

Propose an acceptance model of using m-Government services in Jordan from the citizen perspective

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Abstract

Electronic Government (e-Government) and Mobile Government (m-Government) are the results of technological evolution and innovations. The acceptance models have been tested through prior studies. In this research, a new acceptance model to the m-Government in Jordan, this model will Merge between the Information System (IS) Success Factor Model and Hofstede Cultural Dimensions Theory. The main purpose of this research is to investigate how can we diffuse and enhance the reliability of the adoption of m-Government applications among Jordan's society. The research primary data was collected through soft copies consisted of 203 questionnaires. Next, through the SPSS, testing the questionnaire and variables using many analytical and statistical tests. The findings of this research show five hypotheses (Information Quality, Service Quality, Uncertainty Avoidance, Indulgence Versus restraint, and Behavioral Intention) are accepted and has a significant effect on m-Government Services in Jordan, while there was one hypothesis rejected which is Power Distance.

Keywords: e-Government, m-Government, Mobile services, (IS) Success Factor Model, Hofstede Cultural Dimensions Theory.