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**DBA Dissertation Defense**

Entitled

*IDENTIFYING THE DETERMINANTS OF GOVERNMENT E-SERVICE QUALITY:  
A CASE STUDY OF THE UAE'S MINISTRY OF INTERIOR*

by

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Abstract

Globally, government entities are facilitating evermore 'over the internet' transactional services. Within the Middle East, the UAE is at the forefront. Although the UAE's Telecommunications Regulatory Authority has e-service quality (ESQ) assessment rubrics in place, these are designed only for back-end developers, not for gauging end user satisfaction levels. In light of this, a conceptual framework is developed for the holistic measuring of such citizen sentiments. Key findings from an accompanying survey instrument ( $n = 2,197$ ), in relation to a Ministry of Interior transactional service, demonstrate that most ESQ content factors (excepting reliability) and all ESQ delivery factors along with 'Trust in government' positively impact ESQ user perceptions measured in terms of reuse intentions and overall satisfaction levels. However, ICT familiarity was found to be insignificant. 'Responsiveness' has the largest impact on ESQ perceptions ( $\beta = .481$ ;  $p < .001$ ). Interestingly, no differences between the genders were observed but age, education and nationality all led to statistically significant differences. This research adds an in-depth case to the literature on public sector e-service provision in the Arabian Gulf and also to the one that considers ESQ assessment. Suggestions are made in relation to the wider and more systematic deployment of this study's analytical framework.

**Keywords:** E-services, E-government, ES-QUAL, e-GovQual, United Arab Emirates (UAE), UTAUT.