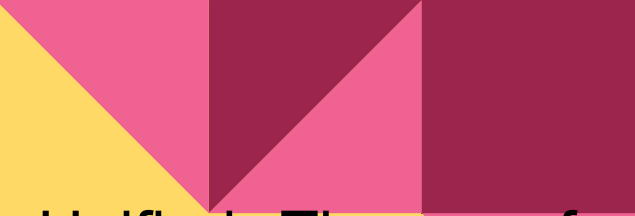


The Utility of the UTAUT Model in Explaining Electronic Government Services Usage in Baghdad-Iraq

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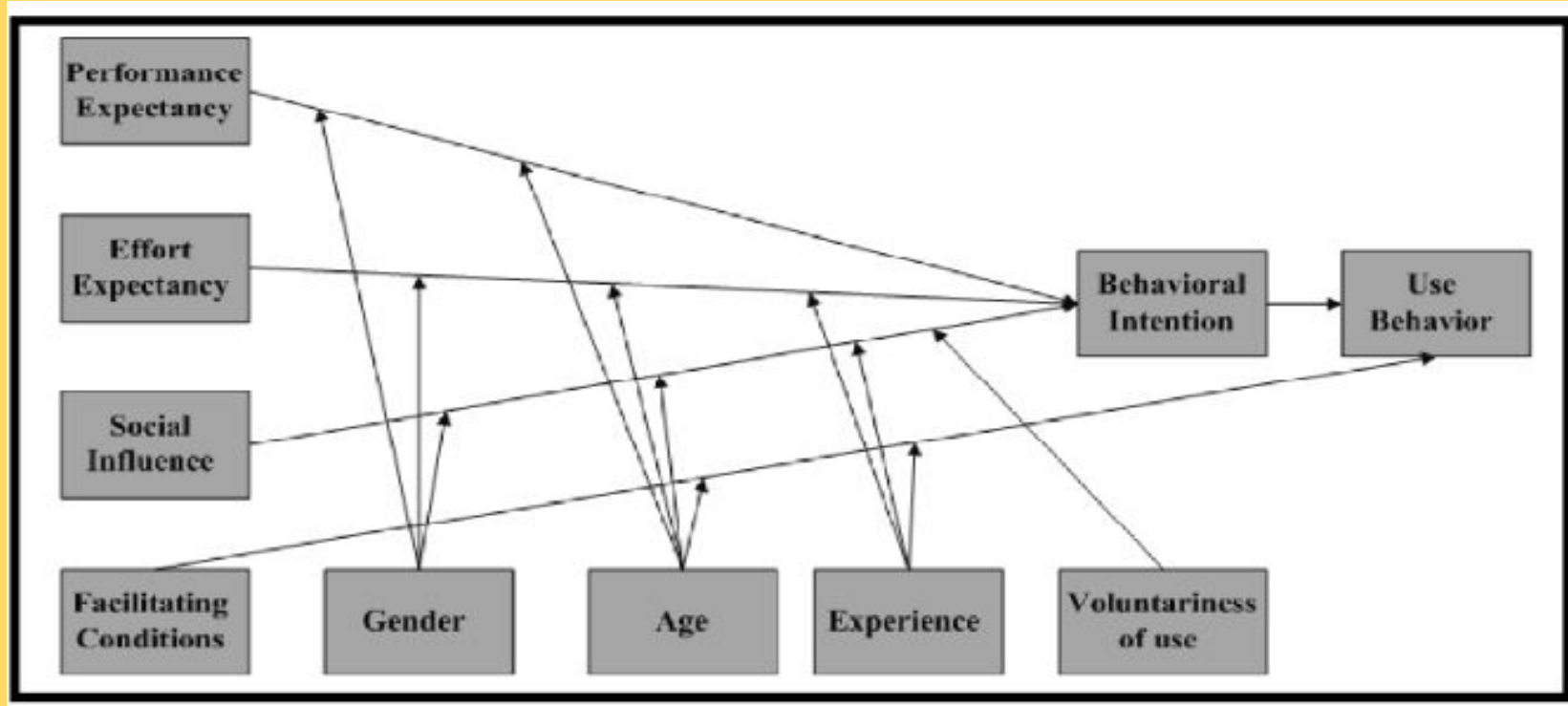
Abstract

Electronic government (EG) is the application of computers, computer applications and electronic appliances in the governing activities and operations of a government; where by both the government and the public interact transact electronically. Baghdad being tagged as a unsecured place to live area has received lesser related studies on practicability of EG. Variables like infrastructure, social factors, security, users behaviour and the more are to be determined majorly before the adoption of EG as a technological package.




With the theoretical perspectives of the Unified Theory of Acceptance and Use of Technology (UTAUT) this study is aimed at investigating the related variables that could mitigate the adoption of EG in Baghdad. Scores of studies have employed UTAUT to achieve similar objectives, but none has implemented UTAUT to the adoption of EG in public agencies and particularly in a poor infrastructure and risky streets like Baghdad. This study proposes to quantitatively examine the usage behaviour of EG in Baghdad, with that, data would be gathered from Baghdad- Iraq.

Figure: Unified Theory of Acceptance and Use of Technology (UTAUT)



Population and sampling that proposed to implementation UTAUT

The study will focus on the (G2C) services mainly, covering the range of all government services, such as social, economical, and the rest in the specific context of crisis and war zone. Baghdad citizenry from Baghdad University from different levels of demographic features would therefore be surveyed for the purpose of this study.



estimated that among the 345 conflicts and crisis ongoing globally, the intrastate amounted to the largest and interstate attract a very minor number. The estimate is also presented that up to 111 conflicts are ongoing within Asia and Oceania, while Africa is staging up to 79 conflicts, 65 conflicts in being stages also in the Europe, 47 conflicts are ongoing in the Middle East and the Northern African while 43 conflicts is estimated in America.

Conflicts forms in all over the world and location

<i>Conflicts forms in all over the world</i>	<i>Conflicts located in</i>
111	Asia and Oceania
79	Africa
65	Europe
47	Middle East and Maghreb
43	Americas

Limitations of the present study

This study proposes to include UTAUT as an underpinning theory to a determinant the effects of unsecured environment to live of citizen (users) among EG services. Therefore, there is a need to involve another theories to measure the environment's effects on users for example: Technology Acceptance Model (TAM), ii. an extension of TAM or what is known as TAM 2, iii. Innovation Diffusion Theory (IDT),

iv. Theory of Reasoned Action (TRA), v. Theory of Planning Behaviour (TPB), vi. Combined TAM and TPB (C-TAM-TPB), vii. Motivational Model (MM), viii. Model of PC Utilization (MPCU), ix. Social Cognitive Theory (SCT) and DeLone & McLean.

