

# Can E-Government Performance Become a Bridge between Stakeholders Involvement in E-Government and Its Continuous Use Intention? An Empirical Study in Thailand

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## Abstract:

The aim of the study is to provide the impact of resources (IR), early involvement (EI), degree of influence (DOI), transparent proceedings (TP), voluntariness and intention on continuous use intention (CUI). The aim was also to know the mediating impact of E-Government performance between these. This study was conducted in Thailand. Out of the total 297 respondents of this research, 113 respondents were male, and 184 respondents were females, which means that majority of the respondents were females. Out of the total 297 respondents of this research, twenty-three of the respondents had completed their graduation, 139 respondents had completed their post-graduation, 125 respondents had completed their masters and ten respondents had other degrees. Out of the total 297 respondents of this research, 156 of the respondents were between the age of 21 to 30 years, 65 of the respondents were in the age range of 31 to 40 years, 47 of the respondents were between the age of 41 to 50 years, and lastly 29 of the respondents were more than 50 years old in age. This study has shown that resources and involvement of public has done such big of a contribution in the project of E-Government performance which can lead to its success and it has its own limitations regarding intention and transparent proceedings which has made the local public secure as a well as the neighborhood countries.

**Keywords:** E-Government, Performance, Stakeholders, Involvement, Intention, Thailand

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## I. Introduction

Technology has invaded all domains of our daily life and has led to revolutionary changes in the way our personal and professional lives are led

(Chienwattanasook & Jernsittiparsert, 2019; Saengchai, Pattanapongthorn, & Jernsittiparsert, 2019). It has changed how governments carry out their routine tasks and in the way they interact with their people (Ntulo &

Otike, 2013). The primary goal of e-government is to create effective and efficient information systems that can deliver governance related services to the citizens. (Panagiotopoulos, Al-Debei, Fitzgerald, & Elliman, 2012). Although the use of e-government has gained a lot of momentum in the past few decades, usage ratios still fall short of the expectations (Venkatesh, Sykes, & Venkatraman, 2014). Various surveys have shown very low levels of citizen use of e-services and information (Elbahnasawy, 2014; Fakhoury & Aubert, 2015). These low ratios cast a dark shadow over the benefits promised to citizens by e-government initiatives. While on one hand, the e-government initiatives have seen success in countries like the US and UAE, developing countries like Thailand have been facing many challenges regarding adoption trends (Gunawong & Gao, 2017). This failure is mainly due to the lack of a strong infrastructure of government and public sectors.

E-government of Thailand is institution of information technology and a potential key to attain benefits for service organizations-bondage between people and government such as money safety, skills and telecommunications made within system and organizations. (Singh, Kar, & Ilavarasan, 2017; Jermisittiparsert & Pithuk, 2019). Hence E-government plays the vital role of creating a bridge between stakeholders and its continuous use of intention. The success of e-government policies requires active engagement from all the relevant stakeholders. For the last two decades, government sectors are establishing different institutes involving particular strategies to modify their dealings with stakeholders using ICT. However, e-government projects often face failures due to neglecting the degree of effects the stakeholders can have on their success (Anthopoulos, Reddick, Giannakidou, & Mavridis, 2016). A stakeholder is any person that has some interest or shows some concern

regarding an organization. Stakeholders maybe internal or external (Sarkar, 2010), and each stakeholder exerts a varying amount of effect over an organization's goal and objective planning.

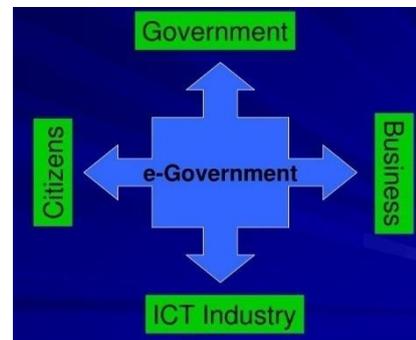


Figure 1

In the race of trending changes across the world, technology department of information and communication (ICT) needs to be updated (Ashaye & Irani, 2019). Many countries are capable to respond to these technical variations and advancements. However, developing countries like Thailand often lack the required infrastructure to ensure performance quality and user's continued usage is affected by this. If these issues are not dealt with care and precision, the developing countries will fall behind in ICT race and the citizens will start to look towards the more established states for immigration. The conceptual framework used in the government agencies is reassured by the external and internal features and the roles of stakeholders performed to build the whole system. In this regard, Stakeholders work as the strength of organization and for the sake of successful e-government implementation, public organization should stand in smooth relationship with the stakeholders. This study involves the body of knowledge involving the stakeholder's perspective through the keen eye of fundamentals of organizations of e-government. The objectives of this study are given below:

- To analyze the role involvement of various stakeholders of e-government play

in the continuous use intention of e-government by the citizens of Thailand.

- To analyze the mediating effect played by the performance of e-government system between the stakeholders' involvement and the continuous use intention of e-government by the citizens of Thailand.

The scope of this study is limited to studying the stakeholder influence over the user's behavior of usage in Thailand. Studies performed in this area have provided the theoretical frameworks and empirical studies on continued usage (Alruwaie, El-Haddadeh, & Weerakkody, 2012; Belanche, Casaló, Flavián, & Schepers, 2014; Sung, Liu, Liao, & Liu, 2009). These studies have contributed by helping in the shaping of better policies to ensure user adoption and enhance usage behavior in their citizens. The research model and hypotheses presented in this paper will show the linkage between performance and stakeholder involvement.

## 2. Literature Review:

### 2.1 Theories of acceptance and continued usage behavior:

Many theories have been presented in the past to explain the behavior of acceptance and usage in the technology users. TAM, UTAUT, IS success model, planned behavior theory, etc. UTAUT's modified version presented by Dwivedi, Rana, Jeyaraj, Clement, and Williams (2019) mentions user acceptance and adoption willingness ratios as the function of factors like social influence, performance of system and other facilitating factors. IS success model is designed for explaining the factors that influence the user to keep using a system after they have passed ahead of the adoption stages, user satisfaction and conformation ratios being the key factors that influence this behavior. Continued usage is the ultimate desired goal of a government's initiatives as it turns the intention into habit (Alsharo,

Alnsour, & Alabdallah, 2018; Rey-Moreno & Medina-Molina, 2017). The IS continuance model, presented by Nguyen (2015), has based continued usage behavior on user satisfaction. This is a post adoption stage model which explains the drivers of user satisfaction as performance quality. ECT, expectation-confirmation theory, is the basis for IS continuance model.

### 2.2 Stakeholder involvement and continued usage of e-government:

To make any project of e-government successful, the service organizations of Thailand should go through some precisely planned policies to have interaction with citizens and with other stakeholders. If involvement of stakeholders are ignored, the ultimate system of entire government will be disturbed and hence the system would remain helpless to achieve fruitful outcomes. Issues are resolved only when degree of efforts is higher than the degree of expectations. Involvement of a stakeholder is considerable to increase the degree of progress. An integrated e-government framework is required to collect advantages from all stakeholders. They act as skeleton, have provide particular benefits like quality assurance, dedication to jobs, involvements, ways of proceedings, descriptive rules being followed, use of resources, degree of influence, voluntariness and intention to work hard and with loyalty. Considering the participation of stakeholders in developing projects, Ommen, Blut, Backhaus, and Woisetschläger (2016) presented that the following factors are involved in stakeholder involvement: task related resources, early involvement, Degree of influence, Transparency of progress, Incentive mechanisms and voluntariness of participation. They proposed that stakeholder's perspective is accurate enough to attain well-designed innovation projects. A good design will eventually result in healthy progress.

Side by side the service quality of e-government should be comprehensive enough to meet all the requirements.

Over the past decades, although extraordinary efforts are in practice to enhance the continuous use of intention of e-government services in developing countries like Thailand but the results are disappointing. Rose, Flak, and Sæbø (2018) formulated stakeholder theory (ST) that explains involvement of stakeholder in to various departments including information sector and health care managements. A Reference Library in e-government of Thailand comprises of more than 600 studies on functions of stakeholders in order to increase the degree of yield in services of government. The resources that are provided by different stakeholders to the e-government portals are quality information, personnel support for users, and accurate feedback about system and service quality etc. The early involvement of stakeholders in the planning and policy making of e-government services helps in achievement of better citizen satisfaction. Each of the stakeholders exert a varying amount of influence on the e-government policies and their voluntariness and intention also varies. This varying amount of affect makes the overall impact of stakeholders on e-government quality. Transparency of government proceedings creates value in the government network and thus, has an impact on the overall citizen satisfaction levels by invoking trust in the government. Rawlins (2008) explained that trust in the government can enhance the satisfaction of citizens and plays a vital role, along with transparency and accountability, to create a satisfactory relationship between citizens and government. Stakeholder involvement, as a whole, has a major effect on the levels of satisfaction induced in the citizens. This satisfaction is the driving force that creates intent of usage and encourages continued usage.

H1: Factors affecting stakeholder involvement play a vital role in ensuring the continued usage of e-government services.

### **2.3 Mediating role of Performance between stakeholder involvement and the continued usage of e-government:**

The citizens can gain many benefits from the usage of e-government services, which allows for satisfaction and adoption of technology (Ma & Zheng, 2017). The performance quality of e-government portals ensures economic benefits, quality of service and quality of governance. These performance measures are heavily governed and influence by the involvement of stakeholders in the planning and designing of e-government policies and infrastructure. The reliability brought about by technical support availability ensures that a satisfied user is generated. This satisfaction of users is translated into a high-quality performance of system. From the citizens' point of view, the availability of public services on online portals makes it easy and economical for them to use these services remotely (Stefanie & Claudio, 2011). The stakeholders influence the value addition in the system quality and service quality. SQ is the major influencer of user satisfaction and is responsible for creating a system that performs in a way that encourages adaptation willingness and continued usage trend (Lee & Kim, 2017).

In the absence of technical support, the performance of the system will drop drastically and the service quality of e-governance systems, which is contributing factor for economic benefits, will fall short of users' expectation levels. This can hinder the adoption and usage behavior. Thus, we can clearly state that economic factors play a vital role in citizen willingness to adopt electronic government services. In addition, services that the electronic government system is providing has helped the government to manage internal and

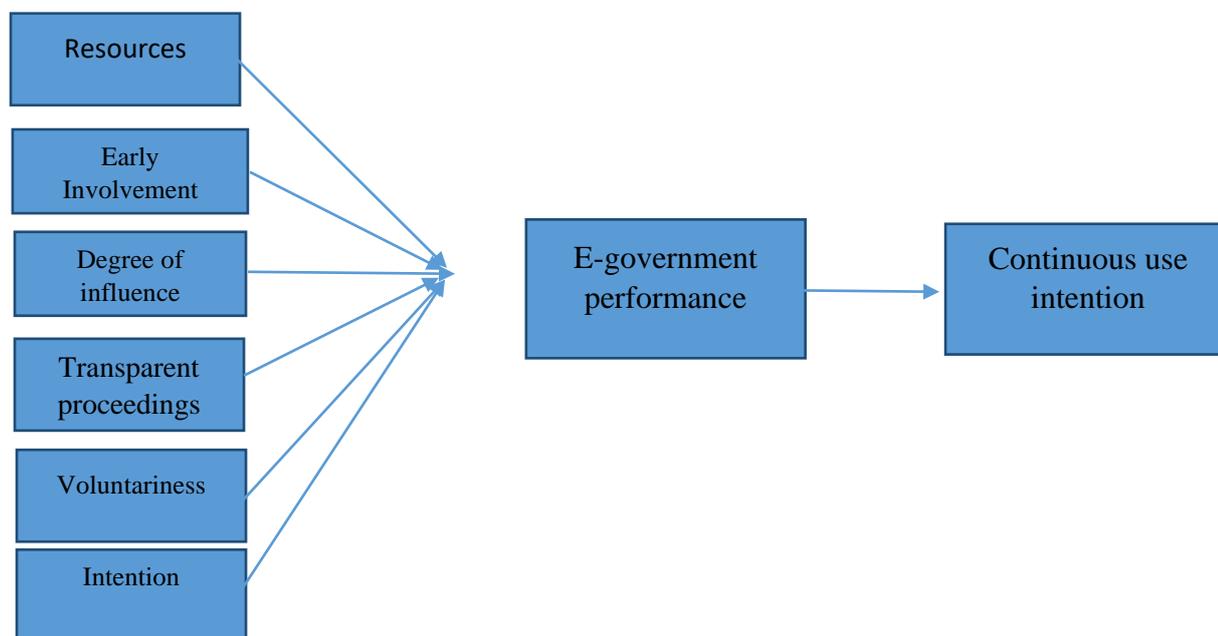
external information of the state (Shan, Wang, Wang, Hao, & Hua, 2011). This helps to improve the overall governance system of the country and thus improves the performance of government and helps mitigate the distrust in government bodies that is instinctive in the citizens of developing countries.

The performance of electronic government systems can therefore be said to be managed by the influence of stakeholders over the system's infrastructure development. The systems that perform according to the expectations formed by the initial users of the systems can help to maintain a behavior of use in the citizens. In order to maintain the validity of electronic government

systems, it is also important that the performance value is maintained. The stakeholders will, overtime, change the way the influence the system and thus, there will be need of innovations and changes in the system overtime to ensure that the quality of performance is maintained (Daunorienė & Žekevičienė, 2015). These initiatives taken for maintenance of performance levels help to keep users interested in the system and result in a continued use behavior.

H2: The performance of e-government portals plays a mediating role between the stakeholder involvement and the continued usage intention of the users of e-government portals.

## 2.4 Research Model:



## 3. Research Methodology

### 3.1. Population and Sample

This proposed has been conducted for observing the mediating role of confirmation and habit of using the E-Government influenced the relationship between quality dimensions of E-Gov and continuous usage of E-Gov. As the government of organization puts a lot of efforts to

transform the government organization into digital governance for the citizen welfare, public sector performance and for businesses competitiveness that's why researcher selects the population of Thailand for proposed study. For the data collection, researcher selects the three big cities of Thailand such as Bangkok, Nonthaburi and Nakhon Ratchasima as sampling frame because

most of the business's organizations, government agencies of Thailand belong to these cities that's why need of digital transformation of governance is very high in these cities. Researcher selects the sample respondents such as employees of government owned organizations and agencies by convenient sampling technique. Sample size has been selected on the bases of Klein (2015) idea which illustrate that number of questions\*10= sample size. In proposed study, researcher distribute 290 questionnaires but only 245 responses have been collected but after discarding only 190 perceived as valid responses.

### 3.2. Data Collection Procedure

For collecting the data from respondents, researcher chose the survey questionnaire as data collection procedure because it enables to collect the numeric data and objective opinion of respondents. In the questionnaire, researcher asked respondents about demographic information and variable scale questions. Researcher ensured that language of questionnaire must be native language of Thailand such as Thai in order to collect the response from people of Thailand. Moreover, researcher has to checked the content validity and verified the understandability of questions by conducting pilot study over 23 respondents. Afterward, researcher administered the finalized form of questionnaire through online administering technique because it is more convenient for respondents to solved the questionnaire at any possible time.

### 3.3. Measurement Model

SPSS has been taken into consideration for assessing the reliability of measurement model, criteria examined for evaluation of reliability are Cronbach's  $\alpha$  and composite reliability. Threshold limit for these criteria is 0.70 because above this value internal consistency and items reliability has been ensured. On the other hand, AMOS has been considered for the evaluation of convergent and

discriminant validity, criterion for the assessment of discriminant validity is that the construct can only be considered distinct if square root of AVE is greater than all other related constructs. Coming towards criteria administered for evaluation of convergent validity, (1) items loading  $\lambda$ , its values have to exceed the specific limit value 0.70 and (2) average variance extracted, its values have to be greater than 0.50.

For diagnosing the CMB in proposed study, researcher considered the Harman's single factor test as best suitable option. In this test, researcher take into account all the variables of proposed study for checking that how much of variance accounted by single factor, if more than 50% of variance accounted by single factor then CMB is existed. According to test results only 18% of variance accounted by single factor that's why inexistence of common method bias is confirmed.

### 3.4. Measures

Researcher measured all the variables on the bases of measures or survey items which other authors had already been utilized in much related study in previous literature. Researcher adapt these measures for the measurement of variables of proposed study such as researcher adapt the 8 items for system quality of E-Gov, for information quality of E-Gov adapt 8 items, for service quality of E-Gov researcher adapt 8 items and all were adapted from research work of (Chen, 2010), (Wang & Liao, 2008), (Roca, Chiu, & Martínez, 2006), (T. S. Teo, Srivastava, & Jiang, 2008)&(Floropoulos, Spathis, Halvatzis, & Tsipouridou, 2010), for confirmation 4 items have been adapted from (Bhattacharjee, 2001), (Limayem, Hirt, & Cheung, 2007)&(Roca et al., 2006), for habit 5 items have been adapted from (Venkatesh, Thong, & Xu, 2012) and for continuous usage of E-Governance researcher adapt 5 items from research work of (T. Teo & Noyes, 2008), (Bhattacharjee, 2001)&(Sun, Liu,

Peng, Dong, & Barnes, 2014). All these survey items have been measured on the bases of 5-point Likert scale, in this scale responses were recorded in range from 1 strongly disagree to 5 strongly agree.

### 3.5. Hypothesis Testing

Researcher has to report the acceptance or rejection status of hypotheses that's why hypothesis testing has been performed through structure equation modeling under AMOS. For running the diagnostics of SEM, researcher used covariance-based approach under AMOS. All the proposed hypotheses such as impact of information quality, system quality, service quality on continuous usage of E-Governance, in mediating role of confirmation and habit, have been taken into consideration in hypothesis testing. Researcher checked the direct, indirect and total effect of hypotheses and also checked the relative significance and t- statistics values. On the bases of outcomes, researcher will state that which hypothesis is accepted or which get rejected.

## 4. Data analysis and interpretation

### 4.2. Descriptive statistics

Table 1:

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation	Skewness	
	Statistic	Statistic	Statistic	Statistic	Statistic	Statistic	Std. Error
Resour	297	1.00	5.00	3.5774	1.09402	-.748	.141
Earinn	297	1.00	5.00	3.4961	1.09131	-.729	.141
Deginf	297	1.00	5.00	3.4568	1.13259	-.496	.141
Trapro	297	1.00	5.00	3.3580	1.14497	-.448	.141
Volunta	297	1.00	5.00	3.5196	1.15099	-.628	.141
Incentiv	297	1.00	5.00	3.6094	1.16703	-.610	.141
Egovperf	297	1.00	5.00	3.4512	1.18611	-.698	.141
Ciuseint	297	1.00	5.00	3.4747	1.12615	-.560	.141
Valid N (listwise)	297						

### 4.1. Demographical details of the respondents

The aim of this study was to know the impact of resources, early involvement, degree of influence, transparent proceedings, voluntariness and intention on continuous use intention. The aim was also to know about the mediating role that e-government performances plays between resources, early involvement, degree of influence, transparent proceedings, voluntariness and intention and continuous use intention. This study was conducted in Thailand. Out of the total 297 respondents of this research, 113 respondents were male, and 184 respondents were females, which means that majority of the respondents were females. Out of the total 297 respondents of this research, twenty-three of the respondents had completed their graduation, 139 respondents had completed their post-graduation, 125 respondents had completed their masters and ten respondents had other degrees. Out of the total 297 respondents of this research, 156 of the respondents were between the age of 21 to 30 years, 65 of the respondents were in the age range of 31 to 40 years, 47 of the respondents were between the age of 41 to 50 years, and lastly 29 of the respondents were more than 50 years old in age.

The above table 1. Is showing the descriptive statistics of the study. The descriptive statistics are a detailed description about the variables and they show descriptive coefficients that give a summary. This set of given data represents the entire sample of the population. The data is showing that there is no outlier in given data because maximum values are in the threshold range of 5-point Likert scale and skewness value is between -1 to +1, which is the threshold range of normality so, the data is normal and valid. The data is valid to go for further testing.

### 4.3. Rotated Component Matrix

Table 2:

#### Rotated Component Matrix

	Component							
	1	2	3	4	5	6	7	8
RE1			.800					
RE2			.848					
RE3			.811					
EI1					.782			
EI2					.800			
EI3					.833			
DI1		.839						
DI2		.865						
DI3		.858						
TP1						.706		
TP2						.795		
TP3						.766		
VO1								.673
VO2								.688
VO3								.649
IN1							.667	
IN2							.685	
IN3							.646	
EGP1	.864							
EGP2	.850							
EGP3	.821							
EGP4	.780							
EGP5	.812							
EGP6	.813							
CUI1				.756				
CUI2				.739				
CUI3				.730				

Extraction Method: Principal Component Analysis.

Rotation Method: Varimax with Kaiser Normalization.

A. Rotation converged in 7 iterations.

Above table 2. Of rotated components matrix is showing that almost all of the indicators are having factor loading more than 0.7, it means that all the indicators are eligible to be exposed to further hypothesis testing techniques, because all the factors are in suitable threshold level and all are in suitable and valid sequence and range, this data is good to go for further testing techniques, there is no cross loading in the data shown in the RCM. So, the data is reliable.

#### 4.4. Convergent and discriminant validity

Table 3:

*Convergent and discriminant validity*

	CR	AVE	MSV	Maxr(H)	EGP	RE	IN	EI	DI	TP	VO	CUI
<b>EGP</b>	0.921	0.802	0.651	0.963	<b>0.896</b>							
<b>RE</b>	0.900	0.750	0.343	0.973	0.495	<b>0.866</b>						
<b>IN</b>	0.944	0.849	0.654	0.982	0.789	0.457	<b>0.921</b>					
<b>EI</b>	0.895	0.739	0.397	0.985	0.512	0.574	0.455	<b>0.860</b>				
<b>DI</b>	0.895	0.740	0.301	0.986	0.421	0.511	0.411	0.549	<b>0.860</b>			
<b>TP</b>	0.777	0.537	0.397	0.987	0.513	0.586	0.507	0.630	0.438	<b>0.733</b>		
<b>VO</b>	0.952	0.869	0.654	0.990	0.807	0.539	0.809	0.469	0.421	0.525	<b>0.932</b>	
<b>CUI</b>	0.898	0.746	0.645	0.991	0.752	0.504	0.803	0.472	0.388	0.510	0.749	<b>0.863</b>

Validity master sheet was used to confirm the convergent and discriminant validity of the research model variables. Discriminate validity provided the discrimination between variables while the convergent validity was measured with the help of composite reliability and average variance extracted. The results of the validities are shown in the table 3. The results and convergent and discriminant validity show that the overall model is a good fit because the composite reliability of each variable is more than 70% and average variances extracted is more than 50% while the discriminant validity showed that loading of each variable discriminates from others. Every variable has maximum loading with itself as compared with others so, these validities prove the authenticity of the collected data.

#### 4.5. Confirmatory Factor Analysis

Table 4:

*CFA*

Indicators	Threshold range	Current values
CMIN/DF	Less or equal 3	1.245
GFI	Equal or greater .80	.919
CFI	Equal or greater .90	.990
IFI	Equal or greater .90	.990
RMSEA	Less or equal .08	.029

Table 4. Is of CFA. Confirmatory factor analysis, is used to confirm the fitness of hypothetical model before structural equation modeling. Current results are showing that CMIN is less than 3, GFI is more than 0.80, CFI is greater than 0.90, IFI is greater than 0.90, and RMSEA is less than 0.08. So, the data is in a valid range and is good to go for further testing. Following is the screenshot of CFA in Figure. 1.

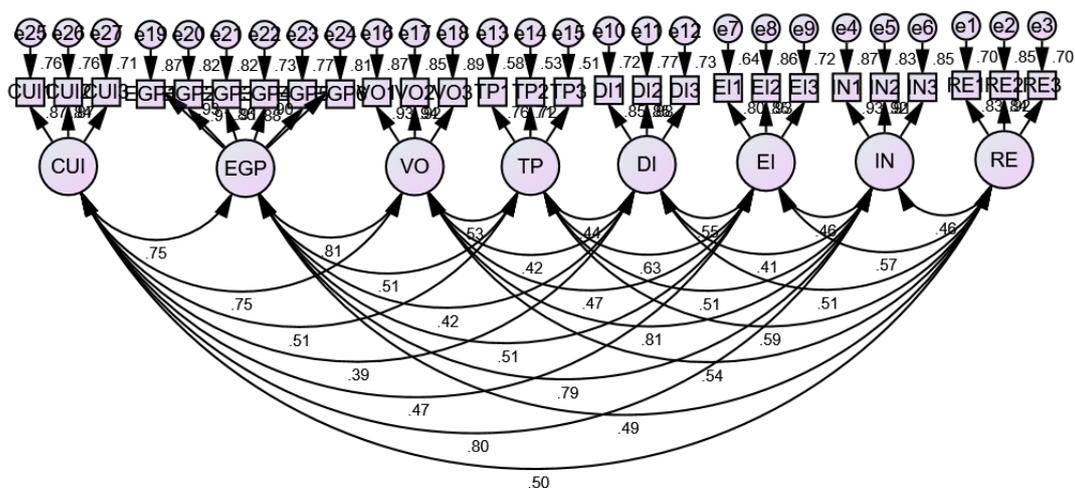


Figure 2: CFA

4.6. SEM

Table 5:

SEM

Total	Incentiv	Volunta	Trapro	Deginf	Earinn	Resour	Egovperf
<b>Egovperf</b>	.392***	.369***	.004	.036	.089*	.074	.000
<b>Ciuseint</b>	.417***	.279***	.167**	.052	.058	-.010	.164**
<b>Direct</b>	Incentiv	Volunta	Trapro	Deginf	Earinn	Resour	Egovperf
<b>Egovperf</b>	.392***	.369***	.004	.036	.089	.074	.000
<b>Ciuseint</b>	.353***	.219***	.166**	.046	.044	-.023	.164**
<b>Indirect</b>	Incentiv	Volunta	Trapro	Deginf	Earinn	Resour	Egovperf
<b>Egovperf</b>	.000	.000	.000	.000	.000	.000	.000
<b>Ciuseint</b>	.064**	.061**	.001	.006	.015*	.012	.000

The SEM table is showing the impact that the variables are casting on each other and is showing the relationships between different variables. The impact of Incentiv on egovperf is significant and positive and the impact on ciuseint is also significant and positive. The impact of Volunta on egovperf is significant and positive and the impact on ciuseint is also significant and positive. The impact of trapro on egovperf is significant and positive and the impact on ciuseint is also significant and positive. The impact of deginf on egovperf is insignificant and the impact on ciuseint is also insignificant. The impact of Resour on egovperf is insignificant and the impact on ciuseint is also insignificant. The impact of earinn on egovperf is significant and positive and the impact on ciuseint is insignificant. The impact of egovperf is significant and positive on ciuseint. Following is the snapshot of SEM in figure 2.

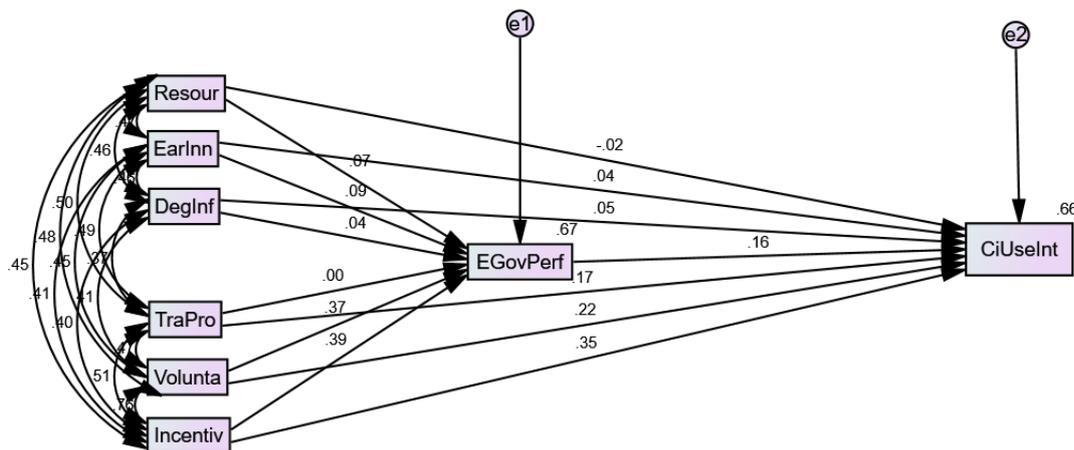


Figure 3: SEM

## 5. Discussion and conclusion

### 5.1. Discussion

The aim of the study is to provide the impact of resources (IR), early involvement (EI), degree of influence (DOI), transparent proceedings (TP), voluntariness and intention on continuous use intention (CUI). The aim was also to know the mediating impact of E-Government performance between these. The first hypothesis proposed was that, “the impact of resources on continuous use intention is significant.” According to (D’agostino, Schwester, Carrizales, & Melitski, 2011) this hypothesis has been rejected because of insignificant and negative relation between two variables. The second hypothesis was that “early involvement has a significant impact on continuous use intention.” According to the (Meijer, 2015) this hypothesis is rejected as an insignificant and negative relation has been depicted. The third hypothesis was that “degree of influence has a significant impact on continuous use intention” this hypothesis is rejected according to (Bhuiyan, 2011) due to the negative relation. The fourth hypothesis was that “transparent proceedings has a significant impact on continuous use intention.” This hypothesis is accepted because of the positive and significant

relationship. The fifth hypothesis proposed was that, “voluntariness has a significant impact on continuous use of intention.” According to the study of (Rajput, Aharwal, Dubey, Saxena, & Raghuvanshi, 2011), this hypothesis has been accepted because of positive and significant relationship. The sixth hypothesis was that, “Intention has a significant impact on continuous use of intention,” this hypothesis according to the study of (Smitha, Thomas, & Chitharanjan, 2012) was accepted because of significant and positive relationship. The seventh hypothesis was that, “E-Government performance has a significance mediating role between resources and continuous use intention.” This hypothesis is accepted due to positive and significant relationship. The eighth hypothesis was that, “E-Government performance has a significant mediating role between early involvement and continuous use intention.” This hypothesis according to (Tripathi & Parihar, 2011) was accepted due to positive and significant relationship. The ninth hypothesis was that, “E-Government performance has a significant mediating role between degree of influence and continuous use intention.” This hypothesis according to (Yadav & Singh, 2013) was accepted due to positive and significant relationship. The tenth hypothesis was that, “E-Government performance has a significant mediating role

between transparent proceedings and continuous use intention.” This hypothesis according to (Bannister & Connolly, 2012) was accepted due to positive and significant relationship. The eleventh hypothesis was that, “E-Government performance has a significant mediating role between voluntariness and continuous use intention.” This hypothesis according to (Cacciolatti & Lee, 2016) was accepted due to positive and significant relationship. The twelfth hypothesis was that, “E-Government performance has a significant mediating effect between intention and continuous use intention.” This hypothesis according to (D'agostino et al., 2011) was accepted due to positive and significant relationship.

## 5.2. Conclusion

The aim of the study is to provide the impact of resources, early environment, degree of influence, transparent proceedings, voluntariness and intention on continuous use intention. The aim was also to know the mediating impact of E-Government performance between these. This study was conducted in Thailand and the sample which was taken was of 297 people among which 184 were female and were dominant again. This study has shown that resources and involvement of public has done such big of a contribution in the project of E-Government performance which can lead to its success and it has its own limitations regarding intention and transparent proceedings which has made the local public secure as a well as the neighborhood countries.

### 5.2.1. Implications of the study

These factors which are playing the mediating the roles are generally associated to the response of the general public which demands attention and time of general public. The public confidence gain has impacted the system and the system has impacted the public and public will impact the overall economy of the country by performing in their respective fields because citizens are feeling

safe and wanted. This system factorization will lead to innovation and advancements in many government projects which are in process or are depending on the future.

### 5.2.2. Limitations of the study

This is only possible when all these factors are being cared of E-Government take in charge of these factors personally so public does not lose their interest and if the Government tries to ignore these factors it is very much possible that the general public will lose the confidence from the system and they will not follow the patterns which are required to be followed by public so that the system can perform effectively. The study is lacking the highlighting of these drawbacks. The main greasing is done when the response is from the both sides so it has to taken care of that the public is also satisfied and also updated and the systems are upgraded time to time and the general public is informed about the reforms within the time. This needs some time and practice to become regulate and perfect with the passage of time

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