

# **The study of the success of e-government systems in the eyes of the employees of the Tax Administration of Rasht**

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**One of the important steps taken by the State Tax Inspectorate to design and execute the correct collection of taxes as a widespread source of income is to turn towards new electronic technologies. In addition to the technological and legal infrastructure, for the implementation of e-municipality, the acceptance of citizens, which is a key factor in the development of electronic structures, should also be considered. By increasing the willingness of employees to use online services, there are many benefits, including reducing time and cost and environmental pollution, as well as reducing administrative formalities. The purpose of this study is to investigate the factors affecting the willingness of tax staff to use online tax returns. The method of this research is descriptive and in terms of its purpose. To achieve the current goals, there are 6 hypotheses. The survey community is the entire staff of tax affairs in the city of Rasht. The size of this community is limited due to the size of its employees. Sample size was limited by community formulation and 220 available for probable sampling method. The method of data collection was field and its tool was a questionnaire. Data analysis was performed using descriptive statistics using SPSS 22 software and inferential statistics using structural equation model using Lisrel 8.50 software. The findings of this study have shown that all variables of this research have affected the willingness of employees to accept the online system.**

**Keywords : Keywords: e-government, online services, technology diffusion, citizen acceptance**

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