عنوان مقاله:

Citizens' Readiness for e-Government Services in Tanzania

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خلاصه مقاله:

E-Government services make government operations and processes more transparent and more effective for citizens and businesses. They also provide a variety ofbenefits for the community at large such as reducing services' time and connecting businesses and citizens to government information at anytime. However, the use ofe-Government services depends on the citizens' readiness and attitudes towards these services. This paperidentifies the degree of the citizens' readiness for e- Government services in Tanzania. The factors which influence the citizens' readiness for e-Governmentservices were identified. The primary data were collected using questionnaires. Then the data were processed and analyzed using the SPSS. The results show that themajority of citizens are not yet ready to adopt e-Government services, mostly because of the anticipatedsecurity threats. More time and efforts are needed tocreate an enabling environment for citizens' readiness to adopt e-Government services in Tanzania. The paper proposes the activities to this effect

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