

Investigating the Critical Factors for the Adoption [The name of e-government service]

Eligibility Criteria:

If you would like to participate in this survey, you should be:

- A citizen or legal resident,
- Age is greater than or equal to 18,
- You have been using [The name of e-government service] for the past two years.

If you meet all these requirements, and you want to participate in this survey: Click yes to begin or no to exit.

- Yes
- No

Section-1: Demographic Information

For the following questions, please indicate your response:

Which of these age groups are you in?

- ☐ 18 - 30
- ☐ 31 - 40
- ☐ 41 - 50
- ☐ 51 - 60
- ☐ More than 60

What is your gender?

- ☐ Male
- ☐ Female
- ☐ Other
- ☐ I don't wish to provide

What is your education level?

- ☐ No formal school
- ☐ High school or less
- ☐ Associate degree
- ☐ Undergraduate degree
- ☐ Graduate degree
- ☐ I don't wish to provide

Section 2: The Critical factors for the Adoption of [The name of e-government service]

The purpose of this section is to investigate the critical factors for the adoption of [The name of e-government service]. Please rate your responses based on your opinion.

Statements about the effect of the perceived ease of use on adopting [The name of e-government service]:

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
I find [The name of e-government service] easy to use.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[The name of e-government service] is flexible to interact with.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is easy to complete my transactions using [The name of e-government service].	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is easy to remember how to perform tasks using [The name of e-government service]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Statements about the effect of the perceived usefulness on adopting [The name of e-government service]:

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
I find [The name of e-government service] useful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using [The name of e-government service] enables me to accomplish my transactions more quickly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can be more productive in getting e-government services by using [The name of e-government service].	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using [The name of e-government service] effectively saves time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Statements about the effect of the social influence on adopting [The name of e-government service]:

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
People who influence my behavior think I should use [The name of e-government service].	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I use [The name of e-government service] because my friends use it.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel strong social support around me to use [The name of e-government service].	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Positive references on social media towards using [The name of e-government service] motivate me to use it.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Statements about the effect of the facilitating conditions on adopting [The name of e-government service]:

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
I have the knowledge necessary to use [The name of e-government service].	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have the technical resources necessary to use [The name of e-government service].	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online support is always available to help with technical problems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have a person (or group) who is available if I have difficulty using [The name of e-government service].	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Statements about the effect of trust on adopting [The name of e-government service]:

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
[The name of e-government service] is trustworthy in carrying out online transactions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[The name of e-government service] allows users to input their data safely.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[The name of e-government service] keeps my best interests in mind.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[The name of e-government service] protects users' privacy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Statements about the adoption behavior of [The name of e-government service]:

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
I prefer to adopt [The name of e-government service] to perform my government service requests.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I use [The name of e-government service] on a regular basis.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In the future, I will continue to use [The name of e-government service].	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I recommend using [The name of e-government service].	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Dear participant, if you have any comments related to your experience with [The name of e-government service], please feel free to share your thoughts below:

Dear participant, if you have any comments related to the design of this survey, please feel free to share your thoughts below: