eGovernment Adoption Determinants From Citizens' Perspective:
A Systematic Literature Review

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ABSTRACT

The lack of adoption of eGovernment by citizens has been cited to be one of the reasons for failures of most eGovernment initiatives. A systematic literature review was conducted to shade light on the current status of the research in this area with a focus on the research goals, research design, research strategies, scientific theories used and research methods. Major databases indexing reputable journals in information systems and e-government area were searched by using keywords to collect relevant articles for analysis. A total of 19 articles were identified which indicated that empirical studies with survey as research strategy and questionnaires as a data collection method dominates the publications list while the use of case studies as research strategy was found to be scarce. The review has also highlighted several limitations related to the choice of research methods and its implication on furthering the understanding of the research on this topic.

KEYWORDS

Determinants, eGovernment, Research Design, Research Goals, Research Methods, Research Strategies, Scientific Theories, Systematic Literature Review

INTRODUCTION

eGovernment, defined as the delivery of public services using the web technologies (Lee et al., 2011) is considered to be one of the recent application of information technology to reform public administration. It emerged during the 1970s and thought to bring improved efficiency through automation and connectivity (Gupta et al., 2017). Even though the adoption of the introduction of eGovernment systems at different levels has been rapid, the use of the service by business and citizens has been relatively slow (Lee et al., 2011). However, several studies have found that the primary focus of attention among eGovernment researchers was on the supplier side. These studies have looked into the rate of adoption of eGovernment systems by Governments, the factors influencing the rate of adoption as well as technological, and organizational challenges (Ho & Ni, 2004; Norris & Moon, 2005). According to Lee et al. (2011), only a few studies have examined the different factors affecting eGovernment adoptions among citizens and businesses. Besides, those studies that

have investigated the adoption of eGovernment by citizens had a narrow focus (Bélanger & Carter, 2008). This study attempts to fill the gap by examining the overall factors that have contributed or still contribute to the adoption of eGovernment by citizens. Even though the different theoretical lenses of the investigation, competing or even conflicting findings are interesting for readers, the primary focus of this paper is to highlight through a systematic literature review the research goals, design, research strategies, scientific theories and research methods that have been used in the studies on determinants of eGovernment adoption from citizens' perspective.

The remainder of the paper is structured as follows. The research method is presented in detail in the following section. The next sections show the results and the discussion with the main findings and limitations of this study followed by the conclusions that could be drawn from the reviewed studies.

Research Method

This review was conducted through a systematic literature review procedure which is a rigorous review of the research results (Kitchenham et al., 2009; Okoli & Schabram, 2010). The research questions that are used to guide in the selection of articles and research literature review process including the procedures in search of the literature, as well as the method of analysis of the collected articles, are presented in the following sub-sections.

Research Questions

In the interest of retrieving a number of articles that are manageable for analysis but sufficient to indicate the state-of-the-art a limitation of the focus of the literature review was deemed necessary. The following research questions used for this purpose are the followings:

RQ1: What are the research goals of studies on eGovernment adoption determinants?
RQ2: What research design, research strategies, scientific theories and research methods have been used in studies on determinants of eGovernment adoption?

The Research Literature Review Process

The literature search process was done according to the guidelines as suggested by Webster & Watson (2002), Kitchenham et al. (2009), and Okoli & Schabram (2010).

A total of seven scientific databases were chosen to search for articles. Databases known to index a wide selection of publications in the Information Systems research field was selected. Another selection criterion was by looking into databases which index the eight IS Senior Scholars' basket of journals. Direct phrase search was carried out in these journals and only journal articles were targeted in the search for literature. Webster & Watson (2002) argue that leading journals in their respective area of specialization are sources of articles that could contribute significantly to the field of study. Apart from these reputable journals in the Information Systems research area, Government Information Quarterly journal was included in search of the research literature since it publishes articles is strongly related to the topic of the study. The table of contents of all the journals was also manually scanned to find articles that the search with combinations of keywords might have missed. Finally, the literature search was completed by manually browsing through the citations of the articles found in the direct search. To determine whether the articles that cite the previously identified articles are relevant for the literature review, a forward search was also done using Google Scholar. The databases and journals searched are shown in Table 1.

Since the conceptualization and definitions of eGovernment adoption has been different in the academic literature (Gupta et al., 2017) this has made the search difficult. To improve the hit, the use of a combination of different terms was deemed necessary. The different combinations of keywords used during the literature search are presented in Table 2.

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