

Assessing the Success of E-Government Systems the Perspective of Rasht Municipal Employees

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The purpose of this study was to evaluate the success of e-government the perspective of municipal employees. The statistical population of the present study are 2003 employees of the Guilan municipal, among the five areas, the center municipal and the its related organizations (including firemen, cemeteries, transport, waste, investment, civilization, landscape, sports culture, fields, information technology). To obtain the sample size, the Cochran formula of the limited society was used. Finally, 322 individuals were calculated. After considering the distribution error, 341 correct questionnaires were collected. Sampling method of this research is a simple random method in which employees of the municipality of Guilan province were ed as subjects. The present study is based on the purpose of the applied type and in terms of information gathering method, descriptive research and correlation type. The method of collecting the field information, the data gathering tool, the standard questionnaire and the method of data analysis are regression analysis. The validity of the research was assessed using content validity through a supervisor's professor. The reliability of the research was also measured by Cronbach's alpha method and it is confirmed that the alpha value above 0.7 is considered acceptable. In order to analyze the data of the questionnaire, partial least squares and PLS 3 and SPSS 25 software were used. The results of the research hypotheses showed that all three types of information system, system and services have a significant relationship with the intention to use and user satisfaction. On the other hand, the results on the relationship between user intent and user satisfaction also showed that the intention to use is not affected by user satisfaction. Finally, the results indicated that the intention of using and satisfying employees on the benefits of the network had a positive and significant effect.

Keywords : e-government system quality, user satisfaction, intent to use, network

benefits

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