

The Vital Principles of Open Government Initiative and its impact on citizens' intention to use Electronic services in Jordan

Presented By

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Abstract:

The participation of citizens is a fundamental principle of open government, which places citizens at its core. Despite the significant potential benefits of open government for the general public and its essential function, citizens continue to face difficulties in using it. This study aims to determine the impact of OGD principles on intention and actual use of e-services. where the researcher used the descriptive analytical method and the questionnaire as tools for collecting information from citizens in Jordan. The survey questionnaire was adopted as the main strategy to collect and analyze primary data to investigate the relationships between variables. Statistical processing was carried out using the IBM SPSS version 22 package and Amos version 25 for path analysis as the main statistical software packages.

The results indicated that there are relationships between the principles of open government data (ease of use, perceived usefulness, participation, collaboration, and transparency), intention to use OGD, and actual use of electronic services, but there is no social impact on such relationships in Jordan. The findings assist policymakers and managers in adopting information and communication technology (ICT) strategies that facilitate citizens' transactions and encourage them to participate effectively in e-government activities, thereby boosting the kingdom's economy and gross domestic product (GDP). Additionally, the government urged improving awareness programs and focusing on employee training in order to improve the e-services presented to citizens. This study offers practical contributions in addition to the model's academic contributions because the study would be of little value if its goals were simply to advance academic and political culture without having any real-world applications. This research was undertaken within a constrained timeframe, limiting further investigation in order to provoke additional responses. Also, because there isn't a sample frame, the size of the research sample is decided by how convenient it is. This makes it less likely that the results can be applied to the whole research population.

Keywords: (Open government data (OGD), vital principles, Usefulness, Transparency, collaboration, participation, intention to use e-government, and actual use).

Chapter One Research Background

1.1 Introduction

The development of modern information and communication technologies (ICT) over the past few years has laid the groundwork for a new era of democracy that is capable of increasing transparency in government action, citizen political participation, and government-to-citizen collaboration. widely regarded as the guiding principles of the open government concept, which quickly drew widespread public and scientific attention. Open government is defined as "state transparency, participation, and collaboration towards third actors such as the economy or citizens". The provision of open government data (OGD) via governmental online platforms like data.gov in the United States exemplifies this attitude, as do GOV data in Germany and gov.UK in the UK, making OGD an essential component of open government as a whole. (Wirt & Birkmeyer,2015)

Open government data (OGD) has gained much attention worldwide; however, there is still an increasing demand for exploring research from the perspective of its adoption and diffusion. Policymakers expect that OGD will be used on a large scale by the public, which will result in a range of benefits, such as: faith and trust in governments, innovation and development, and participatory governance (Muhammad Mahboob Khurshid, Nor Hidayati Zakaria 2022)

The idea of open government has been around for a long time, but researchers and practitioners in democratic societies have recently rediscovered it. The open government principles of transparency, participation, and collaboration are widely recognized as the representatives of this development. Several open government initiatives around the world work toward the same objective.

The U.S. Open Government Directive, which President Obama initiated in 2009, is the most well-known of these measures (Executive Office of the President, 2009). These policies are exemplified by open government data being made available to the general public through public online platforms like data.gov in the United States, data.gov.uk in

the United Kingdom, and govdata.de in Germany. As a result, previous research frequently uses the terms "open government" and "open government data" interchangeably, making it difficult to draw a precise distinction between them. Given the diverse understanding of open government itself, this is not surprising (Meijer, Curtin, & Hildebrandt, 2012).

Non-personal data sets that the general public can access that in itself is not only the publication of data but also includes users' feedback so as to improve government performance and mechanisms for monitoring" are both terms used to describe OGD work. This suggests that OGD and open government share fundamental principles, and the former can be viewed as the actual instrument for the latter's implementation. As a result, the only difference between the two terms is that "OGD" refers to an expression of open government. However, we intentionally use the term "OGD" to operationalize the dependent construct of "citizens' usage intention" because it reflects a more concrete usage behavior and thus appears to be better suited to inquiry than "open government use" in general (Parycek & others, 2014).

1.2 Research Problem

Open government research has produced a considerable body of knowledge, but at the same time it lacks empirical evidence, especially regarding the role of citizens and usage-related attitudes and behaviors.

When searched and studied previous studies, found that a few studies were conducted on open data here in the Arab world, and this study may be the first in Jordan to study the impact of open data principles and their impact on the use of electronic services.

In the following, review the current state of empirical open government research that takes a citizen's perspective and examines participation and use. Here, only elaborate on those studies that apply empirical research methods, since this study also follows such an approach.

The motivation of citizens to engage in open government is due to their desire to obtain faster service and several different motives. results show that citizens have different motivations for participating in open government and that these vary according to the goals and tasks of upcoming open government projects (Wijnhoven & others, 2015).

Examine acceptance and use predictors of open data technologies, demonstrating that performance expectancy, effort expectancy, social influence, and voluntariness of use influence people's intentions to use open data technologies (Zuiderwijk & others, 2015).

However, open government is not merely a one-way matter but rather a two-way matter that requires not only the involvement of governmental actors such as public administrations but also the participation of societal actors, especially citizens. In this connection, there are many challenges regarding citizens' use of open government data, that not only hamper the realization of these benefits but also undermine governmental efforts. Surprisingly, only a small number of studies address citizen-based aspects of usage in the context of open government, especially when considering the strong citizen orientation of the principles or objectives of open government, for instance, enhancing citizen participation and engagement. Accordingly, further empirical research is demanded to develop more comprehensive models focusing on citizens' attitudes and integrating the respective key factors and their relationships (Ohemeng & Ofofu-Adarkwa, 2015).

Open government has become an important strategy for administrative reform in the last decade incentivizing many countries around the world to design and implement initiatives related to information access, transparency, participation, and collaboration. However, there is limited clarity about the definition of open government and its main conceptual dimensions (J. Ramon Gil-Garciaa,b , Mila Gasco-Hernandez , and Theresa A. Pardo 2020)

In response to this research demand, this study investigates citizens' attitudes toward open government. More specifically, it focuses on what drives citizens' intentions to use open government data as a more concrete behavioral attitude toward open government use. To examine the antecedents and their impact on intention, in response to this research demand, this study investigates citizens' attitudes toward open government. More specifically, it focuses on what drives citizens' intentions to use open government data as a more concrete behavioral attitude toward open government use. To examine the antecedents and their impact on intention, Through the foregoing, the problem of the study centered on knowing the impact of the basic principles of the Open Government Initiative on citizens' intentions to use electronic services in Jordan.

1.3 Research Questions

Given the relevance of open government use by citizens and the lack of sophisticated empirical research approaches, this study is among the first to examine determinants of citizens' use of OGD from a citizen perspective by applying a multivariate confirmatory research approach (Zuiderwijk & others, 2015).

This study aims to determine the impact of OGD Principles on the intentions to use and actual use. The enation selected on this research (**ease of use, usefulness, transparency, collaboration, and participation, intention to use e-government and actual use**) to use electronic services in Jordan in order to make appropriate recommendations to improve service levels and make them more appealing.

Accordingly, this research aimed to answer the following main research question: *"What are the factors influencing citizens' intention to use open government data in an e-government website?"*

1.4 Aim and Objectives

The main aim of this study impact the fundamental principles of the open government initiative and its impact on citizens' intentions to use electronic services in Jordan.

1.5 Research Objectives

To achieve the research aim, the current study seeks to accomplish the following specific objectives:

- To know the benefits that can accrue to government agencies and the citizenry as a result of adopting the principles of the Open Government Initiative.
- To determine which of these principles is more important for citizens to have in order to increase their willingness to use services
- Promote participation in the political process and capture their observations on all issues and services.
- Knowing how to enhance the citizen and the government through these principles.

1.6 Research Contribution

The importance of this study is to provide information to decision-makers about the vital principles of the open government initiative and its impact on citizens' intentions to use electronic services in Jordan. Hence, the division of research significance into two parts:

- **Theoretical contribution:** Technology is developing quickly, and the Internet has made it possible for citizens to conduct many of their daily concerns, including communication with the government, from a far This study contributed to the present body of literature on the relationship between open government and citizens' intention to use electronic services

and to the present body of literature on the relationship between open government Initiative and its impact on citizens' intention to use Electronic services in Jordan

- **Practical contribution:** This study offers practical contributions in addition to the model's academic contributions because the study would be of little value if its goals were simply to advance academic and political culture without having any real-world applications. However, the researcher clung to the conviction that there are other advantages that can only be obtained by disclosing the study's findings, and the recommendations and findings of this study assist in understanding the effects of the Open Government Initiative and its impact on citizens' intentions to use electronic services in Jordan.

Chapter Two

Literature Review and Theoretical Framework

2.1 Introduction

This chapter shows definitions of the Open Government Initiative and its impact on citizens' intentions to use website services. Finally, the chapter provides operational definitions of variables. This paper highlights previous research on the subject. This chapter provides the theoretical basis on which our research is based.

This part presents the past literature connected to the point and the review factors, including an outline of the Open Government Drive and its effect on citizens' intention and aim to utilize e-government, independent variables (ease of use, usefulness, transparency, collaboration, participation), and dependent variables (intention to use e-government and actual use).

2.1.1 Vital Principles of Open Government

Open government research has produced a considerable body of knowledge, but at the same time it lacks empirical evidence, especially regarding the role of citizens and usage-related attitudes and behaviors. In the following, we review the current state of empirical open government research that takes a citizen's perspective and examines participation and use. Here, we only elaborate on those studies that apply proofreading empirical research methods, since this study also follows such an approach. Overall, we can identify six empirical studies of which three apply multivariate methods and thus fit into our relevant set. investigate the relationship between participation and trust in

government. Although they cannot confirm that citizen trust in government leads to greater political participation, they provide empirical evidence that using ICT and engaging in e-government fosters citizens' political participation. (Wirtz & Birkmeyer, 2015)

Transparency and openness are one of the mechanisms for implementing good governance. Both of them help create conditions for citizens to evaluate the decisions that the government makes on their behalf. Transparency and citizen participation also ensure that citizens' needs are met and that their positions are taken into account in the decision-making process. Effective transparency and engagement help to eradicate corruption and government malfeasance. At the same time, through transparency and engagement, citizens' trust can be increased (Giorgi Mumladze 2023)

Governments play an important role in social orders by organizing government capabilities and assisting in the provision of various types of assistance to residents and common society establishments through their endeavors in a beneficial and productive manner. The advancements in data and correspondence advances (ICTs) expand the number of people in both private and public areas who benefit from a wide range of administrations through the Web and web. The states attempted to involve ICT as a method for working on their communications with residents by giving them continuous access to data and numerous e-administrations by means of the Web, which prompted a peculiarity called electronic government, or E-government. (Samaha & others, 2017).

2.1.3 Social impact

The degree to which an individual understands how important other people's perceptions are and whether he or she should try the new system is defined as social impact. Martin stated that impact by another person might significantly impact the intention to use OGD; thus, such influences have been limitedly researched to date. SI also has a positive effect at the initial stage of new technology adoption. confirmed that SI has a positive influence on individuals' intentions to accept and use open data technologies. Recently, also stated that SI significantly influences behavioral intentions to use the OGD portal in the context of India (Zuiderwijk & janssen, 2018).

A reasonable number of earlier studies have revealed that SI positively influences behavioral intentions to use technology. As OGD in Bangladesh is still in its early stages, it is expected that the influence of peers, family members, colleagues, supervisors, and others will motivate a user's behavioral intention (Martin, 2014).

2.1.4 Perception of Ease of use

Is also known as user-friendliness or ease of use. Ease of use is defined as how easy it is for customers to use a website. Ease of use is defined as "the degree to which an individual feel that utilizing a specific system would be effortless". Another concept of ease of use refers to a website's capacity to connect with its users, most notably through assisting users in minimizing their learning curve. Website ease of use is a quality metric that indicates how simple it is to utilize a website's user interface (Zuiderwijk & Janssen , 2018).

Additionally, website ease of use is a critical factor in determining the quality of websites since it describes the ease of interacting with the material, the ease of presenting and demonstrating what is appropriate, the speed of navigation, page loading, and page size. It is regarded as a key notion of the technology acceptance model (TAM) for elucidating responses to e-commerce websites. In TAM, ease of use is viewed as a critical factor influencing citizens' intentions to embrace new technologies. The Walker definition will be used to determine the website's interactions, the effect of presenting and displaying information on citizens' behavior, and the function of navigation ease in citizens' evaluations of the website (Dennis ,2010).

2.1.5 Perceived Usefulness

Perceived usefulness is defined as the degree to which a person believes that using a particular technology will enhance his or her job performance. People tend to use or not use an application based on the extent to which they believe it will enhance their job performance. This means that attitude towards computer use, whether positive or negative, is shaped by how users perceive the usefulness of technology in teaching and learning. the subjective perception of users, where they believe that using certain technologies can improve the performance of their work (Tahar et al., 2020).

2.1.6 Transparency

The Open Government Plan should explain in detail how an agency will improve transparency. It should describe: the steps the agency will take to conduct its work more openly and publish its information online, including any proposed changes to internal management and administrative policies to improve transparency; the actions the agency is currently taking to meet its legal information dissemination obligations, and plans the agency has to improve its existing information dissemination practices by providing:(Buell & Norton,2011)

1. a strategic action plan for transparency that:

- In inventories, agencies have high-value information currently available for download.
 - encourages the public to use this information to learn more and pay closer attention to agency services.
 - identifies high-value information not yet available.
 - establishes a reasonable timeline for publication online in open formats with specific target dates. High-value information is information that can be used to increase agency accountability and responsiveness, improve public knowledge of the agency and its operations, further the core mission of the agency, create economic opportunity, or respond to needs and demands as identified through public consultation.
2. a plan for the timely publication of the underlying data (in cases where the agency provides public information maintained in electronic format) in an open format and as granular as possible, consistent with statutory responsibilities and subject to valid privacy, confidentiality, security, or other restrictions. The agency should also identify key audiences for its information and their needs and endeavor to publish high-value information for each of those audiences in the most accessible forms and formats. In particular, information created or commissioned by the government for educational use by teachers or students and made available online should clearly demarcate the public's right to use, modify, and distribute the information.
3. Details as to how the agency is complying with transparency initiative guidance, such as Data.gov, rulemaking, the IT Dashboard, Recovery.gov, and USAspending.gov Where gaps exist, the agency should detail the steps it is taking and the timing needed to meet the requirements for each initiative.
4. Details of proposed actions to be taken, with clear milestones, to keep the public informed of important actions and business of the agency, such as through agency public meetings, briefings, press conferences on the internet, and periodic national town hall meetings.

2.1.7 Collaboration

The office's Open Government Plan should provide a comprehensive understanding of how the office will continue to develop coordinated effort, including steps the organization will take to reconsider its current practices and add additional collaboration with other administrative and non-bureaucratic legislative offices, the general public, and nonprofit and confidential elements in fulfilling the organization's center mission exercises. The particular subtleties ought to incorporate proposed changes to inward administration and regulatory arrangements to further develop collaboration.

Collaboration in the public sector has been strongly enhanced by social media. The capabilities of those technologies have increased the possibilities of collaboration,

offering two-way interactive platforms that offer cross-boundary action and networking possibilities for citizen co-production. but also for interaction and co-production between public employees. In that sense, social media communities have made collaboration "open" by enabling anyone to participate in the collaborative process regardless of time and space and to benefit from sharing profits (Criado & Mergel, 2017).

To achieve more convenient and fast services with reasonable quality and an affordable cost, it is necessary to look for the best practices. To effectively achieve the required results, e-government should foster partnership, collaboration, and coordination with those who have a stake in the project, thereby enriching the process. This is related to the executive dimension of e-government. e-Government also entails rethinking organizations, re-engineering processes, and changing behavior so that e-government can foster a climate of cooperation among citizens, organizations, and enterprises, allowing them to carry out transactions and services with the government more quickly, easily, and at a lower cost. The collaboration principle depends basically on the partnership and cooperation between all levels of central government and citizens, businesses, and non-profit organizations in a transient climate (Herescu, 2013).

2.1.8 Participation

Participation can be defined in many ways. Traditionally, it concerns voluntary or coerced participation in local, state, and national issues that involve governmental decision-making. The term "coercion" does not imply the use of force or violence. Rather, it is used in the same sense that forced compliance" with government rules and regulations. (One example of this option is the imposition of small civil fines for failure to vote used in many democratic countries (not the United States) to "coerce" electoral participation.) Citizen participation implies a readiness on the part of both citizens and government institutions to accept certain pre-defined civic responsibilities and roles. It also means that each contribution is accepted, valued, and possibly used in decision-making. The inclusion of citizen representatives as co-equal partners in decision-making processes contributes to successful citizen participation. In some form, citizen participation has played a significant role in democratic forms of government since the founding of organized societies.

The ideology of participation has firm roots in democratic political values, especially relating to the concept of participatory democracy. In the United States, the push for greater citizen participation in government decision-making was reborn in the 1960s out of related movements for civil rights, "black liberation," and decentralization of

urban government structures. It originated with demands by minorities for a larger voice in determining policies and programs directly affecting them. The urban poor, at least during the 1960s, concentrated on organizing themselves and confronting those in power with demands for change. Their participation was formally incorporated into both the planning and implementation of federal model cities and community action programs and in other programs since then.

To create more informed and effective policies, the federal government should promote opportunities for the public to participate in the decision-making process. The agency's Open Government Plan should explain in detail how the agency will improve participation, including the steps it will take to revise its current practices to increase opportunities for public participation and feedback on the agency's core mission activities.

2.1.9 Intention to use e-government

Intentions are mental states in which the agent commits themselves to a course of action. The action plan is the content of the intention, while the commitment is the attitude towards this content. Other mental states can have action plans as their content, as when one admires a plan, but they differ from intentions since they do not involve a practical commitment to realizing this plan. Successful intentions bring about the intended course of action, while unsuccessful intentions fail to do so. Intentions, like many other mental states, have intentionality: they represent possible states of affairs (Ted, 2005).

The term "intention" refers to a group of related phenomena. For this reason, theorists often distinguish various types of intentions in order to avoid misunderstandings. The most-discussed distinction is that between prospective and immediate intentions. Prospective intentions, also known as "prior involve plans for the future. They can be subdivided according to how far they plan ahead: proximal intentions involve plans for what one wants to do right away, whereas distal intentions are concerned with a more distant future. Immediate intentions, on the other hand, are intentions that guide the agent while they are performing the action in question. They are also called "intentions in action" or "act-related" intentions. The term "intention" usually refers to anticipated means or ends that motivate the agent. But in some cases, it can refer to anticipated side effects that are neither means nor ends for the agent. In this case, the term "oblique intention" is sometimes used. Intentions can be evaluated rationally; they are either rational or irrational. Conscious intentions are the paradigmatic form of intention; in them, the agent is aware of their goals. But it has been suggested that actions can also be guided by unconscious intentions of which the agent is not aware (Kieran, 2018).

In addition, the theory of reasoned action, which is a well-established theory that is utilized in numerous empirical studies, that attitudinal measurement is derived from 1988. According to the theory, a person's behavior is influenced by their attitude toward an action or behavior and their intention. It is generally accepted that a set of beliefs about subjects, things, or processes is the source of these attitudes. Attitudes are frequently used as a quantitative measurement concept in research on public administration. This also applies to the TAM, which has applied this idea to technological systems, treating it as a dependent variable and examining how people's perceptions of a technological system's ease of use and utility affect it. In the context of adoption or use of public information systems, the idea of intention to use has been widely used and found to be a valid variable (Schaupp & others 2010).

2.1.10 Actual use

('how frequently') and the volume of system use ('how much') by the user. In this study, actual DSS use is determined by perceived factors (perceived usefulness, perceived ease of use, perceived system quality, perceived social influence, and perceived information quality) and behavioral intention to use.

2.2 Supporting Theories

The research's model is based on some of the most significant models that explain the influence of open data platform implementation and openness-related e-governance dimensions (Singh, 2022).

2.2.1 Matthew M. Young

This study looks at the institutional factors that affect how open information stages are carried out in urban areas in the United States. According to public management scholarship, new information technologies that support performance management systems, support transparency and engagement, and reduce administrative costs can transform governance. However, this argument overlooks important risks for administrators as well as institutional and political obstacles that may impede implementation. Using hierarchical negative binomial regression, this article looks at the organizational and institutional factors that affect implementation in more than 1,500 departments in 60 cities. The number of open information records that are accessible is strongly correlated with division type and managerial limits, whereas city-level institutional qualities and regulatory limits are not significant variables. The

socioeconomics of the metropolitan area are also identified as a variable, implying a potential interest side effect from wealthy and mechanically competent residents (Youthful , 2020).

2.2.2 Gianluca Misuraca

The goal of the study is to find out if key openly related e-government dimensions like transparency and accountability, which are necessary for achieving high e-government maturity, are sufficient for open government. An interpretative framework for determining nations' attitudes toward open government is proposed and applied to two cases originating from diverse legal, cultural, and organizational contexts for this purpose. The "attitude mapping" that was produced as a result of applying the interpretative framework to the case studies is one of the most important findings of the article. It highlights the significant role that various forms of governance play in the process of moving toward open government (Misuraca & Gianluca ,2015).

2.2.3 Martin Lnnika, Anastasia Nikiforova, Stuti Saxena, and Purnima Singh

Open government data (OGD) is regarded as a technology that can encourage openness, transparency, and accountability. This, in turn, has a positive effect on innovation and results in responsive government, collaboration, cooperation, and participation. This paper aims to investigate student adoption of open data portals and OGD in an effort to determine how governments can improve their actions in this regard (Lnnika, & others, 2022).

2.2.4.(Marijn Janssen, Yannis Charalabidis, and Anneke Zuiderwijk,2021)

Open data has been adopted by a significant number of public organizations, but many are still hesitant to implement it. The shift from a closed to an open system of governance, which has a significant impact on the relationships between public agencies and users of open data, is one root cause. However, there is no systematic study that compares the advantages of open data with the obstacles to its adoption. The advantages and obstacles to open data adoption have been identified through interviews and a workshop. According to the findings, there is a discrepancy between the promised advantages and the obstacles. In addition, they argue that open data is frequently viewed from a conceptually simplistic perspective, one that automatically equates data dissemination with benefits and use. The use of open data is defended by five "myths" that set expectations in perspective and

encourage its use. Taking a user's perspective and actively governing the relationship between the government and its users is also recommended (Marijn & others, 2021).

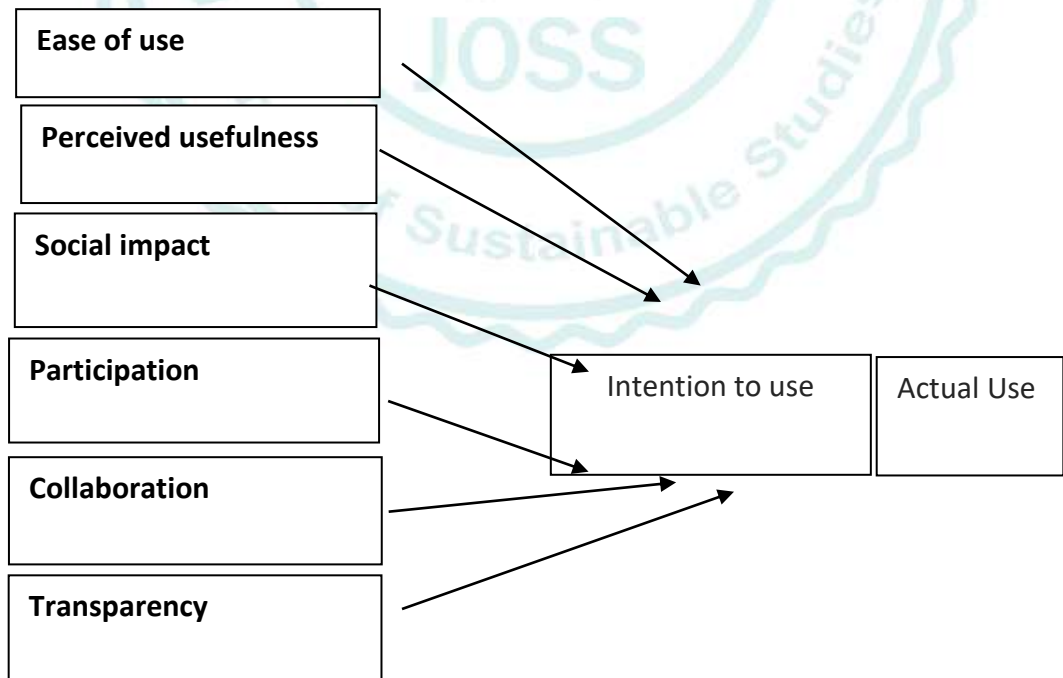
2.2.5. (Chun et al., 2010): "collaboration refers to "partnerships and cooperation among the federal government agencies."

in collaboration with individuals, businesses, and nonprofit organizations at all levels of the 6th International Review of Administrative Sciences government in order to enhance the efficiency of the government. As a result, citizens and other stakeholders are expected to collaborate with the government and participate in every step of the policy process, from setting priorities to planning and implementing new solutions to state and society's problems to evaluating those solutions.

2.3. Study Framework

The survey questionnaire was adopted as the main strategy for collecting and analyzing primary data to verify the impact of the variables.

By combining an extended technology acceptance model (TAM) with the principles of open government, this study proposes a comprehensive research model of citizens' use of OGD. The theoretical and conceptual foundation of this research model is deduced from previous literature and described



2.4. Hypotheses development

In this section, the development of the research hypotheses will be discussed with regard to the hypothetical relationships mentioned in previous studies. Previous studies suggested a relationship between the research independent variables (**ease of use, usefulness, transparency, collaboration, and participation**) and the dependent variable (**intention to use e-government and actual use**).

The following subsections summarize the suggested relationship among the research variables.

H1: The easier citizens think it is to use OGD, the more they plan to use it and the more they actually use it.

H2: The more useful people think OGD is, the more likely they are to use it and the more they do use it.

H3: The greater citizens' social influences regarding OGD, the greater their intention to use it and actual use.

H4: The greater citizens' expectations of OGD transparency, the greater their intention and actual use.

H5: The greater citizens' expectation of participation in OGD, the greater their intention to use it and actual use.

H6: The greater citizens' expectation of collaboration with OGD, the greater their intention to use it and actual use.

H7: The more likely people are to use OGD, the more likely they are to want to use OGD.

H8: The greater citizens' actual use of OGD, the greater their intention concerning OGD.

Chapter Three Research Methodology, Data Analysis and Results

3.1. Introduction

A description of the nature and the methodology adopted in the current research is presented in this chapter. In addition, a detailed discussion and explanation of the various elements of the research design are also introduced in this chapter. The elements of the research design include population, sampling, and selection techniques, and finally data collection procedures and analysis.

3.2. Research nature

As a rule, the expression "research" alludes to the most common way of finding or testing a speculation, resolving an issue, and the strategies used to track down arrangements. This momentum research is intended to concentrate on the social angles between multi-factors, including free, subordinate, and intervening factors, as referenced in the past parts. Consequently, the design of the examination is quantitative, with the goal of managing quantifiable factors through the utilization of measurable methods. In business and advertising research, many examination procedures have been investigated in past examinations, including exploratory, enlightening, and trial. Exploratory examination assists the scientist in locating the problem and reevaluating the peculiarities, especially when the specialist is lacking in detailed information on the subject under consideration. (Saunders, Lewis, and Thornhill, 2009)

The review might be arranged in light of whether the specialist moves from wide to explicit or the other way around. a rational report wherein the scientist fosters a hypothetical system and afterward checks it observationally. Testing the hypothetical structure includes getting specific occurrences from general discoveries (Saunders et al., 2009).

Inductive examinations, on the other hand, construct a speculation from realities at the end of the day, going from the intended for the general (Bryman ,2007).

3.3. Research methodology

In light of past examination, as indicated, the examination strategy is depicted as "a thorough way to deal with the exploration cycle, from hypothetical establishments to information assortment and investigation." While characterized research technique as "how examination is led and the way that it connects with the information produced by the exploration," scientists may use quantitative or subjective techniques in their exploration studies. Quantitative examination is evenhanded in nature and is worried about genuinely approving mathematical information, while subjective investigation is emotional in nature and is worried about fathoming the peculiarities being scrutinized. Furthermore, defined quantitative examination as an examination of a social issue through experimental testing and factual information investigation. As a result, the current review used a quantitative procedure, because this type of examination system (approach) is based on mathematical estimation of the peculiarities, making the flow exploration's decisions and discoveries more generalizable than subjective exploration's. (Creswell, 1994)

In social research, one method is quantitative research which refers to the philosophy of positivism.(Ahmadin, A 2022)

3.4. Research design

Characterizing the population and testing methodology, as well as deciding on the information gathering strategy, are all part of the examination configuration process. While the procedure for doing research might differ depending on the subject, As research configuration ought to continuously incorporate the following four parts: (per Sekaran & Bougie ,2016)

1. The examination framework in which the specialist provides the reasonable method for leading the investigation from beginning to end.
2. Framework for research: focusing on the investigation of variables and the normal relationship between them
3. Population and Sampling: considering who to investigate.
4. Data Collection Processes: remember the subtleties of the instruments and techniques used to accumulate and dissect information.

3.4.1. The adopted research strategy

The research strategy is the method through which the research question(s) and goals are addressed. Researchers use a variety of methods, depending on the study subject and methodology. In this study, a survey strategy was used to analyze the data collected from people to define, relate, or clarify their knowledge, attitudes, and behaviors, since this strategy is the most suitable in business research when it comes to measuring customers' satisfaction and decision-making in general by answering questions arranged in an administered questionnaire established by the researcher. The questionnaire gathers responses to the established research hypotheses, which outline potential relationships between research variables.

3.4.2. Proposed Research Model (Conceptual Framework)

The following research model was developed in response to a thorough literature study and was tailored to the research issue as previously described in Section 1. with three sets of variables: independent variables (perceived ease of use, perceived usefulness, social influences, transparency, collaboration, and participation) and dependent variables (intention to use e-government and actual use).

3.5. The Research Context

The setting of the examination is basic in laying out the speculation. The examination setting outlines the review; its setting makes sense of why the locales and

cases were picked for the review. When different areas or cases are used, scientists must understand how they complement or differ from one another and why or how this is significant for the investigation issue.

3.6. Research Population

Research populations are defined as a set of cases or group members that the study is researching. The term "research population" refers to the full set of cases from which a sample is taken that meet the appropriate criteria for having the condition or characteristics of interest. The unit of analysis must be determined even before the research question is developed, because data collection methods, sample size, and even variables included in the framework may be influenced or guided by the level at which data are aggregated for analysis. This is especially true when the research question is formulated in a quantitative manner. Individuals, dyads, groups, organizations, and cultures were among the major categories studied by the scientists. The determination of the best unit depends on the research question(s). (Sekaran & Bougie ,2016)

In this current study, the unit of analysis was individuals (Jordanian citizens), since the study aimed to study the level of intention to use open government data in an e-government website.

3.7. Research sampling and unit analysis

Sample size is critical in scientific research since it serves as the primary data source for evaluating the study framework's hypotheses and answering the research question(s). A sample is a subset of the complete population that shares the characteristics of the full population. Given that it is not always possible to analyze the complete population, sampling is the ideal method for determining population characteristics and generalizing the results to the full population under examination. There are basically two types of sampling designs:

(1) non-probability sampling and (2) probability sampling, which are subdivided into some sampling methods (Sekaran & Bougie ,2016).

The likelihood testing configuration specifies that every part of the population has a known non-zero possibility or fixed likelihood to be picked as an example by directing an irregular determination. Likelihood testing is most frequently associated with overview-based research philosophies in which the specialist should surmise data about a population from the example to answer the examination question(s) or achieve its goals. The likelihood testing, also known as delegate examining, because the chosen test

addresses the entire population attributes, at the end of the day, the results obtained from the example can be summed up to the entire exploration populace. The descriptive analytical method was used in our current study. (Sekaran & Bougie, 2016)

3.8. Data Collection and Analysis

Once the researcher has clearly and precisely identified the research topic, the phase of gathering accessible information and data on the research problem begins. The procedure of data collection from research sources requires specific attention from the researcher since it serves as the foundation for the overall construction of the study.

3.8.1. Data Sources

The following are the two primary sources used to gather information to investigate the examination issue and respond to the exploration questions:

1. **Secondary sources:** Intensive review of previous literature on the study variables, including independent variables (ease of use, usefulness, transparency, collaboration, and participation) and dependent variables (intention to use e-government and actual use). A deep study on the relationships between these variables has been conducted and analyzed in different online contexts to extract the substantial conclusions and theories that link the relationships among them. The main sources used for this purpose were online journals' articles, text books, and different internet sources.
2. **Primary sources:** The primary sources are based on the designed tool, which used a survey technique (a questionnaire). The target respondents of this survey were the Jordanian citizens who use vital principles of the open government initiative and its impact to use website services. The current study followed a quantitative research approach. For quantitative research, the questionnaire was originally formulated in English using a 5-point Likert scale, and then the researcher translated it into Arabic. The questionnaire was revised by an arbitrators' committee from Mutah University and checked for modifications.

3.8.2. Data Collection Instrument Design:

The survey was distributed electronically via social media (specifically, through the WhatsApp application) to the members of the sample over the course of one month.

Table (1)
Research Variable

Variable	Descriptive	No. of Items
Independent variable	Ease of use	5
	Perceived Usefulness	5
	Transparency	5
	Participation	5
	Collaboration	5

Dependent variable	Social impact	4
	Actual Usage	5
	Intention	5

The questionnaire included (39) close-ended questions. Each variable has a certain number of items. Appendix (1) shows all variables and associated items.

Participants provided responses to several demographic variables and questions in regard to The Vital Principles the Open Government Initiative and its impact on citizens' intention to use Electronic services in Jordan

The final valid sample size was (380) respondents with response rate about (90%). The results of demographic analysis are shown in table (1) which provides more details on the description of demographic characteristics.

Table (2)
Demographic analysis

N= 380		Frequency	Percent
Gender	Male	210	55.3
	Female	170	44.7
Age	Less than 25 years	83	21.8
	25-34	167	43.9
	35-44	70	18.4
	45-54	60	15.8
Educational level	Community College Diploma or less	74	19.5
	Bachelor's degree	187	49.2
	Postgraduate studies Masters or Ph.D.)	119	31.3
Have you ever used or used government websites in Jordan	Yes	345	90.8
	No	35	9.2
years of Internet use	1	187	49.2
	2	137	36.1
	3	56	14.7
	Total	380	100.0

Demographical classifications were obtained on the 380 collected responses, which were distributed for the purpose . Data shows gender difference between males and females for the 380 respondents, the percentage was 57.5% and 42.5%, respectively, males and females. Age group from 25-34 contributed the highest response of 43.8% throughout the survey.

The questionnaire uses the 5-point Likert scale ranging from strongly agree (5) to strongly disagree (1) to measure the sample perceptions on the 39 research variables. Table (2) shows the scale used in the research instrument for the five-dimensional Likert scale.

3.9. Instrument Reliability

Reliability test has been calculated by Cronbach Alpha, the researcher calculated alpha coefficients for each variable for reliability. Alpha values stand between (0) and (1), as the value close to (1) then the reliability is high and the vice versa, as it closes to (0) then the reliability is low. As noticed from the table (3), Cronbach alpha values for the study variables (independent and dependent) ranging from min= 0.78 to max= 0.90 which confirms an acceptable level of reliability ($R \geq 0.60$) according to (Sekaran, 2016).

Moreover, the overall alpha value of all items (0.96) that indicates high reliability for the survey questions. (Sekaran ,2016).

Table (4)
Reliability Scale Test

Variable	No. of Items	Cronbach's α
Ease of use	5	0.85
Perceived Usefulness	5	0.89
Transparency	5	0.90
Participation	5	0.88
Collaboration	5	0.90
Actual Usage	5	0.89
Intention	5	0.88
Social impact	4	0.78
All items	39	0.96

3.10. Statistical Processing

Several statistical tests for describing and analyzing extracted data will be used in the next chapter using SPSS (V.25) and Amos (V.25) as follows:

- Descriptive statistics to find means, frequencies, standard deviations, and to measure the sample perceptions on the research variable.
- Multiple linear regression, structured equation model (SEM), average variance explained, composite reliability to ensure our model validity and fit of goodness for testing the proposed hypotheses and conformity of the data and the validity of the model for the purposes of examination hypotheses.
- Skewness coefficients to examine the normal distribution of data.

3.11. Sample response to the research variables

Statistics in table (5) represents the sample response to the survey questions related to research variables.

Table (6)

Response to the research variables

#	Item	Mean	Std. Deviation	RANK
1	Ease of use	3.90	.615	High
2	Perceived Usefulness	4.10	.566	High
3	Transparency	3.97	.656	High
4	Participation	3.70	.692	High
5	Collaboration	3.92	.590	High
6	Actual Usage	4.01	.581	High
7	Intention	3.99	.573	High
8	Social impact	3.71	.600	High

Table (6) shows that sample respondents Highly considered all dimensions (**Ease of use, Perceived Usefulness, Transparency, Participation, Collaboration, Actual Usage, Intention and Social impact**). With a mean ranked (3.71-4.10).

3.12.1. Model Validity

Different tests were conducted to validate the hypothesized model and to confirm that the study data met the standards for linear or multiple regression analysis. The results indicate that there is no significant association between the independent variables when the variance tolerance value exceeds (0.1) and the coefficient of Variance Inflation Factor (VIF) is less than (10) using the Multicollinearity test (Raykov & Marcoulides, 2006). The skewness coefficient for scale-independent variables (Ease of use, Perceived Usefulness, Transparency, Participation, Collaboration and Social impact) ensures that the data are normally distributed, with a skewness value less than one indicating that the data follow a normal distribution (Doane & Seward, 2011). The validity results are summarized in Table (6). The validity results are summarized in Table 3.8.

Table (7)

Normality and Multicollinearity Test

Variable	Skewness	tolerance	VIF
Ease of use	-.669	.387	2.581
Perceived Usefulness	-.421	.228	4.376
Transparency	-.373	.212	4.722
Participation	-.614	.321	3.120
Collaboration	-.435	.394	2.540
Social impact	-.486	.475	2.106

As noticed from the above table (6), all the VIF values are within the limit that (VIF values < 5 and tolerance values > 0.1). According to Hair (2011), if the “VIF” value of (5) and above this indicates a multicollinearity problem. According to some scholars a serious multicollinearity occurs when the VIF values more than (10) (Raykov & Marcoulides, 2006).

If multicollinearity occurs, this means that the independent variables are correlated. This means that the VIF and tolerance values below the benchmark as mentioned before and consequently indicated that multicollinearity is not an issue for the current research variables. Thus, after addressing the requirement of multicollinearity, the model is valid for additional statistical factor analysis using convergent and discriminant analysis to confirm the construct validity and reliability of this model for testing the proposed hypotheses.

Correlations, Total Variance Explained, and rotated component matrix results are shown in the following:

3.12.2. Average Variance Explained (AVE):

To determine the discriminant validity, the AVE test was used. Each latent construct's square root AVE should be greater than the latent variable's highest correlation with any other latent variable.

The average variance extracted (AVE) is greater than 0.5 for each structure, indicating that the model scale has sufficient convergent validity. Furthermore, the findings of this research indicate that the average output contrast (AVE) is greater than 0.5, indicating that the model has sufficient validity.

In Table (8), the correlation coefficients which do not exceed the criterion of (0.90) suggested by (Hair et al., 2014) show that no multicollinearity exists among variables. The discriminant validity can be established when a pair of correlations is below (0.90). Fornell and Larcker suggested a stronger method of identifying discriminant validity, in which any correlation between two variables should be less than the square root of the average variation extracted values as shown in Table (8). Thus, all variables have discriminant validity.

Prior to continuing the investigation until AVE and CR established the model's validity, a path analysis technique for model compatibility testing was chosen utilizing conforming factor analysis with the Amos application (v.25) based on the Structural Equation Model (SEM).

Confirmatory factor analysis is known to derive more accurate results such as unidimensionality, reliability and validity than those of exploratory factor analysis. In

addition, a measurement model enables a confirmative evaluation of construct validity, convergent validity, and discriminant validity.

Confirmatory factor analysis (CFA) was conducted to evaluate the overall model fit of the measurement model. For the analysis of the measurement model, Maximum Likelihood's method was used and the model was evaluated through the fitness indices. The factor loadings are significant at the level of 0.01, indicating that all the observed variables are retained in the analysis. Both alpha values and composite reliability ones of all eight constructs are more than 0.6, suggesting that the questionnaire items were highly reliable for measuring each variable in the research model. In addition, the factor loadings were acceptable at the level of 0.5, and they were significant at the level of 0.01, indicating convergent validity of the model.

Chapter Four

Findings Discussion, Conclusions and Recommendations

4.1. Introduction

This chapter provides a discussion of the research results obtained from the analysis of the data and the hypotheses testing presented in Chapter 3 (see Section 3.6, "Hypotheses Testing"). It also provides theoretical and practical contributions and recommendations, followed by proposed future research, and finally, research limitations are highlighted.

4.2. Findings and Discussion

According to the analysis of data discussed in Chapter 3 (see Section 3.5), the results indicate that sample respondents highly considered all dimensions (ease of use, perceived usefulness, transparency, participation, collaboration, actual usage, intention, and social impact). With a mean ranked (3.71-4.09), this represents the sample response to the survey questions related to research variables.

Sample respondents highly considered across all dimensions (ease of use, perceived usefulness, transparency, participation, collaboration, actual usage, intention, and social impact). With a mean rank of (3.71-4.09). Different tests were conducted to validate the hypothesized model and confirm that the study data met the standards for linear or multiple regression analysis. The results indicate that there is no significant association between the independent variables when the variance tolerance value exceeds 0.1 and the coefficient of variance inflation factor (VIF) is less than 10 using the multicollinearity test by Raykov & Marcoulides (2006). The skewness coefficient for

scale-independent variables (ease of use, perceived usefulness, transparency, participation, collaboration, and social impact) ensures that the data are normally distributed, with a skewness value less than one indicating that the data follow a normal distribution. (Doane & Seward ,2011).

The average variance extracted (AVE) is greater than 0.5 for each structure, indicating that the model scale has sufficient convergent validity. Furthermore, the findings of this research indicate that the average output contrast (AVE) is greater than 0.5, indicating that the model has sufficient validity.

For the analysis of the measurement model, Maximum Likelihood's method was used, and the model was evaluated through the fitness indices. The factor loadings are significant at the level of 0.01, indicating that all the observed variables are retained in the analysis. Both the alpha values and the composite reliability ones of all eight constructs are greater than 0.6, suggesting that the questionnaire items were highly reliable for measuring each variable in the research model. In addition, the factor loadings were acceptable at the level of 0.5 and significant at the level of 0.01, indicating the convergent validity of the model

4.3. Answering the Research Questions

on the results obtained from the analysis, the research questions mentioned in chapter one (section 1.3) can be discussed as follows:

Question one states the following:

"What are the factors influencing citizens' intention to use open government data in an e-government website?"

The results indicated that Jordanian citizens highly considered the dimensions of the electronic services as an important factor that assisted in creating their loyalty and commitment towards the governmental websites. The research results showed that there is no significant association between the independent variables when the variance tolerance value exceeds (0.1) and the coefficient of variance inflation factor (VIF) is less than (10).

The skewness coefficient for scale-independent variables (ease of use, perceived usefulness, transparency, participation, collaboration, and social impact) ensures that the data are normally distributed, with a skewness value less than one indicating that the data follow a normal distribution. The average output contrast (AVE) is greater than 0.5, indicating that the model has sufficient validity. There are no statistically significant differences ($= 0.05$) in the level of use of open government electronic services among

Jordanians due to the variables gender, age, educational qualification, and years of internet use.

4.4. Contributions of the Research

Based on the results of the current research, the next sections talk about the theoretical and practical contributions of the research.

4.4.1. Theoretical Contributions

The findings of this study have a significant contribution to the field of research since they provide additional support for studies examining the direct relationship between vital principles of open government as well as the indirect relationship mediated by citizens' intentions.

Various studies have examined the relationship between vital principles of open government as well as the relationship between citizens' intentions. Additionally, the current contributes theoretically to the study of the research variables (ease of use, usefulness, transparency, collaboration, and participation). Nonetheless, only a few of them combine all of these variables together, especially in the citizens' attention to their intention to use electronic services in Jordan.

Additionally, the current project theoretically contributes to the study of the research variables (ease of use, usefulness, transparency, collaboration, and participation) for open government while also assisting in the development of Jordanian literature on these subjects. This study examines the relationship between these variables in terms of determining their interaction. As such, this research may be regarded as a significant theoretical contribution.

4.4.2. Practical Contributions

A number of studies suppose a positive relationship between vital principles of open government, while others examine the relationship between citizens' intentions. Only a few studies examine the relationship between all of these variables: ease of use, usefulness, transparency, collaboration, and participation. When it comes to establishing ICT infrastructure, the initial expenses are high, but the subsequent benefits are substantial. This encourages the Jordanian government to expand its e-services to citizens, as this will make transactions easier and allow individuals to save more time, effort, and expenses when conducting online transactions.

When it comes to establishing ICT infrastructure, the initial expenses are high, but the subsequent benefits are substantial. This encourages the Jordanian government to expand its e-services to citizens, as this will make transactions easier and allow individuals to save more time, effort, and expenses when conducting online transactions.

Validation of this multi-theoretical approach is an essential outcome of this study. On the one hand, it yields substantial explanatory power for public administration research, as the developed model allows for the prediction of respective citizen behavior by identifying and empirically confirming key components and their causal relationships. In this connection, it also contributes valid and reliable measuring instruments in the form of multi-item scales, which may be helpful to future research applying advanced empirical methods in the context of open government.

Finally, this study establishes that ease of use, usefulness, transparency, collaboration, and participation are key and significant dimensions of open government that influence domestic citizens' intentions to use electronic services. Open government research is still in an early stage of development, which calls for further research applying more advanced multivariate methods and taking a citizen's perspective to improve one's understanding of open government. On that front, this study makes a primary contribution by examining citizens' use of open government data by means of a confirmatory multivariate research approach and is therefore a useful starting point for future research.

4.5. Research Recommendations

The government should prioritize the quality of electronic services provided to citizens. According to the findings, percent of the research sample has previously used government websites, indicating that Jordanians intend and are interested in using government e-services to simplify their lives and interactions. The level of trust in the e-service provided has been demonstrated to be reasonable. The government has to take its responsibility for strengthening the ITC infrastructure and enhancing electronic services as it is apparent that Jordanian citizens desire and have a high capacity to adopt electronic services offered by the government and its related businesses and institutions. Government entities must continue their efforts to adopt e-services in major fields, particularly those that facilitate citizens' demands and needs. Because of the rapid evolution of ICT and its applications, which make communication faster and easier, the world has shrunk to the size of a small village, raising the level of competition.

Accordingly, future research should concentrate on extending the spectrum of determinants, for instance, by integrating components of social motivation. Applying

other theoretical frameworks, such as the theory of acceptance and use of technology, to investigate the use of OGD and comparing the findings to those of our study may also be an expedient approach. Additionally, the government may conduct a survey on its websites to determine what factors are necessary from the citizens' perspective to improve the delivered e-services and to take their viewpoints into account.

Finally, the government should prioritize public awareness campaigns to encourage citizens to participate effectively in e-services practicalities and concentrate on employee training programs to improve the e-services provided, thereby increasing both trust and satisfaction with the government's services and programs.

4.6. Future Work

Future studies may include evaluating and comparing the outcomes of open government initiative dimensions that may influence (ease of use, usefulness, transparency, collaboration, and participation) in electronic services such as customer service, privacy, and security. Also, another mediating variable may be involved to investigate the impact on the relationship between open government dimensions and citizens' intentions, like e-commitment, enjoyment, and perceived value.

Further, the current research model could be applied to different contexts in Jordan, like online shopping, medical tourism, and online education, to compare the results and add more practical and theoretical contributions to a variety of online services.

Moreover, future research may apply a qualitative rather than a quantitative approach in order to provide a holistic understanding of how to improve governmental e-services in open government from the perspective of decision-makers conducting personal interviews.

Furthermore, future research may study the relationship between open government initiative dimensions and citizens' intention to use electronic services in Jordan by adding and studying the effect of some moderating variables such as monthly income, experience in using e-government services, and internet availability.

4.7. Research Limitations

One limitation of the current study is that its cross-sectional design is not as robust as some other approaches, such as surveys covering multiple time periods (longitudinal research). This research was undertaken within a constrained timeframe, limiting further investigation in order to provoke additional responses. Also, because there isn't a sample frame, the size of the research sample is decided by how convenient it is. This makes it less likely that the results can be applied to the whole research population.

finally, because the website utilized in this survey was built very recently, its judgment by citizens may be unbalanced, as their experience with the website is still in its infancy, requiring further time for citizens to provide an accurate evaluation.

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