

**ELECTRONIC GOVERNMENT ADOPTION MODEL
AMONG BUSINESS ORGANIZATIONS IN JORDAN**

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**ELECTRONIC GOVERNMENT ADOPTION MODEL AMONG BUSINESS
ORGANIZATIONS IN JORDAN**

By

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Thesis Submitted to the
Dean of Othman Yeop Abdullah for Graduate School of Business,
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ABSTRACT

E-government adoption involves a significant change in the way government administrative operations with its stakeholders are being conducted. Past studies have tended to view e-government adoption in terms of a dichotomous outcome; either e-government is adopted, or it is not. Such studies give little indication of the diffusion of e-government applications. The aim of this study is to address this gap in existing research by investigating both the level and extent of usage of e-government applications. In so doing, the study draws on research in the area of innovation diffusion theories. The population of this study consisted of firms listed in Amman Stock Exchange (ASE) that have adopted B2G (business-to-government) e-government. The main objective of this study is to characterize B2G e-government adoption among businesses listed in ASE. It also aims to identify factors associated with the adoption of B2G e-government and to determine the impacts of its adoption on these businesses. A total of 113 usable responses were generated for further analysis. Based on two parts, the level of e-government adoption and the extent of usage for each application, two groups of adopters were identified and labeled as basic-adopters and advanced-adopters. Technological, organizational and external factors were found to have influenced e-government adoption among businesses in ASE. It was also found that advanced-adopters had gained more significant benefits from e-government adoption than basic-adopters. In particular, advanced-adopters achieved time saving, lower cost and efficiency as well as gaining strategic benefits such as better work efficiency, lower operational cost, and reduced work-process time.

Keywords: E-Government, Adoption of Innovation, E-Business, Businesses

ABSTRAK

E-kerajaan melibatkan perubahan ketara mengenai cara dan proses operasi pentadbiran kerajaan dengan penaruh. Kajian lepas yang mengkaji penggunaan e-kerajaan oleh perniagaan lebih cenderung melihat penerimapakai e-kerajaan dari segi penghasilan dikotomi; sama ada e-kerajaan telah digunapakai, atau tidak. Kajian sedemikian memberikan hanya sedikit petunjuk tentang difusi e-kerajaan. Tujuan kajian ini adalah untuk mengisi jurang dalam penyelidikan yang sedia ada dengan menyiasat tahap penggunaan dan sejauh mana aplikasi e-kerajaan diterimapakai. Kajian ini hadala berlandaskan kepada penyelidikan sedia ada dalam bidang teori difusi inovasi. Fokus kajian ini adalah syarikat-syarikat yang disenaraikan di Amman Stock Exchange (ASE) di Jordan, dan mengambilkira penggunaan e-kerajaan dalam aspek B2G. Objektif khusus kajian ini adalah untuk menentukan ciri-ciri penggunaan e-kerajaan oleh B2G dan sejauh mana penerimapakaiannya di kalangan perniagaan yang disenaraikan dalam ASE di Jordan. Kajian ini juga mengenalpasti faktor-faktor yang dikaitkan dengan penggunaan e-kerajaan B2G oleh perniagaan dan menentukan kesan-kesannya. Sejumlah 113 jawapan boleh guna telah kutip untuk analisis. Berdasarkan dua bahagian, iaitu status semasa menerimapakai e-kerajaan dan tahap penggunaan setiap permohonan, dua kumpulan telah dikenalpasti iaitu penerima-asas dan penerima-maju. Faktor-faktor yang didapati signifikan adalah kelebihan relatif dan infrastruktur IT, kebolehsuaian dan misi organisasi, penglibatan organisasi, kekonsistenan, dan sumber kewangan, dan persaingan dan sokongan kerajaan. Didapati bahawa penerima-maju e-kerajaan telah mendapat manfaat yang lebih jika dibanding dengan penerima-asas. Secara khusus, penerima-maju mencapai penjimatan masa, kos yang lebih rendah dan kecekapan serta mendapat manfaat strategik seperti kecekapan kerja yang lebih baik, kos operasi yang rendah, dan pengurangan masa proses kerja..

Katakunci: E-kerajaan, Adopsi inovasi , E-perniagaan, Perniagaan

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ACRONYMS

ASE:	Amman Stock Exchange
ASP:	Active Server Page
BC:	British Columbia
BPR:	Business Process Re-engineering
CGI:	Computer Graphics Interface
DOI:	Diffusion Of Innovation
EDI:	Electronic Data Interchange
E-G:	Electronic government
G2B	Government-to-Business
G2C:	Government-to-Citizens
G2E:	Government-to-Employees
G2G:	Government-to-Government
ICT:	Information and Communication Technology
IOS:	Interorganizational Systems
IT:	Information Technology
IS:	Information System
MoICT:	Ministry of Information and Communication Technology
OECD:	Organization for Economic Cooperation and Development
OIC:	Order Initiation and Completion
PMO:	Program Management Office
RBV:	Resource Based View
SPSS:	Statistical Package for Social Science
TAM:	Technology Acceptance Model
TOE:	Technology-Organization-External

TPB:	Theory of Planned Behavior
TRA:	Theory of Reasoned Action
UN:	United Nations
WTO:	World Trade Organization
WWW:	World Wide Web

CHAPTER ONE

INTRODUCTION

1.1 Background of Study

The revolution in Information Communication Technologies (ICT) has resulted in changes in many aspects of people's daily lives around the world. This revolution has also changed the way governments around the globe interact with their citizens, businesses, agencies, employees and other stakeholders (Lee, 2010; Rokhman, 2011). These changes and development have promoted the adoption of electronic government or e-government (Raus, Liu, & Kipp, 2010; Elsheikh, Cullen, & Hobbs, 2007). The revolution in ICT has raised the attention among researchers and the information system practitioners worldwide. The field of e-government has become an important subject around the globe (Siau & Long, 2006; Chen, Chen, Huang, & Ching, 2006).

E-government program seeks to achieve greater efficiency in government performance, by enhancing the performance of services for beneficiaries and investors from all segments of society. Ease, accuracy and efficiency, are the new hallmarks of performance of official governmental transactions. Online interactive services may include such facilities as petitioning, rate paying, licensing or information queries. There continues to be a diversity of implementation quality and levels for such services (Middleton, 2007; Almarabeh & AbuAli, 2010).

Generally, e-government is the application of ICT to improve government services (Bose, 2004). E-government has become a popular focus of government effort in many

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