Government in many countries are adopting information technology as a mean to deliver their services. Governments are encouraged to serve their citizens anytime and anywhere in an efficient way. Therefore, measuring the quality of these serving portals became a necessity. This study examines the quality of e-government portals in Saudi Arabia through introducing USR framework that contains three dimensions (usability, security and responsiveness), each dimension is associated with a set of sub dimensions. The framework is based on set of standards and theories for assessing the quality of e-government portals. In addition, the empirical data were gathered and collected by using self-administrated questionnaires distributed via social networking platforms to test the hypothesis indicated in the research and the data analysis was based on 3423 respondents in KSA. Using multivariate statistical techniques, the results indicated how each proposed dimension has effected e-government portals quality.
19-26.


Index Terms

Computer Science  Information Systems

Keywords