Abstract

The government of Ghana in 2014 initiated an e-government service (e-Tax) to boost its Tax operations. With e-government, citizens and businesses are able to exploit Internet technology to improve convenience, accessibility and quality of interactions with the government. Within the government, business processes can be automated and knowledge can be managed efficiently, thus, improving the speed and quality of policy development, coordination and enforcement. The purpose of this paper is to examine the awareness and adoption of the e-government services by private businesses in Ghana. To achieve these, this research undertook an empirical examination of the awareness and adoption of the e-Tax service amongst businesses in Ghana. A framework consisting of environmental factors, user attitude, and access to ICTs was employed to provide insights of the adopters and non-adopters of the e-Tax e-government initiative. The data on these variables were collected using a self-administered questionnaire. The study sampled 212 businesses in Ghana and use partial least square method to analyze the data collected. The findings revealed that businesses located in the urban centers are more
likely to be aware of, and adopt e-government services. The study also found that a business’s
trust and perceived ease of use of the GRA e-taxpayer portal has a significant impact on their
attitude towards the adoption of e-government services. This study offers substantial
contribution to various stakeholders including the government agencies that might want to
understand the factors that influence the use of an e-government service.

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**Index Terms**

Computer Science

Information Sciences

**Keywords**