MODELLING THE USAGE BEHAVIOUR OF G2C-ICT SERVICES AMONG INTERNALLY DISPLACED PEOPLE

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Abstrak

Perkembangan perkhidmatan ICT daripada kerajaan kepada rakyat (G2C-ICT) telah memudahkan transaksi antara kerajaan dengan rakyat dan meningkatkan kualiti kehidupan mereka. Walaubagaimanapun, tahap penggunaan perkhidmatan ini di kalangan rakyat negara membangun yang dilanda perang seperti Iraq masih rendah dan tidak memenuhi aspirasi kerajaan. Malahan, berdasarkan kajian literasi semasa, masih tiada model untuk menjelaskan kesamaran faktor yang mempengaruhi penggunaan di kalangan rakyat yang terkesan dengan peperangan seperti orang tempatan tidak bertempat (IDP). Oleh itu, matlamat kajian ini adalah untuk menghasilkan model faktor pengaruh yang mempengaruhi niat dan perilaku penggunaan perkhidmatan G2C-ICT di kalangan IDP. Kajian ini menambahbaik faktor sedia ada bagi Teori Perilaku Interpersonal (TIB) dengan empat faktor penting mengikut konteks; tanggapan ketegangan konflik sivil (PICC), keselamatan maklumat, kepercayaan dan kesedaran perkhidmatan. Kaedah kuantitatif dengan teknik persampelan rawak mudah telah digunakan untuk mengumpulkan data daripada 890 IDP. Pemodelan *Structural Equation Modelling-Partial Least Squares* (SEM-PLS) telah digunakan untuk menganalisis data dan meneliti hubungan antara faktor penyumbang. Hasil kajian menunjukkan bahawa niat untuk menggunakan perkhidmatan G2C-ICT dipengaruhi secara signifikan oleh faktor sosial, kesedaran perkhidmatan, kepercayaan, serta tanggapan akibat, namun ia tidak dipengaruhi oleh keselamatan maklumat. Perilaku penggunaan adalah dipengaruhi secara signifikan oleh keadaan yang memudahkan, tabiat, dan PICC. Berbeza dengan dapatan daripada kajian lepas yang menggunakan TIB di dalam konteks lain, hasil kajian ini memberi implikasi bahawa keadaan yang memudahkan, tabiat, dan penentu PICC tidak memberi kesan moderator terhadap hubungan antara niat dan perilaku penggunaan. Kajian ini menyumbang kepada cabang ilmu pengetahuan dengan menentukan faktor yang mempengaruhi niat dan perilaku penggunaan perkhidmatan G2C-ICT di kalangan rakyat dan menyelidik keberkesanan TIB dalam konteks bencana buatan-manusia. Dapatan kajian ini juga dapat membantu kerajaan di 92 buah negara kurang aman dalam usaha mereka ke arah meningkatkan penggunaan aplikasi ICT di kalangan rakyat untuk mengurangkan kesan negatif bencana buatan-manusia.

Kata Kunci : Perkhidmatan ICT kerajaan kepada rakyat, Teori Perilaku Interpersonal, Perilaku penggunaan ICT, Bencana buatan-manuasia, orang tempatan tidak bertempat.

Abstract

The developments of government to citizen ICT (G2C-ICT) services have facilitated citizens' governmental transactions and improved their life quality. However, the usage level of these services among citizens of war-torn developing countries such as Iraq is still low and does not fulfil governments aspirations. Moreover, based on the current literature, there is an absence of a model to clarify the ambiguous influencing factors affecting the usage among war-affected citizens like internally displaced people (IDP). Thus, this study aims to create a model of the influencing factors that affect the intention and usage behaviour of G2C-ICT services among IDP. This study extended the established factors of the Theory of Interpersonal Behaviour (TIB) with four important contextual factors; the perceived intensity of civil conflict (PICC), information security, trust, and service awareness. The quantitative method with simple random sampling technique was used for collecting data from 890 IDP. Structural Equation Modelling-Partial Least Squares (SEM-PLS) was used to analyse data and investigate the relationships between the contributing factors. The findings demonstrate that the intention to use G2C-ICT services is significantly influenced by social factors, service awareness, trust, affect and perceived consequence but surprisingly not influenced by information security. The usage behaviour is influenced significantly by facilitating conditions, habit, and PICC. Contrary to the results of previous studies that applied TIB in other contexts, the findings imply that facilitating conditions, habit, and PICC determinants do not have a moderating effect on the correlation between intention and usage behaviour. The study contributes to the body of knowledge by determining the factors that influence the intention and usage behaviour of G2C-ICT services among citizens and examining TIB effectiveness in man-made disasters context. The findings could assist the governments of 92 less peaceful countries in their endeavour toward high usage of ICT applications among their citizens in alleviating the negative consequences of man-made disasters.

Keywords: Government to citizen ICT services, Theory of Interpersonal Behaviour, ICT usage behaviour, Man-made disasters, Internally displaced people.

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بِسْمِ اللهِ الرَّحْمٰنِ الرَّحِيْمِ

In the name of God, the Most Gracious, the Most Merciful.

Table of Contents

List of Figures

List of Tables

List of Appendices

CHAPTER ONE
INTRODUCTION

This chapter describes the broad overview and the purpose of the study. The chapter is divided into several sections, which initiate with the research background and followed by the problem statement, research questions and research objectives. Also, the explanations on the significant, motivation, scope of the study and definition of terms have been provided, which assist in understanding the study groundwork.

1.1 Background

The prevalence of Information and Communication Technologies (ICT) has caused various substantial changes in daily life (Kealy & Stapleton, 2015a; Milton, 2017). The rapid developments in ICT profoundly impacted society including organisations and governments. Moreover, ICT plays a fundamental role in serving government agencies and non-governmental organisations to improve, speed up, and heighten efficient work performance (Al-Sammarraie & Khaleel, 2016; Al-Swidi & Faaeq, 2018). The ICT development promoted emerging fields, such as e-commerce, e-learning, e-health, and e-government as service dissemination methods where ICT re-engineered the entire processes of service sectors globally and improved interaction with beneficiaries. Therefore, Information System (IS) researchers have substantially considered ICT service delivery as a promising and motivating field (Al-Nidawi, Al-Wassiti, Maan, & Othman, 2018; Al-Zoubi, Sam, & Eam, 2011).

Just as daily life has been influenced positively by the ICT application, it is adversely influenced negatively by disasters and calamities. Governments in various countries are attempting to adopt ICT in order to improve disaster recovery operations, where

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Appendix 1

English Questionnaire

UNIVERSITI UTARA MALAYSIA

COLLEGE ARTS AND SCIENCE

QUESTIONNAIRE

Research Title: "Modelling Usage Behaviour of Government to Citizens ICT Services among War-torn Citizens"

Dear Respondents,

  This questionnaire is designed to investigate the usage behaviour of G2C-ICT services among internally displaced people as war-torn citizens. G2C-ICT services refers to "The use of information Information and communication Communication technology Technology (ICT) tools and applications to offer government information and services to citizens, businesses, and other government organizations via the Internet".

  This study will be in partial fulfillment of the requirements for attaining the doctoral degree at the University Utara Malaysia (UUM), Malaysia. All individual responses will be kept anonymous and treated with strict confidentiality so that you can feel free to be frank in your answers. We assure you that all answers will be used only for this study and the code on the instrument is known only to the researchers and will not be communicated in any form. For your information, by cooperating you will help internally displaced people to enhance their life.

Thank you for your willingness to participate in this study. Your time and effort are highly appreciated.

Date: / / 2016

Universiti Utara Malaysia.

Researcher e-mail address: **s811631@student.uum.edu.my**

 Do you use any G2C-ICT services (E-governments, and M-government) for any governmental transactions (e.g. obtaining a Passport or ID card, issuing driving license, etc...) after your displacements? ☐ Yes ☐ No

If your answer is **YES,** please proceed to section A.

If your answer is **NO,** please go to the comments section (Section D, second question in the last page) and write why you do not use any G2C-ICT services.

Section A: Personal Information

We would like to collect some informations about yourself so that we can understand better your decisions related to the use of G2C-ICT services.
(Please tick (✓(the appropriate box)

1. Gender	Male ☐		5. Occupation	Public sector employees ☐
	Female ☐			Private sector employees ☐
2. Age	18 - 22 ☐			Freelancers ☐
	23 -35 ☐			Jobless ☐
	36- 45 ☐		6. Former Residential Area	City/Urban ☐
	46-55 ☐			Rural ☐
	≥ 56 ☐		7. Your monthly income	≤ 250,000 ☐
3. Marital status	Single ☐			251,000 - 500,000 ☐
	Married ☐			501,000 – 750,000 ☐
	Divorced ☐			≥ 751,000 ☐
	Widowed ☐		8. The duration you have used the Internet	Less than a year ☐
4. Education level	Ph.D. ☐			1-3 years ☐
	Master ☐			3 to 5 years ☐
	Bachelor ☐			More than 5 years ☐
	Diploma ☐		9. Times per week you are using the Internet	Less than five times ☐
	Sec-School ☐			5 - 30 times ☐
	Read/Write ☐			More than 30 times ☐

Section B: E-Government Services Status among Iraqis

We would like to know some information about the status of Iraqi eG portal.
(Please tick (✓(the appropriate box)

Statement	Answer
1- I am aware of the availability of the services in Iraqi e-G portal.	Yes ☐ No ☐
2- In general, I am satisfied with the current services in Iraqi e-G portal.	Yes ☐ No ☐
3- I am aware of the benefits of the current services in Iraqi e-G portal.	Yes ☐ No ☐
4- The services in Iraqi e-G portal reduce the normal administrative routine in Iraq.	Yes ☐ No ☐
5- Using the current services in Iraqi e-G portal decrease the cost of citizen transaction.	Yes ☐ No ☐
6- Using the current services in Iraqi e-G portal enable me to complete my transactions more quickly.	Yes ☐ No ☐
7- The current services in Iraqi e-G portal were flexible.	Yes ☐ No ☐
8- The services in Iraqi e-G portal were affected by Internet speed.	Yes ☐ No ☐

Section C: The factors that affect Usage Behaviour of G2C-ICT Services

We would like to understand your opinions about the antecedents that are affecting the usage of eG services in Iraq.

(Please (◯) (on the appropriate answer)

1– Perceived Consequences

The use of G2C-ICT services in my governmental transactions was:

1. Bad	Extremely	Quite	Neither	Quite	Extremely	**Good**
2. Foolish	Extremely	Quite	Neither	Quite	Extremely	**Wise**
3. Unfavourable	Extremely	Quite	Neither	Quite	Extremely	**Favourable**
4. Harmful	Extremely	Quite	Neither	Quite	Extremely	**Beneficial**
5. Negative	Extremely	Quite	Neither	Quite	Extremely	**Positive**

(For this section rest, please circle (◯) the appropriate number based on a 5-point scale as below)

Strongly Disagree	Disagree	Uncertain	Agree	Strongly Agree
1	2	3	4	5

2- Social Factors	Degree of Agreement				
6. For me, as Internally Displaced People (IDP), it is appropriate to use the G2C-ICT services to perform governmental transaction.	1	2	3	4	5
7. Using the G2C-ICT services to perform governmental transaction is fitting for my situation as an IDP.	1	2	3	4	5
8. I would feel bad if I am not using the G2C-ICT services to perform governmental transaction.	1	2	3	4	5
The following people think that I should use the G2C-ICT services in my governmental transactions.					
9. My family	1	2	3	4	5
10. My friends	1	2	3	4	5
11. My colleagues	1	2	3	4	5
12. My relatives	1	2	3	4	5

3- Services Awareness	Degree of Agreement				
13. I receive enough informations about the availability of G2C-ICT services.	1	2	3	4	5
14. I receive enough information about the benefits of G2C-ICT services.	1	2	3	4	5
15. I receive enough informations about how to use G2C-ICT services.	1	2	3	4	5
16. The government promotes awareness about G2C-ICT services provided through the Internet.	1	2	3	4	5
17. Nowadays, most of the government services are available on the Internet.	1	2	3	4	5

Strongly Disagree	Disagree	Uncertain	Agree	Strongly Agree
1	2	3	4	5

4- Habit	Degree of Agreement				
18. Using the G2C-ICT services has become (easy/routine) to me.	1	2	3	4	5
19. When faced with a governmental transaction, using the G2C-ICT services is the best option for me.	1	2	3	4	5
20. I do not think twice before using G2C-ICT services in performing governmental transactions.	1	2	3	4	5

5 – Perceived Intensity of Civil Conflict	Degree of Agreement				
21. Latent conflict: There are clear differences in the positions regarding objectives between individuals and groups around me.	1	2	3	4	5
22. There are continuous conflicts (unmanifested) around me.	1	2	3	4	5
23. Crisis: There are manifest conflicts between Individuals/groups around me.	1	2	3	4	5
24. Severe Crisis: There are severe conflicts around me.	1	2	3	4	5
25. Strong conflicts: Strong conflicts generate crises around me.	1	2	3	4	5

6 – Facilitating Conditions	Degree of Agreement				
26. I have the necessary resources to use G2C-ICT services.	1	2	3	4	5
27. I have the necessary knowledge to use G2C-ICT services.	1	2	3	4	5
28. I can get help from others when I have difficulties using G2C-ICT services.	1	2	3	4	5
29. Using the G2C-ICT is compatible with other technologies I use.	1	2	3	4	5
30. I have enough Internet experience to use G2C-ICT services.	1	2	3	4	5

9 – Information Security	Degree of Agreement				
31. Iraqi G2C-ICT services has enough safeguards/cyber security to make me feel comfortable in conducting governmental transactions.	1	2	3	4	5
32. Iraqi G2C-ICT services will never misuse my personal information.	1	2	3	4	5
33. Iraqi G2C-ICT services has adequate technological standards and tools to ensure that the data I send cannot be modified by unauthorized people.	1	2	3	4	5
34. Iraqi G2C-ICT services adheres to personal data protection laws.	1	2	3	4	5
35. Iraqi G2C-ICT services only collects users' personal data that are necessary for its functioning.	1	2	3	4	5
36. Iraqi G2C-ICT services does not provide my personal information to others without my own consent.	1	2	3	4	5

Strongly Disagree	Disagree	Uncertain	Agree	Strongly Agree
1	2	3	4	5

8 –Trust	Degree of Agreement				
37. Iraqi G2C-ICT services is trustworthy/can be trusted to deliver governmental services to its users.	1	2	3	4	5
38. I expect that my use of the Iraqi G2C-ICT services will be increased in the future.	1	2	3	4	5
39. I trust that my all personal information will remain in the Iraqi G2C-ICT services.	1	2	3	4	5
40. Iraqi G2C-ICT services is always increasing Iraqis' attention and interest.	1	2	3	4	5
41. I trust the benefits provided by the Iraqi G2C-ICT services.	1	2	3	4	5

7 – Usage behaviour of G2C-ICT services	Degree of Agreement				
42. I find that G2C-ICT services useful for managing my life matters.	1	2	3	4	5
43. I believe that G2C-ICT services create an easy way to perform my transaction.	1	2	3	4	5
44. I agree that that G2C-ICT services are encouraging.	1	2	3	4	5
45. I believe that fast Internet access speed is important in use of that G2C-ICT services.	1	2	3	4	5
46. Using a G2C-ICT services helps me personally to accomplish my usual/routine tasks.	1	2	3	4	5
47. I will be regret if not using G2C-ICT services.	1	2	3	4	5

10 – Intention	Degree of Agreement				
48. I intend to use G2C-ICT services in my governmental transactions whenever it is available via Internet.	1	2	3	4	5
49. I intend to use G2C-ICT services as often as I needed.	1	2	3	4	5
50. I intend to use G2C-ICT services in the future.	1	2	3	4	5
51. I will frequently use G2C-ICT services in the future.	1	2	3	4	5

11 – Affect	Degree of Agreement				
The G2C-ICT services I use is always:					
52. Available	1	2	3	4	5
53. Reliable	1	2	3	4	5
54. Effective	1	2	3	4	5
55. Flexible	1	2	3	4	5
56. Easy-to-use/User friendly	1	2	3	4	5
57. Fast	1	2	3	4	5
58. Overall satisfactory	1	2	3	4	5

Section D: Comments and Advices

We would like to seek your general comments and advices regarding the barriers and challenges G2C-ICT services are facing in Iraq.

1.0 What are the barriers and challenges in the implementation of G2C-ICT services process in Iraq, and how can the government overcome these barriers and challenges?

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2.0 Please, write your comments (if any) here.

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Your time and corporation are highly valued

Thank you.

Appendix 2
Arabic Version of the Questionnaire

إستبيــــان

University Utara Malaysia
College of arts and sciences

عنوان البحث: سلوك الاستخدام لخدمات تكنولوجيا المعلومات والاتصالات الحكومية بين المواطنين المتأثرين بالحرب

هذا الاستبيان تم تصميمه لدراسة كيفية الاستخدام لخدمات تكنولوجيا المعلومات والاتصالات الحكومية بين النازحين كمواطنين متأثرين بالحرب. علماً أن خدمات تكنولوجيا المعلومات والاتصالات الحكومية يقصد بها (استخدام ادوات وتطبيقات تكنولوجيا المعلومات والاتصالات لتقديم المعلومات عن الخدمات الحكومية المقدمة للمواطنين وانجاز المعاملات بواسطة الانترنت).

هذه الدراسة ستستخدم لتطوير الخدمات الالكترونية الحكومية لتلائم ظروف النزوح. كل الاستبيانات في هذه الدراسة ستستخدم لأغراض البحث العلمي وستكون بدون اسماء وستعامل بخصوصية لكي تكون حرا وصريحا في اجاباتك. لمعلوماتك, من خلال تعاونك بملء الإستبيان ستساهم في مساعدة النازحين و تحسين ظروف معيشتهم.

شكرا جزيلاً لمساهمتك في هذه الدراسة , وقتـك وجهـدك محل تقدير كبير

التاريخ : ٢٠١ / /

ايميل الباحث : *s811631@student.uum.edu.my*

هل استعَنتَ (أو أحد أقربائك) بخدمات تكنولوجيا المعلومات والاتصالات الحكومية (الحكومة الالكترونية او تطبيقات الجوال) في الحصول على المعلومات أو إجراء معاملة حكومية مثل (استمارة اصدار جواز او اي هوية , استمارة اصدار اجازة سوق, اصدار باج امني للسيارة, الغرامات المرورية, التقديم للتعيين, الانتخـابات , تسجيل السيارة .... الخ) خـــــلال فترة النــزوح ؟

نعــم ☐ ☐ لا

إن كانت اجابتك (نعــم), رجاءاً اكمل الى القسـم الاول (او اعطِ الاستبيان لقريبك الذي استخدمها)
إن كانت اجابتك (لا), لطفـــاً اذهب الى قسم التعليقات (السـؤال الثـــانـي في اخر صفحة) واكتب لماذا لم تستخدم اي خدمة من خدمات تكنولوجيا المعلومات والاتصالات الحكومية.

1

275

نود ان نجمع بعض المعلومات العامة حتى نستطيع ان نفهم بشكل افضل قرارك باستخدام خدمات تكنولوجيا المعلومات والإتصالات الحكومية.

(لطفـاً ضع (✓) في المربع المناسـب لكل نقطة)

☐	موظـف حكــومي		☐	ذكر	١. الجنس
☐	موظـف قطاع خاص	٥. المهنــة	☐	انثى	
☐	أعمــال حــرة		☐	١٨ – ٢٢	
☐	عــاطل عن العمل		☐	٢٣ – ٣٥	٢. العمر
☐	المدينــة	٦. منطقة السكن	☐	٣٦ – ٤٥	
☐	الريــف	السابقة للنزوح	☐	٤٦ – ٥٥	
☐	اقل من ٢٥٠,٠٠٠		☐	اكبر من ٥٦	
☐	٢٥١,٠٠٠ – ٥٠٠,٠٠٠	٧. الوارد	☐	أعزب	
☐	٥٠١,٠٠٠ – ٧٥٠,٠٠٠	الشهـري	☐	متزوج	٣. الحالة الزوجية
☐	أكثر من ٧٥١,٠٠٠		☐	مطلق	
☐	اقل من سنة	٨. مدة	☐	ارمل	
☐	١ـ ٣ سنين	استخدامك	☐	دكتــوراه	
☐	٣ ـ ٥ سنين	للإنترنت	☐	مـاجستيـر	
☐	اكثر من ٥ سنين		☐	دبلــوم	٤. مستوى التعليم
☐	اقل من خمس مرات	٩. عدد مرات	☐	بكلــوريوس	
☐	٥ ـ ٣٠ مرة	دخولك للإنترنت	☐	الإعداديــة	
☐	اكثر من ٣٠ مرة	اسبوعيا	☐	يقرأ ويكـتب	

القسـم الثّاني: حالة خدمات الحكومة الالكترونية بين العراقيين

في هذا القسم نود ان نعرف بعض المعلومات عن حالة خدمات الحكومة الالكترونية في العراق

(لطفـاً ضع (✓) في المربع المناسـب من وجهة نظرك لكل نقطة)

☐ لا ☐ نعم	١ـ اني مدرك بوجود خدمات الحكومة الالكترونية في العراق.	
☐ لا ☐ نعم	٢ـ بصورة عامة انا راضي عن خدمات الحكومة الالكترونية الحالية في العراق.	
☐ لا ☐ نعم	٣ـ اني مدرك بمنافع خدمات الحكومة الالكترونية الحالية في العراق.	
☐ لا ☐ نعم	٤ـ خدمات الحكومة الالكترونية تقلل من طبيعة الروتين الإداري في العراق.	
☐ لا ☐ نعم	٥ـ ان استخدام خدمات الحكومة الالكترونية الحالية تخفض تكاليف معاملات المواطن.	
☐ لا ☐ نعم	٦ـ ان استخدام خدمات الحكومة الالكترونية الحالية تمكنني من انجاز المعاملات بسرعة أكبر.	
☐ لا ☐ نعم	٧ـ خدمات الحكومة الالكترونية الحالية مرنة.	
☐ لا ☐ نعم	٨ـ خدمات الحكومة الالكترونية تتأثر بسرعةالإنترنت.	

القسـم الثالث : العوامل التي تؤثر على سلوك استخدام خدمات الحكومة الإلكترونية

نسعى في هذا القسم ان نفهم رأيك حول العوامل التي تؤثر على سلوك الإستخدام للخدمات الحكومية الإلكترونية (الحكومة الالكترونية او تطبيقات الجوال) بين النازحين.

لطفاً ضع دائرة على الخيار المناسب من وجهة نظرك بناء على مقيـاس درجـة الموافقـة المتكون من خمسة نقاط على النحو التـالي:

مقيـاس درجـة الموافقـة مـن وجهـة نظـرك

أوافق بشدة	أوافـق	غير متـأكد	لا اوافق	لا اوافق بشدة
٥	٤	٣	٢	١

درجـــة الموافقــة					آ. الوعي بتوفر الخدمات الحكومية
٥	٤	٣	٢	١	١. لقد حصلت على معلومات كافية حول خدمات الحكومة الالكترونية.
٥	٤	٣	٢	١	٢. لدي معلومات كافية حول فوائد الحكومة الالكترونية.
٥	٤	٣	٢	١	٣. حصلت على معلومات كافية حول استخدام خدمات الحكومة الالكترونية.
٥	٤	٣	٢	١	٤. الحكومة تروج الوعي للمواطنين بخدماتها الالكترونية عبر شبكة الانترنت.
٥	٤	٣	٢	١	٥. في الوقت الحاضر، اغلب الخدمات الحكومية الالكترونية متاحة في شبكة الانترنت.

درجـــة المـوافقــة					ب.العوامـل الإجـتماعيـة
٥	٤	٣	٢	١	٦. بالنسبة لي كنازح، انه من المناسب استخدام الخدمات الحكومية الإلكترونية لإنجاز المعاملات والإجراءات الحكومية.
٥	٤	٣	٢	١	٧. استخدام الخدمات الحكومية الإلكترونية لإنجاز المعاملات الحكومية يناسب وضعي كنازح.
٥	٤	٣	٢	١	٨. سوف أشعر بالسوء إذا لم استخدم الخدمات الحكومية الإلكترونية لإنجاز المعاملات الحكومية.
درجـــة المـوافقــة					الأشخاص التالين يعتقدون أني يجب أن أستخدم الخدمات الحكومية الإلكترونية لإنجاز المعاملات الحكومية:
٥	٤	٣	٢	١	٩. عـــائـلـتـي
٥	٤	٣	٢	١	١٠. أصـدقـائـي
٥	٤	٣	٢	١	١١. زمـلانـي في العمـل
٥	٤	٣	٢	١	١٢. أقربـائـي

3

277

أوافق بشدة	أوافـق	غير متـــأكد	لا اوافق	لا اوافق بشدة
٥	٤	٣	٢	١

درجـــة المـوافقــة					جـ. العــادات
٥	٤	٣	٢	١	١٣. استخدام الخدمات الحكومية الالكترونية أصبح (سهلا / عادة) بالنسبة لي.
٥	٤	٣	٢	١	١٤. استخدام الخدمات الحكومية الالكترونية أفضل خيار بالنسبة لي عندما أواجه معاملة حكومية.
٥	٤	٣	٢	١	١٥. انا لا أتردد في استخدام الخدمات الحكومية الالكترونية لأنجاز المعاملات الحكومية

درجـــة المـوافقــة					د. حدة الإحساس بالصراع المدني
٥	٤	٣	٢	١	١٦. هناك اختلافات واضحة بالمواقف بخصوص الأهداف بين الأفراد والجماعات حولي.
٥	٤	٣	٢	١	١٧. هناك خلافات غير ظاهرة مستمرة من حولي.
٥	٤	٣	٢	١	١٨. هناك صراعات ظاهرة بين الأفراد/ الجماعات من حولي.
٥	٤	٣	٢	١	١٩. هناك صراعات شديدة من حولي
٥	٤	٣	٢	١	٢٠. الصراعات القوية تولد ازمـات من حولي

درجـــة المـوافقــة					هـ. الحمــايـة
٥	٤	٣	٢	١	٢١. الخدمات الحكومية الالكترونية العراقية تملك الحماية الكافية عبر الانترنت وتجعلني اشعر بالارتياح عند استخدامها لاجراء المعاملات الحكومية.
٥	٤	٣	٢	١	٢٢. الخدمات الحكومية الالكترونية العراقية سوف لن تسيء استخدام معلوماتي الشخصية.
٥	٤	٣	٢	١	٢٣. الخدمات الحكومية الالكترونية العراقية لديها معايير وادوات تكنولوجية كافية لضمان أن البيانات التي ابعثها لايمكن التعديل عليها من قبل الأشخاص الغير مخولين.
٥	٤	٣	٢	١	٢٤. الخدمات الحكومية الالكترونية العراقية تلتزم بقوانين حماية البيانات الشخصية.
٥	٤	٣	٢	١	٢٥. الخدمات الحكومية الالكترونية العراقية تجمع البيانات الشخصية الضرورية لأداء عملها.
٥	٤	٣	٢	١	٢٦. الخدمات الحكومية الالكترونية العراقية لاتعطي معلوماتي الشخصية للآخرين بدون موافقتي.

4

أوافق بشدة	أوافـــق	غير متـــأكد	لا اوافق	لا اوافق بشدة
٥	٤	٣	٢	١

درجـــة المـوافقـة					و. سلــوك الإستخــــدام
٥	٤	٣	٢	١	٢٧. أنا أجد الخدمات الحكومية الالكترونية مفيدة لإدارة شؤون حياتي
٥	٤	٣	٢	١	٢٨. أنا أعتقد أن خدمات الحكومة الالكترونية طريقة سهلة لانجاز معاملتي الحكوميــــة.
٥	٤	٣	٢	١	٢٩. أنا أرى ان خدمات الحكومة الالكترونية مشجعة.
٥	٤	٣	٢	١	٣٠. أنا أعتقد أن الانترنت السريع مهم عند استخدام الخدمات الحكومية الالكترونية
٥	٤	٣	٢	١	٣١. استخدام الخدمات الحكومية الالكترونية يساعدني شخصياً لإنجاز مهماتي الروتينية.
٥	٤	٣	٢	١	٣٢. سوف أشعر بالندم إن لم استخدم الخدمات الحكومية الالكترونية.

درجـــة المـوافقـة					ز. سهولــة الإستخــــدام
٥	٤	٣	٢	١	٣٣. تتوفر لدي الموارد الضرورية لاستخدام الخدمات الحكومية الالكترونية.
٥	٤	٣	٢	١	٣٤. لدي المعرفـة الكـافية لاستخدام الخدمات الحكومية الالكترونية.
٥	٤	٣	٢	١	٣٥. أستطيع الحصول على المساعدة من الآخرين عندما اواجه صعوبة باستخدام الخدمات الحكومية الالكترونية.
٥	٤	٣	٢	١	٣٦. استخدام الخدمات الحكومية الالكترونية متوافق مع التقنيات الأخرى التي استخدمها.
٥	٤	٣	٢	١	٣٧. امتلك الخبرة الكافية عن الإنترنت لاستخدام الخدمات الحكومية الالكترونية.

درجـــة المـوافقـة					ح. العـــزم (النية)
٥	٤	٣	٢	١	٣٨. أنا أنوي استخدام الخدمات الحكومية الالكترونية في معاملاتي الحكومية عند توفرهــا.
٥	٤	٣	٢	١	٣٩. أنا أنوي استخدم الخدمات الحكومية الالكترونية كلما احتجت لذلك.
٥	٤	٣	٢	١	٤٠. أنا أنوي استخدم الخدمات الحكومية الالكترونية في المستقبــل.
٥	٤	٣	٢	١	٤١. أنا سأستخدم بشكل متكرر الخدمات الحكومية الالكترونية في المستقبــل.

5

أوافق بشدة	أوافِـق	غير متـأكد	لا اوافق	لا اوافق بشدة
٥	٤	٣	٢	١

درجــة المــوافقــة					ض. الثــــقة
٥	٤	٣	٢	١	٤٢. الخدمات الحكومية الالكترونية العراقية جديرة بالثقة / يمكن الوثوق بها لتقديم الخدمات الحكومية لمستخدميها.
٥	٤	٣	٢	١	٤٣. أنا اتوقع ان استخدامي للخدمات الحكومية الالكترونية العراقية سيزداد في المستقبل.
٥	٤	٣	٢	١	٤٤. أنا أثــق أن كل معلوماتي الشخصية ستبقى في الخدمات الحكومية الالكترونية العراقية.
٥	٤	٣	٢	١	٤٥. الخدمات الحكومية الالكترونية العراقية دائما تزيد انتباه العراقيين واهتمامهم بها.
٥	٤	٣	٢	١	٤٦. أنا أثــق بالمنـافع التي تقدم من خلال الخدمات الحكومية الالكترونية العراقية.

درجـة المــوافقــة					م. التــأثيــــر
					الخدمات الحكومية الالكترونية التي أستخدمهـا دائمـاً :
٥	٤	٣	٢	١	٤٧. متـــوفـرة
٥	٤	٣	٢	١	٤٨. مــوثــوقـة
٥	٤	٣	٢	١	٤٩. فعـــالـة
٥	٤	٣	٢	١	٥٠. مـــرنـة
٥	٤	٣	٢	١	٥١. سهلـة الإستخــدام
٥	٤	٣	٢	١	٥٢. سريـعـة
٥	٤	٣	٢	١	٥٣. مقبولة (مرضية) بشكل عام

(لطفاً، ضـــع دائـرة (◯) على الجواب المناسب للنقاط من ٥٤ الى ٥٨)

					ي. النتـــائـج المتصـــورة
					الإستعانة بالخدمات الحكومية الإلكترونية في المعاملات والإجراءات الحكومية كــان خيارا:
جيـــد الى ابعد الحدود	جيـــد الى حد ما	لا هذا ولا ذاك	سيء الى حد مـا	سيء الى ابعد الحدود	٥٤.
حكيــم الى ابعد الحدود	حكــيم الى حد ما	لا هذا ولا ذاك	غير موفق الى حد ما	غير موفق الى ابعد الحدود	٥٥.
ملائم الى ابعد الحدود	ملائم الى حد ما	لا هذا ولا ذاك	غير سار الى حد مـا	غير سار الى ابعد الحدود	٥٦.
مفيــد الى ابعد الحدود	مفيـد الى حد ما	لا هذا ولا ذاك	مؤذي الى حد مـا	مؤذي الى ابعد الحدود	٥٧.
ايجابي الى ابعد الحدود	ايجابي الى حد ما	لا هذا ولا ذاك	سلبي الى حد مـا	سلبي الى ابعد الحدود	٥٨.

Appendix 3

The Result of Pilot Analysis

Construct	Cronbach's Alpha	Item code	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Services Awareness	.837	Awar1	.693	.789
		Awar2	.533	.832
		Awar3	.720	.781
		Awar4	.567	.824
		Awar5	.686	.791
Social Factor	.682 → .793	SF1	.139	.719
		SF2	.113	.713
		SF3	.495	.622
		SF4	.542	.611
		SF5	.466	.639
		SF6	.442	.644
		SF7	.556	.623
		SF8	.342	.660
		SF9	.355	.657
Habit	.612	H1	.435	.514
		H2	.141	.731
		H3	.637	.332
		H4	.426	.517
Perceived Intensity of Civil Conflict	.722	PICC1	.241	.759
		PICC2	.533	.656
		PICC3	.639	.607
		PICC4	.463	.683
		PICC5	.549	.647
Information Security	.682	Secur1	.471	.625
		Secur2	.082	.749
		Secur3	.407	.643
		Secur4	.368	.655
		Secur5	.521	.608
		Secur6	.448	.632
		Secur7	.557	.598
Usage Behaviour of G2C-ICT Services	.817	UB1	.508	.803
		UB2	.785	.738
		UB3	.587	.788
		UB4	.471	.814
		UB5	.848	.729
		UB6	.331	.838

Facilitating Conditions	.787	FC1	.576	.743
		FC2	.643	.720
		FC3	.668	.718
		FC4	.509	.764
		FC5	.455	.788
Intention	.674	INT1	.589	.542
		INT2	.621	.544
		INT3	.557	.562
		INT4	.077	.721
		INT5	.314	.676
Trust	.802	T1	.700	.728
		T2	.458	.802
		T3	.684	.734
		T4	.529	.782
		T5	.572	.771
Affect	.868	AFF1	.608	.855
		AFF2	.629	.851
		AFF3	.850	.823
		AFF4	.483	.869
		AFF5	.455	.875
		AFF6	.756	.833
		AFF7	.753	.833
Perceived Consequences	.866	PC1	.621	.857
		PC2	.755	.821
		PC3	.656	.846
		PC4	.741	.824
		PC5	.709	.838

Appendix 4

IDPs visited locations and the number of questionnaires that have been distributed/received for each location.

Place id	Governorate	Location name in English	Latitude	Longitude	Families	Individuals	No. of distributed	No. of returned	Response rate
24688	Sulaymaniyah	Chamchamal	Asuda	35.52454	44.81803	420	2,520	16	11	70.25%
23923	Sulaymaniyah	Dokan	Sarcham	35.92317	44.96655	101	606	4	2	53.12%
23928	Sulaymaniyah	Kalar	Shahidan	34.67382	45.39673	411	2,466	15	10	65.26%
24900	Sulaymaniyah	Sulaymaniya	Bakrajoy Taza	35.55977	45.35857	852	5,112	32	22	69.26%
24899	Sulaymaniyah	Sulaymaniya	Kostay Cham	35.54889	45.37077	40	240	1	0	0.00%
			Sulaymaniya Total					**68**	**45**	**66.18%**
21173	Baghdad	Abu Ghraib	1 Athar	33.30247	44.17855	622	3,732	38	29	76.52%
23646	Baghdad	Adhamia	Adhamia-314	33.376858	44.362132	551	3,306	34	27	80.43%
23987	Baghdad	Adhamia	Al Shamasiyah-318	33.378525	44.368815	372	2,232	23	20	88.24%
21576	Baghdad	Al Resafa	Al Fudhiliyah-753	33.339153	44.501386	160	960	10	10	102.58%
24713	Baghdad	Al Resafa	Al Saadon-101	33.317352	44.424758	400	2,400	24	18	73.86%
25969	Baghdad	Al Resafa	Zayona Camp	33.317933	44.445211	143	858	9	5	57.39%
23641	Baghdad	Kadhimia	Hay Al Shuhada	33.463007	44.236731	74	444	5	1	22.18%
24080	Baghdad	Karkh	Abu Dsheer-856	33.209555	44.387311	82	492	5	2	40.03%
24712	Baghdad	Karkh	Al Mechanic-834	33.233901	44.403659	308	1,848	19	15	79.93%
25203	Baghdad	Karkh	Hay Al Amil-807	33.27561	44.32783	50	300	3	2	65.65%
7680	Baghdad	Mada'in	Hay al Qadsiya	33.189501	44.544226	81	486	5	3	60.79%
25152	Baghdad	Mahmoudiya	Kilo 18	32.959731	44.336429	259	1,554	16	11	69.71%
			Baghdad Total					189	143	75.66%

Place id	Governorate		Location name in English	Latitude	Longitude	Families	Individuals	No. of distributed	No. of returned	Response rate
24920	Dahuk	Amedi	Dawodia Camp	37.089891	43.222998	735	4,410	69	61	88.46%
7835	Dahuk	Amedi	Sarsink	37.03	43.34	901	5,406	85	69	81.63%
27123	Dahuk	Sumel	Old Zinya	36.77671	42.79283	240	1,440	23	15	66.62%
							Dahuk Total	**176**	**145**	**82.39%**
20980	Erbil	Erbil	Ainkawa(108)	36.245	43.98	1,055	6,330	31	22	69.88%
13668	Erbil	Erbil	Hay Askary	36.1661	43.96403	1,000	6,000	30	21	70.38%
27226	Erbil	Erbil	Rzgari Dibaga	36.1749	43.9977	205	1,230	6	3	49.04%
13569	Erbil	Makhmur	(Shuhadaa Al Emarat) Camp	35.8808	43.8036	3,169	19,014	95	76	80.37%
							Erbil Total	**162**	**122**	**75.31%**
14375	Kirkuk	Dabes	Altun Kupri Center	35.75	44.138	565	3,390	50	42	84.49%
23899	Kirkuk	Kirkuk	Hay Al-Zawraa	35.381506	44.395005	1,265	7,590	111	92	82.67%
							Kirkuk Total	**161**	**134**	**83.23%**
26116	Salah al-Din	Al-Daur	Al Mujammaa Al Sakani	34.407308	43.793717	174	1,044	12	9	76.78%
29601	Salah al-Din	Balad	Eshaqi Camp	34.048418	43.98277	513	3,078	35	32	92.59%
23918	Salah al-Din	Tikrit	Al-Mutaradah 204	34.627451	43.669865	1,302	7,812	88	75	85.50%
							Salah al-Din Total	**134**	**116**	**86.57%**
							Total of all six governorates	**890**	**705**	**79.21%**
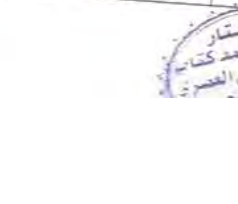
Appendix 5

Sample of IDPs Information list

Table 1

ملاحظات	تاريخ دخول المنطقة	تاريخ النزوح	السكن الحالي	السكن النازح منه	عدد الافراد	رقم البطاقة التموينية	رقم الهاتف	اسم رب الاسرة	ت
		٢٠١٤	القادسية	بيجي				عليا محمد عبدالله	٢٦٨
		٢٠١٤	القادسية	بيجي				عماد ناظم نادر	٢٦٩
		٢٠١٤	القادسية	بيجي				عمار علي جدوع	٢٧٠
		٢٠١٤	القادسية	بيجي				عمر محمد كتاب	٢٧١
		٢٠١٤	القادسية	بيجي				عيشه كتاب صالح	٢٧٢
		٢٠١٤	القادسية	بيجي				عيشه محمد محجوب	٢٧٣
		٢٠١٤	القادسية	بيجي				عوض عطيه هايس	٢٧٤
		٢٠١٤	القادسية	بيجي				عواد فياض عبد	٢٧٥
		٢٠١٤	القادسية	بيجي				عياده عتر داود	٢٧٦
		٢٠١٤	القادسية	بيجي				عيدان شويخ عيد	٢٧٧
		٢٠١٤	القادسية	بيجي				عبده نعمه صالح	٢٧٨
		٢٠١٤	القادسية	بيجي				غزوان جمعه محمد	٢٧٩
		٢٠١٤	القادسية	بيجي				غزوان حمود نصه	٢٨٠
		٢٠١٤	القادسية	بيجي				فزع عذوب	٢٨١
		٢٠١٤	القادسية	بيجي				فضه علوش مناور	٢٨٢
		٢٠١٤	القادسية	بيجي				فهد احمد نواف	٢٨٣
		٢٠١٤	القادسية	بيجي				هشام محمد خضر	٢٨٤
		٢٠١٤	القادسية	بيجي				وسام محمد خضر	٢٨٥
		٢٠١٤	القادسية	بيجي				فيصل حميد مهدي	٢٨٦
		٢٠١٤	القادسية	بيجي				فيصل سعدون محمد	٢٨٧
		٢٠١٤	القادسية	بيجي				قاسم ابراهيم علوان	٢٨٨
		٢٠١٤	القادسية	بيجي				قاسم عبيد سمير	٢٨٩
		٢٠١٤	القادسية	بيجي				قاسميه ارميض فريح	٢٩٠
		٢٠١٤	القادسية	بيجي				قصي سامي حميد	٢٩١
		٢٠١٤	القادسية	بيجي				فيصر نفوس حمد	٢٩٢
		٢٠١٤	القادسية	بيجي				كريمه مشعان عنل	٢٩٣
		٢٠١٤	القادسية	بيجي				كرجه صالح سلامه	٢٩٤
		٢٠١٤	القادسية	بيجي				كريم علوان عبيد	٢٩٥
		٢٠١٤	القادسية	بيجي				كميله حسن احمد	٢٩٦

المختار
جاسم محمد كبات
مختار الحي العصري
قضاء بيجي

Table 2

ملاحظات	تاريخ دخول المنطقة	تاريخ النزوح	السكن الحالي	السكن النازح منه	عدد الافراد	رقم البطاقة التموينية	رقم الهاتف	اسم رب الاسرة	ت
		٢٠١٤	القادسية	بيجي				ياسر حمود كتاب	٣٥٤
		٢٠١٤	القادسية	بيجي				ياسر طارق فهد	٣٥٥
		٢٠١٤	القادسية	بيجي				يونس خلف حماد	٣٥٦
		٢٠١٤	القادسية	بيجي				ياسر سماعيل عبد الرحمن	٣٥٧
		٢٠١٤	القادسية	بيجي				مطر حاظر حالوب	٣٥٨
		٢٠١٤	القادسية	بيجي				لبيب كتاب حمد	٣٥٩
		٢٠١٤	القادسية	بيجي				مجيل محمود حمد	٣٦٠
		٢٠١٤	القادسية	بيجي				محمود حكمت عيود	٣٦١
		٢٠١٤	القادسية	بيجي				صبحه خلف عبدالله	٣٦٢
		٢٠١٤	القادسية	بيجي				حلوه خلف داموك	٣٦٣
		٢٠١٤	القادسية	بيجي				محمود خلف غزال	٣٦٤
		٢٠١٤	القادسية	بيجي				خوله محمد رمضان	٣٦٥
		٢٠١٤	القادسية	بيجي				عدنان حميد مخلف	٣٦٦
		٢٠١٤	القادسية	بيجي				خيرالله رحيم رجب	٣٦٧
		٢٠١٤	القادسية	بيجي				صباح عبد محمد	٣٦٨
		٢٠١٤	القادسية	بيجي				سعد عزيز مسهر	٣٦٩
		٢٠١٤	القادسية	بيجي				هيثم فاضل جبار	٣٧٠
		٢٠١٤	القادسية	بيجي				اركان فخري رجب	٣٧١
		٢٠١٤	القادسية	بيجي				ايراهيم عوان حسين	٣٧٢
		٢٠١٤	القادسية	بيجي				ربيع حاظر حالوب	٣٧٣
		٢٠١٤	القادسية	بيجي				رابعه محمد شلاش	٣٧٤
		٢٠١٤	القادسية	بيجي				احمد خلف عطيه	٣٧٥
		٢٠١٤	القادسية	بيجي				نضال ثلج جاسم	٣٧٦
		٢٠١٤	القادسية	بيجي				هاشميه موسى عيسى	٣٧٧
		٢٠١٤	القادسية	بيجي				فوزي مانع صالح	٣٧٨
		٢٠١٤	القادسية	بيجي				عماد مانع صالح	٣٧٩
		٢٠١٤	القادسية	بيجي				بانين مانع صالح	٣٨٠
		٢٠١٤	القادسية	بيجي				ثلر مانع صالح	٣٨١
		٢٠١٤	القادسية	بيجي				فاضل مرعي حسن	٣٨٢

المختار
جاسم محمد كتاب
مختار الحي العصري
قضاء بيجي

Appendix 6

The official letter that have been used to cross the police and army checkpoints

اقليم كوردستان – العراق
مجلس الوزراء
وزارة التعليم العالي والبحث العلمي
دائرة البحث و التطوير
مديرية الشؤون العلمية

Kurdistan Regional Government
Council of Ministers
Ministry of Higher Education & Scientific

هەرێمی کوردستان - عێراق
ئەنجومەنی وەزیران
وەزارەتی خوێندنی باڵا و توێژینەوەی زانستی
فەرمانگەی توێژینەوە و پەرەپێدان
بەڕێوەبەرایەتی کاروباری زانستی

No:
Date:

* دەرکردە *

ژمارە:
رێکەوت: / /٢٠١٦ی زایینی
رێکەوت: / /٢٧١٦ی کوردی

بۆ / وەزارەتی ناوخۆ/ بەڕێوەبەرایەتی گشتی دیوان

ب/ داواکاری

ڕێز و سڵاو ...

سەبارەت بە داواکاری بەڕێز (سیف الدین حاتم عبدالرحمن) کە قوتابی دکتۆرایە لە وڵاتی (مالیزیا) بە پێی ئەو پشتگیرایانەی کە بەرزی کردۆتەوە، تکایە کار ئاسانی بۆ بکرێت بە پێی ڕێنماییەکان.

لەگەڵ ڕێزدا...

هاوپێچ/
*داواکاری ناوبراو.
*پشتگیری زانکۆی ناوبراو.
*وێنەیەکی فۆرمی (استبیان)ی ناوبراو.

پ.ی.د.نجدت صبری ئاکرەیی
بەڕێوەبەری گشتی فەرمانگەی توێژینەوە و پەرەپێدان

وێنەیەک بۆ/
*نووسینگەی بەڕێز جەنابی وەزیر/ بۆ زانین/ لەگەڵ ڕێزدا.
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*فەرمانگەی توێژینەوە و پەرەپێدان/ ئاماژە بە پەراوێزی بەڕێزتان لە (٢٠١٦/١٢/١٩)/ بۆ زانین/لەگەڵ ڕێزدا .
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بگۆڕی وەزارەت: (٠٦٢٢٩٦٧٦٨ — ٠٧٥٠١٤٤١٧٦٨)

286

Appendix 7

The Output of Mahalanobis Test

1	9.1572	**82**	5.53737	**163**	6.74428	**244**	4.14527	**325**	6.19086
2	3.50859	**83**	5.83998	**164**	8.68902	**245**	11.16573	**326**	16.05612
3	3.11691	**84**	8.08328	**165**	11.62885	**246**	1.7704	**327**	6.77411
4	13.91894	**85**	5.69376	**166**	7.29663	**247**	6.29951	**328**	22.5131
5	13.34876	**86**	6.24332	**167**	4.29534	**248**	26.58823	**329**	8.7887
6	2.18871	**87**	27.284	**168**	7.44674	**249**	6.14143	**330**	13.23769
7	5.37056	**88**	9.34928	**169**	5.21456	**250**	8.80762	**331**	14.15374
8	7.16407	**89**	2.20138	**170**	3.02544	**251**	11.43628	**332**	7.96693
9	9.21038	**90**	10.75894	**171**	11.06583	**252**	2.55624	**333**	4.30849
10	11.58959	**91**	5.56012	**172**	13.09733	**253**	13.99592	**334**	9.12388
11	6.82304	**92**	8.49232	**173**	4.38044	**254**	3.94731	**335**	4.47106
12	38.56519	**93**	3.27799	**174**	11.23406	**255**	4.26002	**336**	53.35219
13	11.36455	**94**	3.90746	**175**	4.84471	**256**	4.05919	**337**	8.39995
14	7.99784	**95**	16.07086	**176**	7.28143	**257**	4.13022	**338**	26.17633
15	30.99079	**96**	4.14414	**177**	11.00844	**258**	3.64717	**339**	19.74688
16	11.16315	**97**	7.14252	**178**	13.54734	**259**	2.84602	**340**	20.66437
17	7.22523	**98**	4.80399	**179**	9.86268	**260**	4.34264	**341**	9.39163
18	12.6248	**99**	8.1978	**180**	4.16584	**261**	20.42727	**342**	2.93341
19	8.86123	**100**	11.82035	**181**	13.05486	**262**	7.6597	**343**	11.57276
20	6.71766	**101**	5.43876	**182**	10.00398	**263**	4.83546	**344**	9.58936
21	6.27097	**102**	6.69553	**183**	13.06902	**264**	16.13638	**345**	5.16067
22	12.16289	**103**	25.69685	**184**	25.6246	**265**	3.2964	**346**	3.37802
23	34.49716	**104**	13.88909	**185**	14.42823	**266**	10.59431	**347**	7.42905
24	16.99564	**105**	4.34075	**186**	2.84907	**267**	8.70293	**348**	27.13913
25	18.44777	**106**	4.472	**187**	7.58922	**268**	10.27147	**349**	4.30882
26	13.52402	**107**	26.6398	**188**	6.95835	**269**	15.8902	**350**	8.30166
27	37.83177	**108**	6.7912	**189**	8.59971	**270**	5.18075	**351**	11.59939
28	5.11757	**109**	7.25813	**190**	5.77845	**271**	4.04303	**352**	15.06051
29	4.16942	**110**	10.09598	**191**	4.87612	**272**	9.57817	**353**	15.77464
30	16.38378	**111**	5.90631	**192**	10.22487	**273**	6.21233	**354**	7.08924
31	14.61675	**112**	19.43609	**193**	10.34792	**274**	5.8995	**355**	6.90833
32	5.96072	**113**	5.894	**194**	14.48417	**275**	19.04037	**356**	4.92727
33	4.36641	**114**	7.39164	**195**	25.10315	**276**	6.70148	**357**	20.79137
34	14.68188	**115**	3.59309	**196**	8.75622	**277**	5.66811	**358**	8.35785
35	6.43179	**116**	1.45989	**197**	10.30228	**278**	3.51626	**359**	10.57766
36	11.9984	**117**	4.04709	**198**	8.48622	**279**	18.8062	**360**	11.62525
37	9.53525	**118**	12.97981	**199**	3.40786	**280**	21.4037	**361**	11.73923
38	5.54307	**119**	4.77464	**200**	6.63997	**281**	5.97208	**362**	12.48245
39	4.3552	**120**	9.37801	**201**	5.85541	**282**	23.96611	**363**	12.32445
40	4.06089	**121**	18.66982	**202**	8.61454	**283**	3.81699	**364**	22.51102

41	7.91533	122	7.38235	203	3.87852	284	9.8872	365	13.41359
42	9.7129	123	6.5443	204	6.55465	285	15.21774	366	5.06313
43	5.98978	124	8.45663	205	10.91772	286	10.96693	367	11.72063
44	7.78599	125	6.23833	206	8.72105	287	9.63034	368	3.66443
45	12.32065	126	9.06853	207	11.55293	288	4.71262	369	9.13823
46	10.58508	127	5.36804	208	22.809	289	11.27591	370	11.20268
47	7.35094	128	3.61829	209	8.95374	290	7.51726	371	34.18793
48	6.65035	129	4.47041	210	16.77055	291	6.78218	372	8.59681
49	12.87908	130	3.82208	211	4.19193	292	11.83954	373	8.1365
50	4.71289	131	7.46801	212	7.65618	293	31.77198	374	14.38988
51	16.33075	132	3.60767	213	4.11004	294	10.77851	375	33.34537
52	8.28472	133	15.5659	214	10.5968	295	8.71403	376	9.26719
53	25.52571	134	5.52411	215	10.15649	296	2.29919	377	10.41418
54	13.27291	135	13.29177	216	5.34266	297	2.24038	378	10.28218
55	3.52481	136	4.9977	217	6.49241	298	17.91592	379	7.41985
56	4.46095	137	5.22956	218	1.62649	299	14.43821	380	9.12196
57	1.98428	138	5.39317	219	8.95148	300	22.90429	381	12.241
58	5.07578	139	4.55014	220	5.95496	301	3.89292	382	35.38566
59	7.73706	140	8.38026	221	6.06961	302	3.49441	383	16.64288
60	8.30248	141	7.78439	222	27.08744	303	4.04547	384	10.34702
61	7.03976	142	4.89132	223	5.13227	304	10.85568	385	18.3147
62	16.81396	143	9.58536	224	13.96813	305	2.84184	386	6.43196
63	5.90081	144	2.80091	225	13.094	306	4.13012	387	5.22325
64	10.72163	145	6.24607	226	17.9378	307	5.03179	388	7.90956
65	12.13572	146	13.00205	227	10.1131	308	3.41023	389	10.86196
66	4.86295	147	16.38896	228	32.87312	309	20.16401	390	41.12438
67	6.32044	148	2.86391	229	4.18013	310	3.36276	391	13.25857
68	3.73012	149	5.78687	230	4.25815	311	16.88836	392	20.22021
69	15.57379	150	13.23006	231	4.61033	312	4.36379	393	4.63413
70	8.66415	151	11.73474	232	10.45009	313	11.60148	394	6.91905
71	3.94471	152	8.24416	233	5.68736	314	5.11242	395	2.35906
72	30.7674	153	3.81842	234	4.35493	315	6.36778	396	8.88128
73	3.79731	154	7.04957	235	7.16011	316	7.85087	397	8.40564
74	7.87129	155	1.59595	236	6.41241	317	6.22826	398	27.42855
75	8.91853	156	3.63994	237	5.56642	318	7.13155	399	11.36509
76	7.03331	157	4.62795	238	4.93577	319	10.13957	400	11.97787
77	8.94617	158	8.00024	239	38.92624	320	16.60592	401	16.51994
78	8.23542	159	15.98151	240	5.37667	321	8.94564	402	1.95586
79	2.47782	160	4.7208	241	12.9609	322	7.05483	403	8.9391
80	8.16363	161	12.04778	242	1.90903	323	7.72041	404	6.38082
81	3.43338	162	5.54155	243	12.98831	324	7.51606		

Appendix 8

Demographic Data of the Experts

1   **Name of the Expert:**   Prof. Dr Harry C. Triandis *(TIB Founder)*

    Academic Degree: Professor

    Institution: University of Illinois - USA

    Position: Consultant

    Experience: More than 60 years in psychology fields

    Email: triandis@illinois.edu

2   **Name of the Expert:**   Pn Yuhaniz Ahmad

    Academic Degree: Master

    Institution: School of Quantitative Sciences - UUM

    Position: Quantitative Sciences Consultant

    Experience: Quantitative Sciences & Statistical Modelling

    Email: yuhaniz@uum.edu.my

3   **Name of the Expert:**   Dr. Noor Fareen Binti Abdul Rahim

    Academic Degree: Doctor

    Institution: Universiti Sains Malaysia

    Position: Senior Lecturer

    Experience: Information Technology

    Email: noorfareen@uum.edu.my

4   **Name of the Expert:**   Dr. Shafinah Farvin binti Packeer Mohamed

    Academic Degree: Doctor

    Institution: School of Computing Sciences - UUM

    Position: Lecturer & coordinator for UUM-ABS program.

    Experience: Information Technology & Corporate Governance.

    Email: shafinah@uum.edu.my

5 Name of the Expert: Dr. Francis Chuah

Academic Degree: Doctor

Institution: School of Business Management - UUM

Position: Senior Lecturer & Consultant of PLS Analysis

Experience: Research Methodology & Quantitative Data Analysis

Email: francischuah@uum.edu.my

6 Name of the Expert: Dr. Munadil Faaeq

Academic Degree: Doctor

Institution: School of Business Management - UUM

Position: Senior Lecturer

Experience: Iraqi E-Government & Instrument Design

Email: munadil@uum.edu.my

7 Name of the Expert: Dr. Abdulsatar Abduljabbar Sultan

Academic Degree: Doctor

Institution: Lebanese-French University

Position: Lecturer & Coordinator of Buss. Administration Dept.

Experience: Management Information System

Email: abdulsatarsultan@gmail.com

8 Name of the Expert: Dr. Waleed Khalid AL-Hadban

Academic Degree: Doctor

Institution: Department of Applied Computer - Charmo University

Position: Lecturer

Experience: Information Technology & Healthcare Informatics

Email: waleed.hadban@charmouniversity.org