

**FACTORS EFFECTING THE ADOPTION OF E-
GOVERNMENT IN LIBYA FROM THE
PERSPECTIVE OF THE LIBYAN CITIZENS IN
MALAYSIA**

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By

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With the new developments in information's and communications technologies (ICT), governments have jumped to offer their online services to their citizens in many countries around the world. Nowadays even the developing countries have tried to adopt these services in their government.

This research seeks to study the factors that effecting the adoption of E-government services in Libya and the main aim of the study is to examine the technical support factor that effecting the adoption of electronic government in Libya from the perspective of the Libyan citizens in Malaysia. In addition, other factors were examined in this study based on Technology acceptance model TAM theory such as usefulness, ease of use, attitude, intention to use, and actual use.

The research methodology of this study was used quantitative approach and it used a questionnaire to collect the data from the respondents. The sample of the study was the Libyan citizen living in Malaysia and the total number of sample was 309 from Libyan citizen living in Malaysia. The findings of the study indicated that technical support is effect significantly on usefulness and ease of use. In addition, the findings show that ease of use effect significantly on attitude, attitude effect significantly on intention to use, intention to use effect significantly on actual use. Finally, only one factor was not supported is that the effect of usefulness on attitude was not significant.

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I declare that the thesis is my original work except for quotations and citations which have been duly acknowledged. I also declare that it has not been previously, and is not concurrently, submitted for any other degree at Infrastructure University Kuala Lumpur or at any other institution.

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CHAPTER 1

INTRODUCTION

1.1 General

The current chapter has provided the background of the study, and problem statement. Moreover this chapter also presented the research goals, research questions, research hypotheses and provided significance and brief scope of the topic of this study.

1.2 Background

The Internet and Information and Communication Technology (ICT) revolution has altered the methods of interaction between citizens and the public sector, as well in their life style and business dealings. The phenomenon of the Internet has forced governments to improve civic engagement, as well as transforming society into an e-society; e-government is changing the relationship between citizens and their government. E-government refers to the use of information technologies by governments and their agencies, which are able to change relationships with citizens, businesses, and all aspects of government (World Bank Website, 2012).

E-governance is more than a government having a website on the Internet but rather, it goes further to provide platforms through which citizens seek services by interacting online instead of them walking physically in offices to seek help. The strategic objective of any E-government initiative is to support and simplify governance for all parties involved.

Several definitions have been used to describe E-government, but according to Almarabeh and AbuAli (2010) Electronic government is government use of information communication technologies to offer services to citizens, business partners, employees, other agencies, and government entities. E-government offers an opportunity to interact and conduct business. E-government employs the use of ICT tools like Local area networks, wide area networks, virtual private network and

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