

E-Government Service Quality Assessed through the Public Value Lens.

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ABSTRACT

This paper assesses the role of e-government service quality in the creation of public value from the citizen perspective. By assessing the added value of e-government services through a public value lens we aim to explore more deeply how e-government service quality impacts on public value creation. We propose a conceptual framework based on the theoretical perspectives of public value and e-service quality to support the examination of e-government service quality from the citizens' viewpoint. An exploration of the literature on public value, e-service quality, and e-government indicates that the creation of public value is highly dependent on the level of quality of a service delivered by a public organization. The framework draws together the elements of public value as determined by Moore (1995) and Kelly et al., (2002), and quality dimensions from the updated IS success model by DeLone and McLean (2003).