Factors affecting e-Government implementation and adoption in the State of Qatar

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Abstract

Electronic government (e-government) has established as an effective mechanism for increasing government productivity and efficiency and a key enabler of citizen-centric services. However, e-government implementation is surrounded by organisational, technological, political and social issues, which have to be considered and treated carefully in order to facilitate this change. Conversely, from an adoption perspective, e-government services are yet to be universally accepted as a medium for accessing online public services since its inception more than a decade ago. In terms of prior research into understanding the implementation challenges and adoption factors, most existing literature focus into either the implementation context or adoption context separately and no research studies were found that take a holistic viewpoint of both implementation and adoption. Furthermore, only a few researchers have explored and reflected on the important factors that can impact e-government implementation using well founded theoretical models or frameworks. Besides, there is no universal model for e-government implementation and adoption that is applicable for all countries to ensure success, especially for developing and Gulf Cooperation Countries (GCC). Therefore, this thesis attempts to explore and investigate the key challenges that influence e-government
implementation and the factors influencing citizen adoption in the state of Qatar. By simultaneously analysing and aligning the implementation issues of e-government with the adoption aspects, this study aimed to develop a better understanding of the gaps that exists between implementation and adoption. Through combining the implementation and adoption aspects of e-government, this thesis proposes a unified conceptual model which could be used as a frame of reference by government institutions that seek to implement and diffuse e-government systems in Qatar. To do so, the research draws from two well established theoretical models, Institutional Theory (for understanding implementation) and the Unified Theory of Acceptance and Use of Technology (UTAUT) model (for understanding adoption). The research adopted a multi-method approach [combining qualitative (interviews) and quantitative (survey) methods] to explore practices and experiences of implementing and adopting e-government systems in the State of Qatar.