4	.763	indicating that these indicators have preserved th				
	PE5	.876	meaning of	the factors.			
	PE6	.767		Table 2 also shows that the AVE, which			

7.1 Reliability and Convergent Validity

Once the uni-dimensionality of the constructs was achieved, each of the constructs was assessed for their reliability and validity. Reliability is assessed using Cronbach's alpha, construct reliability (CR) and average variance extracted (AVE) including convergent and discriminant. Table 2 represents the result of Cronbach alpha and convergent validity for the modified measurement model with 53 remainder items.

Table 2. Results of Cronbach Alpha and Convergent Validity For Remainder 53 Items

Construct	Internal	Convergent validity
-----------	----------	---------------------

y change the onceptualized. ndicators have .863 to 0.915 preserved the e AVE, which reflects the overall amount of variance in the indicators accounted for by the latent construct, is above the cut-off 0.5 for all constructs as suggested

The composite reliability values, which depict the degree to which the construct indicators indicate the latent construct, exceeded the recommended value of 0.6 for all constructs as described by [75][77], ranging from 0.797 to 0.915.

by [74], ranging from 0.531 to 0.684.

The Cronbach's Alpha values, which describe the degree to which a measure is errorfree, range from 0.797 to 0.914 which are above the threshold of 0.7 as suggested by [76][78][79]. Therefore, the achieved Cronbach's Alpha for all constructs is considered as sufficiently error-free.

A total of twenty-four hypotheses have been tested to achieve the objectives of the study.

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From the total, eight direct relationships have been found to be statistically significant to users' intention to use framework of E-government system, since the study indicates that the first relationship found is between Performance Expectancy and the Satisfaction Services (0.001). The second significant relationship found from the study is a relationship between Effort Expectancy and Satisfaction Services (0.25). The third significant relationship found from the study is a relationship between Facilitating Conditions and Satisfaction Services (0.000). The fourth significant relationship is between Performance Expectancy and Behavioral Intention (0.000). The fifth significant relationship between is Effort Expectancy and Behavioral Intention (0.000). The sixth significant relationship is between Citizens-Centricity and Behavioral Intention (0.026). The seventh significant relationship is between System Flexibility and Behavioral Intention (0.002). The eighth significant relationship is between Facilitating Conditions and Behavioral Intention (0.000).

When considering the indirect relationship, two relationships were proposed to statistically affect between E-government systems (EGOV) and Government Operation Excellence (GOE). The coefficient parameter estimates of the structural model are examined to determine whether E-government (EGOV) as independent variables have positive indirect effects on Government Operation Excellence (GOE) through both Satisfaction Services and Behavioral Intention (BI).

The first important indirect relationship was proposed between E-government (EGOV) and Government Operation Excellence (GOE) with a total effect of (0.119). The second important indirect relationship was proposed between Egovernment (EGOV) and Government Operation Excellence (GOE) with Satisfaction Services with a total effect of (0.096). The third important indirect relationship was proposed between E-government (EGOV) and Government Operation Excellence (GOE) through Satisfaction Services with a total effect of (0.184). The fourth important indirect relationship was proposed between E-government (EGOV) and Government Operation Excellence (GOE) with a total effect of (0.119). The fifth important indirect relationship was proposed between E-government (EGOV) and Government Operation Excellence (GOE) with Behavioral Intention (BI) with a total effect of (0.088). The sixth important indirect relationship was proposed between E-government (EGOV) and Government

The framework was analyzed and validated using the structural equation modeling (SEM) technique with SPSS and AMOS software. The findings showed that both gained measurement and structural models exhibited good model fitting the data. The analysis showed that all obtained constructs satisfied the criteria of construct reliability, convergent and discriminant validity. The paths estimations showed that User Satisfaction

it.orgE-ISSN: 1817-3195Operation Excellence (GOE) through BehavioralIntention (BI) with a total effect of (0.031).

8. CONCLUSION

The main purpose of this study was to develop an integrated framework investigating Egovernment services citizens' acceptance in Syria that would affect the government operation excellence. The research aimed to understand the current E-government services practices, concept, categories and stages. Since the study is conducted for empirical work in Syria, it was considered essential and important to gain and obtain enough knowledge about the context of the field study especially in a country with distinct cultural characteristics. Then, the study derived the key factors for adoption through reviewing well-known, accepted scholarly theoretical models in the literature of IT acceptance, Satisfaction services and Behavioral intention to use, and related empirical studies.

The study illustrates both satisfaction services acceptance and behavioral intention to use that effect citizens in using the e-government system operated by the government of the Syria. This differentiates the study from previous research which considered the satisfaction services acceptance only with its effect on governmentcitizens relationship and its influence in the usage of the proposed system (e.g. [15, 16, 11]).

As a result, the decomposed theories of UTAUT, TAM, TTF, DeLone-McLean Model and SCT were selected by integrating them together to examine E-government citizens' acceptances and intention to use to affect GOE. The study attempted to use and outline an appropriate research methodology by elaborating and conducting research paradigms, strategies and methods. It also presented a valid approach selection justification. Thus, the study generated hypotheses and a research instrument design. A representative sample of 600 citizens from selected regions in the Syria was collected to validate the structured model along with set hypotheses.





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