"UNLOCKING THE POTENTIAL OF E-GOVERNMENT: EXPLORING DETERMINANTS OF USER INTENTION IN A SMALL ISLAND DEVELOPING STATE"

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ABSTRACT
Efficient delivery of e-government services offers a wide array of benefits, including enhanced governmental efficiency and cost savings, heightened openness, and improved public engagement. This research aims to explore the factors influencing the perspectives of respondents about the elements that influence their desire to use eservices offered by the government. This study examines the primary determinants influencing the intention to utilise e-services provided by the government of Mauritius. The factors under study include perceived usefulness, perceived ease of use, perceived risk, and social influence. A total of 300 questionnaires were deemed suitable for analysis. The SPSS software was used to acquire a summary of demographics and to analyse the hypothesis. Through the use of quantitative analysis, a total of four independent variables were developed, including nine distinct features. These variables serve to elucidate the perspective of the respondents and establish the correlation between the independent variables and usage intention. Regarding the relationship between the variables, the findings indicate the presence of many statistically significant positive relationships between the dependent and independent variables. Nevertheless, a limited number of attributes exhibited no statistically significant link with the intention to use. Based on the findings of the study, appropriate suggestions were formulated to enhance the intention to use e-services offered by the government.

Keywords: E-Government, Questionnaires, Intention, Public, Mauritius.

1.1 INTRODUCTION

In light of the rapid growth of the Internet and advancements in information and communication technologies, governmental entities have embraced the trend of providing digital services to their constituents (Wang and Liao, 2018; West, 2022; de Róiste, 2018). This phenomenon has resulted in the implementation of several government initiatives, including digital payment systems, information kiosks (Wang and Shih, 2019), and centralised service centres for residents. E-government, often known as e-Gov, refers to the use of information and communication technology by governmental entities for the purpose of delivering information and public services to the general population (UN EGovernment Survey, 2018). These services have the potential to cater to many stakeholders,

including people, companies, and even governmental entities (Lean, Zailani, Ramayah, and Fernando, 2019; Wang and Liao, 2018; Gupta et al., 2018). E-Government (e-Gov) may be categorised based on its engagement with various stakeholders. The primary classifications of e-Gov services are government to citizen (G2C), government to business (G2B), and government to government (G2G) (Carter and Belanger, 2017; Wang and Liao, 2022).

In 2022, Mauritius achieved the second position on the United Nations E-Government Development Index for the African region. Despite its second-ranking position in Africa and the notable growth in internet and mobile subscribers, as well as improvements in international bandwidth quality (Statistics Mauritius, 2022), Mauritius has a challenge in terms of low citizen engagement with e-government services. According to Shalini (2018), it is said that despite possessing a well-developed information and communication infrastructure, Mauritius exhibits a low performance in terms of its e-readiness index when evaluating the inclination of its inhabitants to embrace e-government services. The implementation of e-government systems presents a range of challenges beyond the automation of traditional government transactions. These challenges encompass political, cultural, social, technical, organisational, and human resource issues (Ramchurn, 2019).

The study of e-government adoption may provide governments with a deeper comprehension of their constituents' requirements, ultimately resulting in the effective provision of online services (Ozkan and Kanat, 2018). This research aims to examine the desire of people in Mauritius to use e-government services and provide suitable suggestions for enhancing the provision of such services.

The absence of understanding, trust, and resistance to change are potential factors contributing to the limited uptake of e-Government services among the population of Mauritius. A significant portion of citizens exhibit hesitancy in embracing e-government services, mostly stemming from a dearth of faith in the internet and e-government service platforms, coupled with concerns over the potential compromise of electronically provided personal data. The literature review has examined the influence of perceived risk. Risk has been included into information and technology acceptance models, including the Technology Acceptance Model (TAM), in previous studies. The failure of e-government initiatives may be attributed to several elements, including social and cultural considerations, infrastructural challenges, deficiencies in trust and secrecy, concerns over accessibility and utility, and a failure to accurately comprehend the requirements of people.

The aim of this research is to examine the determinants that impact individuals' desire to use e-government services within the context of Mauritius. The specific objectives of the study are firstly to investigate the relationship between perceived usefulness and usage intention of e-services in the public sector of Mauritius.Also, the study aims to examine the relationship between perceived ease of use and usage intention of e-services in the public sector of Mauritius.Furthermore, it aims to assess the relationship between perceived risk and usage intention of e-services in the public sector of Mauritius.Lastly, the research aims to make necessary recommendations on how to improve usage intention of eservices in the public sector of Mauritius

The study results are expected to provide information that may assist governments and policy makers in customising e-government services to better align with the preferences and needs of people. This, in turn, is likely to result in increased adoption rates and a better representation of user characteristics. Hence, the optimal realisation of the advantages associated with e-government can only be attained when there is a substantial degree of acceptance. The objective of this study is to assess the mechanisms involved in the adoption of e-government in Mauritius, with a particular emphasis on the viewpoints of citizens (G2C). This research aims to fill the gap in existing literature, which has not adequately explored these aspects. This research has considerable importance as it seeks to contribute

to the existing body of literature by using the Technology Acceptance Model (TAM) to analyse the use of e-government services in Mauritius.

2. REVIEW OF LITERATURE
TECHNOLOGY ACCEPTANCE MODEL (TAM)

The Technology Acceptance Model (TAM) is a theoretical framework that investigates the social aspects influencing individuals' inclination or resistance towards adopting new technological systems (Kumar, R. et al, 2018). The paradigm under discussion was first proposed by Davis in 1989. Since then, it has seen further development via the introduction of two further updates: TAM 2, as presented by Venkatesh in 2000 and further expanded upon by Venkatesh and Davis in the same year; and TAM 3, as introduced by Venkatesh and Bala in 2008.

The TAM, along with its several modifications, offers a thorough theoretical framework for researchers to evaluate the influence of external factors on users' attitudes towards new technology, ultimately influencing their choice to adopt and use such technology (Venkatesh et al., 2003). This model elucidates the correlation between the adoption of e-government and the acceptability of citizens, as posited by Wallace and Sheetz (2014).

Although this model has considerable importance, it has faced criticism due to its rigid framework that lacks the ability to include other variables (Benbasat and Barki, 2007). The present study will use this particular model for research purposes. Previous research studies (Pablou, 2003; Chen et al., 2007) have shown a high level of credibility and reliability in their use of robust instruments and thorough empirical approaches to investigate individual attitudes.

Perceived ease of use is considered a significant component within the Technology Acceptance Model (TAM), since it has been identified as a factor influencing individuals' attitudes towards the adoption and utilisation of technology by several scholars. This aspect pertains to the cognitive workload that individuals must expend while using a technological system, as outlined by Davis (1989). Furthermore, the correlation between behaviour intention in the Technology Acceptance Model (TAM) and both usefulness and simplicity of use is a crucial issue to be taken into account (Davis, 1989). According to Ajzen (1991), behavioural intention plays a crucial role in determining an individual's inclination to embrace a certain technology in the future. This concept serves as a valuable predictive tool for assessing the likelihood of citizens' adoption.

PERCEIVED USEFULNESS
Perceived usefulness refers to the degree to which users perceive that a certain system enhances their performance, as defined by Davis (1989). According to Davis (1989), in the context of a project-based organisation, the satisfaction of users and the development of a positive attitude towards technology use are contingent upon the technology's ability to boost performance. The concept of usefulness may be categorised into two distinct classifications: objective performance measures and subjective performance measures. Objective performance refers to the assessment of a user's capacity to effectively engage with a given system. To what extent does a user possess the necessary abilities to effectively connect with or use a certain system? Subjective performance measures include the user's inclination towards using a system, indicating their satisfaction or dissatisfaction with it (Nielsen & Levy, 1994). Based on above argument, the following hypothesis is formulated:
H1: Perceived usefulness has a relation with usage intention of e-services in the public sector of Mauritius

PERCEIVED EASE OF USE

Perceived ease of use (PEOU) refers to an individual's perception of the level of effort required to use a system. This belief is formed by the individual's engagement with a specific system, as outlined by Davis (1989). The level of user-friendliness significantly influences workers' inclination to adopt technology. According to Hackbarth, Grover, and Mun (2003), users perceive a system or technology to be more convenient as they acquire experience by actively investigating the system. This process of exploration not only leads to the acquisition of necessary information but also enhances users' confidence in using the system effectively. However, it is possible that users may have difficulties while dealing with the system. It is essential to provide appropriate lectures, awareness programmes, and trainings. Motivation may often be identified as the primary factor influencing workers' reluctance to adopt a new system. In such cases, it is recommended to organise motivational seminars and foster managerial support to increase employees' engagement with the system (Samuel, Onasanya, & Olumorin, 2018). According to Brown (2002), there is a significant relationship between the learning environment and the working environment, specifically in terms of the effect of Perceived Ease of Use (PEOU) on predicting technology uptake. Accordingly, the following hypothesis is formulated:

H2: Perceived ease of use has a relation with usage intention of e-services in the public sector of Mauritius

PERCEIVED RISK

Perceived Risk (PR) refers to the anticipated negative consequences that may arise from the adoption of a technological breakthrough, which might deter individuals from making the choice to adopt (Hubert et al., 2018). Numerous studies have shown that the perception of risk significantly influences the adoption of e-government. According to Saxena (2018), in the context of E-commerce, it has been observed that perceived risk has a detrimental impact on the desire to use E-commerce. Individual people may choose to refrain from using mobile government systems if they have the perception that there may be potential losses incurred. Therefore, we propose the following hypothesis:

H3: Perceived risk has a relation with usage intention of e-services in the public sector of Mauritius

3. RESEARCH METHODOLOGY

The primary objective of this research is to examine the many variables that impact the intention of residents in Mauritius to use e-government services. Therefore, the quantitative methodology is very appropriate since it enables the researcher to get comprehensive data from participants. The focus of this research includes individuals who are residents of Mauritius. Nevertheless, those who were below the age of 18 were not chosen. Participants of both genders were involved in the study, spanning from 18 to 65 years of age. Based on the World Bank study, Mauritius is estimated to have a population of around 1,300,000 people. The research included participants from various age groups. Therefore, based on the Raosoft sample size calculator, the sample size for this research was determined to be 385. However, the survey was completed by a mere 300 individuals. The participants were chosen using a random selection process. The process of gathering data took place over the course of 13 days, from July 7, 2023, to July 19, 2023.The data obtained from the questionnaire has a.982 reliability score which mean the questionnaire is reliable. SPSS was used to convert all of the survey"s responses into quantitative ones.

4. ANALYSIS AND DISCUSSION

A total of 300 questionnaires were sent, and these questionnaires were deemed legitimate and suitable for analysis. This enabled the researchers to get valuable data on the demographic characteristics and personal information of the respondents. Based on the demographic data obtained for the research, it was found that among the analysed samples (n=300), 51% of the respondents were identified as male,

while the remaining 49% were identified as female. The level of willingness shown by male respondents to engage in the survey was much higher in comparison to that of female respondents.

The age distribution of the participants in this study spanned from 18 to over 46 years. The age group with the biggest percentage of respondents (29%) was between 26 and 36 years old. This was followed by those aged 18 to 25 (28.3%), 36 to 45 (22.7%), and 46 years and over (20%). This observation demonstrates that the utilisation of e-services is not limited to the senior population, but a significant proportion of younger persons also actively participate in the practise of using e-services. Individuals who have completed a Bachelor's or Master's degree have a higher propensity to use online services compared to individuals who possess a high school diploma or an associate's degree. This phenomenon may be attributed to the prerequisite of a certain level of knowledge necessary for understanding the intricacies associated with the use of electronic services, a factor that may be altered by an individual's educational attainment. Table 1 below illustrates the demographic profile of the participants.

Table 1: Demographic profile of respondents

		Frequency	Percentage(%)
Gender	Male	153	51.0
	Female	147	49.0
Age Group	**Total**	**300**	**100.0**
	18-25	85	28.3
	26-35	87	29.0
	36-45	68	22.7
	46 and above	60	20.0
Level of Education	**Total**	**300**	**100.0**
	School certificate	51	17.0
	Higher School certificate	67	22.3
	Undergraduate Degree	99	33.0
	Postgraduate degree	83	27.7
	Total	**300**	**100.0**

The primary aim of this research was to evaluate the variables that influence respondents' desire to use e-services offered by the public sector of Mauritius. Consequently, the statistical analysis included the calculation of mean values, standard deviation, t-values, and significance levels for each statement pertaining to the four qualities under consideration, namely 'Perceived usefulness', 'Perceived ease of

use' and 'Perceived risk. Participants were told to assess their degree of agreement with items using a 5-point Likert scale, ranging from 1 (strongly disagree) to 5 (strongly agree). Furthermore, the characteristic with the highest mean value for 'Perceived Usefulness' was 3.79, specifically for the statement 'E-services offered by the public sector of Mauritius are not expensive'. The majority of participants concur that a decrease in cost positively influences the desire to use a certain product or service. This implies that the scores are indicative of the research conducted by D. Ceylan (2018), which obtained the highest average score in relation to the dimension of 'Perceived Usefulness'. The statement "E-services provided by the public sector are easier to access than other e-services" had the lowest score of 3.54. The observation of a low score suggests that the use intention of eservices is not influenced by comparisons with other similar services.

The mean value for the variable 'Perceived ease of use' was found to be 3.71, indicating the greatest level of perceived ease of use among the participants. Two statements had the same mean, specifically: 'The user interface offered by the public sector is userfriendly' and 'E-services websites supplied by the public sector provide secure and convenient transactions'. These remarks indicate that the ease of interface and cybersecurity have an impact on the respondents' intention to use. Nevertheless, the assertion that "E-services sites are frequently inaccessible due to maintenance" had the lowest average score of 3.67 for this characteristic. This score closely aligns with the findings of D. Ceylan's study conducted in 2018. Similarly, the study conducted by Wong (2019) on the obstacles faced by e-services yielded comparable findings.

The variable labelled as "Perceived risk" has a total of eleven statements. The statement "The E-services provider dealt rudely with my queries" had the lowest score of 3.62. This suggests that e-services are mostly automated and do not significantly impact the desire of customers to use them. The highest score was 3.77 for "I fear misuse of personal information when using E-services" which mean that data privacy issues influence e-services usage. This finding suggests that data privacy concerns have a notable impact on the adoption and usage of e-services. The findings of this study align closely with the research conducted by D. Ceylan (2018), as the attribute 'Data privacy' received the highest score. This result further supports the notion that the improper use of personal information might have a detrimental impact on the use of electronic services.

Finally, the study revealed that the highest mean score for use intention attributes was 3.79 for the statement "E-services provided by the public sector of Mauritius are not costly" under the dimension of "Perceived usefulness." This finding is consistent with a previous study conducted by D. Ceylan (2018), which also reported a high mean score for a similar statement. The facet of "Perceived usefulness" revealed that the lowest mean score, 3.54, was obtained for the statement "E-services provided by the public sector are easier to access than other e-services."

Table: 2 Usage intention Attributes

Statements	Mean	Std Deviation	T-Value	Significant level
Perceived Usefulness				
E-services provided by the public sector is easier to access than other e-services	3.54	.819	11.349	.000
E-services provided by the public sector of Mauritius save time	3.77	.994	13.424	.000

E-services provided by the public sector can be access through mobile, tablet and laptop	3.67	.855	13.502	.000
There are many valuable information provided on e-service sites provided by the public sector	3.69	.806	14.830	.000
E-services provided by the public sector of Mauritius are not costly	3.79	.868	15.834	.000
Perceived ease of Use				
E-services site are often unavailable due to maintenance	3.67	.815	14.166	.000
E-services sites provided by the public sector are more convenient in doing online payment	3.68	.871	13.586	.000
The user interface provided by the public sector is friendly	3.71	.917	13.476	.000
E-services sites provided by the public sector provide safe and easy transaction	3.71	.814	15.034	.000
Processing of online applications take time	3.68	.895	13.092	.000
Perceived Risk				
The E-services provider dealt rudely with my queries	3.62	.863	12.370	.000
Security concerns prevent me from using E-services	3.74	.879	14.640	.000
Using e-services are risky as we do not have the provider face to face	3.69	.936	12.834	.000
I fear misuse of personal information when using E-services	3.77	.831	16.169	.000

The Most Significant Dimensions of Usage intention

Table: 3 Usage Intention Attributes

Usage Behavior	Mean	Std Deviation	T-Value(2 s.f)	Significant level (2 s.f)
Perceived Usefulness	3.69	.457	26.174	.000
Perceived Ease of use	3.69	.417	28.651	.000

Perceived Risk	3.69	.421	28.505	.000

The attributes that were considered most important by the participants were 'Perceived Usefulness', 'Perceived Ease of Use', and 'Perceived Risk', all of which had an equal maximum mean score of 3.69. The construct of "perceived usefulness" has been identified as the most significant element, as seen by its very large standard deviation of 0.457. This finding demonstrates that the perceived usefulness of a particular product or service has a significant impact on an individual's intention to utilise it.

REGRESSION ANALYSIS
This research incorporates three factors, namely perceived usefulness, perceived ease of use, and perceived risk. Hence, the researchers used multiple regression analysis in order to address the four hypotheses posited in this study. The dependent variable in this study is the usage intention, whereas all other factors are treated as independent variables in regard to the measured relationship. The beta value, t-value, and significance level will be computed by regression analysis to demonstrate the relationships between variables and characteristics, as well as to identify the most significant predictor of the dependent variable.

REGRESSION ANALYSIS BETWEEN PERCEIVED USEFULNESS' ATTRIBUTES AND USAGE INTENTION
The main objective of this research is to examine the correlation between perceived usefulness and usage intention. Previous research has shown the associations between the aforementioned factors (B. Timur, 2017; Lee et al., 2011). Hence, the first linear regression analysis aims to examine the relationship between perceived usefulness and data usage, thereby confirming the first hypothesis (H1) of this research. The equation shown below incorporates the direct impact of the three independent variables on both perceived usefulness and data use.
Equation:

Perceived Usefulness and usage intention=β0 + β1 (Perceived usefulness/efficiency) + β2 (Perceived usefulness/accessibility) + β3 (information completeness)

Furthermore, the beta coefficient, t-statistic, and significance level have been used to determine the characteristic with the most significant influence among the factors identified under perceived usefulness. Based on the results of regression analysis, it was seen that the two variables had a positive beta coefficient. Both aspects have considerable significance. The variable with the highest beta value in this study is 'perceived usefulness/efficiency', which has a value of 0.67. It is followed by 'information completeness' with a beta value of 0.55, and 'accessible' with a beta value of 0.12. Hence, a positive and substantial correlation exists between the variables of 'efficiency' and 'information completeness' in connection to use intention. This implies that the level of efficiency and comprehensiveness of information significantly influences the intention to use. Cruz Ruiz (2018) also argues that the primary determinant of use intention is 'efficiency'. The obtained F value of 4.401 is considered statistically significant. Additionally, the R^2 value of 0.057 suggests that about 5% of the variation in perceived usefulness may be explained. However, it should be noted that the 'accessibility' characteristic did not show statistical significance, so partly supporting hypothesis H1. Table 4 presents the results of the regression analysis conducted to examine the relationship between perceived usefulness features and use intention.

Table:4 Relationship between perceived usefulness attributes and usage intention

Dependent	Independent	Beta	T-value	Significant Value

Usage Intention	Information completeness	.055	.947	.344
	Accessibility	-0.12	-.208	.835
	Efficiency	0.67	1.144	.253

R2

= .057; F=4.401; *** P<0.001; *P<0.01; *P<0.05

REGRESSION ANALYSIS BETWEEN PERCEIVED EASE OF USE ATTRIBUTES AND USAGE INTENTION

The regression analysis has been conducted to examine the relationship between perceived ease of use attributes and usage intention, in order to support the hypothesis H2. Several prior research have been undertaken to examine the relationship between perceived ease of use and usage intention (Bernini et al., 2015; Kozak and Rimmington, 2000; Rajesh, 2013). The equation included the direct impact of the two independent variables on the perceived ease of use and intention for usage.

EQUATION:
Perceived ease of use and usage intention=β0 + β1 (Interface) + β2 (Transaction convenience) + β3 (Response time)

Hence, in the present model, the R2 value of 0.112 suggests that around 11% of the variability in perceived ease of use can be accounted for by the qualities of 'Interface' and 'Transaction time'. However, the attribute of 'Response time' does not contribute significantly to the explanation of perceived ease of use, since it lacks statistical significance. The obtained F value of 0.940 is deemed statistically significant. Two of the beta and t-values are positive; however, the variable 'Response time' had a negative value. The criterion of "transaction time" was shown to be the most significant factor in determining the perceived ease of use, as indicated by its highest beta value of 0.52. Statistical significance was observed for the positive coefficients associated with the characteristics 'Interface' and 'Transaction time'. However, the variable 'Response time' was shown to have no significant negative effect on the perceived ease of use, as indicated by a p-value greater than 0.05 (P > 0.05). The beta value for this variable was 0.065, and the t-value was -1.080. Table 5 illustrates the results of the regression analysis conducted to examine the relationship between use intention variables and perceived ease of use.

Table:5 Relationship between perceived ease of use and usage intention

Dependent	Independent	Beta	T value	Significant Value
Usage Intention	Interface	.043	.719	.473
	Response time	-.065	-1.080	.281
	Transaction convenience	.052	.873	.384

R2

= .112; F= .940; *** P<0.001; *P<0.01; *P<0.05

REGRESSION ANALYSIS BETWEEN PERCEIVED RISK' ATTRIBUTES AND USAGE INTENTION

The third hypothesis posited that there is a positive and substantial relationship between perceived risk and usage intention in this research. The equation included the explicit impact of the three independent variables on the perception of risk.

EQUATION:

Perceived risk and usage intention=β0 + β1 (Online security breaches) + β2 (Customer service issues) + β3 (Data privacy)

Hence, based on the findings of the regression analysis, it can be seen that the variables 'online security breaches' and 'Data privacy' exhibit positive values for both beta and t-value, whilst the variable 'Customer service difficulties' has a negative value. The variable 'online security breaches' had the highest significance in determining use intention, as shown by its substantial beta value of 0.157. The model indicates a significant association between the variable 'Online security breaches' and the perceived risk, with a p-value of 0.000. The regression study yielded results indicating that there is no statistically significant link between the variables 'Online security breaches' and 'Data privacy' in relation to usage intention, with a p-value greater than 0.05. This indicate that H3 is very least supported. The F statistic has a value of 2.187, indicating that there is some degree of statistical significance in the relationship being examined. Additionally, the R-squared value is 0.170, suggesting that about 17% of the variability in the dependent variable can be accounted for by the independent variable, while the remaining 89% is attributed to other variables not included in the analysis. The regression analysis between perceived risk factors and use intention is shown in Table 6.

Table: 6 Relationship between perceived risk attributes and usage intention

Dependent	Independent	Beta	T value	Significant Value
Usage intention	Online security breaches	.157	2.655	.008
	Customer service issues	-.038	-.640	.523
	Data privacy	.019	.314	.754
R2				

= 0.170; F= 2.187; *** P<0.001; *P<0.01; *P<0.05

It was observed that the perceived usefulness of e-services offered by the government had a statistically significant and positive impact on users' desire to use these services. The perception of respondents is that the services offered by the public sector in Mauritius are not expensive. This conclusion exhibited similarity to the prior study conducted by Guillaume and Helvert (2017). The findings shown in Table 2 indicate that there is a positive and statistically significant relationship between the perceived ease of use and the intention to utilise eservices offered by the government. The respondents have the perception that e-services sites offered by the public sector are characterised by secure and convenient transactions. According to the findings shown in Table 2, it was observed that the perceived risk factor had a noteworthy and beneficial impact on the intention to use e-services offered by the government. The concerns expressed by respondents about the potential abuse of personal information while using E-services indicate that data privacy concerns have a significant impact on the adoption and utilisation of such services. The obtained score exhibited a notable resemblance to the study conducted by D. Ceylan (2018), whereby the attribute 'Data privacy' obtained the highest score. This finding further supports the notion that the improper use of personal information might have adverse consequences on the utilisation of e-services.

Based on the findings and subsequent analysis, it can be inferred that the extent of use is contingent upon the successful implementation of many key dimensions, including "perceived usefulness," "perceived ease of use," and "perceived risk,". Several correlations were assessed between variables, and the findings indicate the presence of several statistically significant positive associations.

5 CONCLUSION AND RECOMMENDATIONS

The main objective of this study was to assess the viewpoint of respondents about the factors that influence their desire to use e-services offered by the government. Regarding the respondents' impression of government provided e-services, there is a clear preference for cost-effective options. Furthermore, individuals express apprehension about the potential for unauthorised access and exploitation of their personal information while using electronic services. Additionally, worries around security issues act as a deterrent, impeding their adoption and utilisation of such services. Similarly, survey participants exhibit a preference for acquiring knowledge about electronic services through popular social media platforms like Facebook and Instagram. On the contrary, with respect to the association between factors and usage intention, the findings indicate the presence of many statistically significant positive relationships between the dependent and independent variables.

RECOMMENDATIONS

Currently, the utilisation of over 200 electronic services is seen through the Info Highway, with a projected substantial growth in the next years. The use of e-services aligns with the strategic objectives of the Government of Mauritius by facilitating the efficient provision of public services via the implementation of e-government and information and communication technology (ICT) systems.

Nevertheless, empirical findings have shown that participants have fewer positive opinions about the accessibility to e-services such as sub-portals and the sufficient availability of electronic resources in Mauritius. Additional research findings indicate that e-services are mostly inaccessible during periods of maintenance. In light of this matter, it is recommended that the government integrate online functionalities, such as online chat platforms, to facilitate interactions between residents and e-government professionals. This would enable citizens to get up-to-date information on the many eservices available in Mauritius. Mauritius lacks enough awareness about newly offered internet services. To effectively disseminate information on newly launched online services in Mauritius, it is essential for government portals and websites to consistently provide updates on these services. Placing more focus on promoting electronic services as a means to enhance public understanding of

the advantages of using online services, including their enhanced safety, time-saving attributes, and cost reduction capabilities. Ranaweera (2016) argues that it is essential for the government to ensure the operational efficiency and cost-effectiveness of official websites in order to facilitate the provision of e-services. There should be a provision of a comprehensive range of online services that encompasses easy Internet accessibility, error-free website functionality, efficient job completion, and secure access to high-quality online services. The Government should proactively investigate strategies and methods to facilitate the development of IT for commercial purposes.

It is essential for the government to engage in the identification of significant technology trends via a comprehensive evaluation of the associated possibilities and challenges. In order to fully realise the potential of digital government, it is imperative to cultivate a cohort of public managers who possess the foresight to facilitate the transformation of existing services. This transformation can be achieved through fostering collaboration among various agencies, ensuring interoperability of systems, and facilitating seamless data exchange. The ultimate goal is to develop transactional services that are devoid of paper-based processes, enabling end-to-end digital transactions that eliminate the need for physical travel or office visits. The public sector has the potential to create initiatives and provide incentives aimed at facilitating the growth and establishment of local enterprises as dependable collaborators in the provision of e-government services. Due to a scarcity of IT professionals to oversee forthcoming initiatives by governmental entities such as the Ministry, it is advisable for the country's digital skills curriculum to encompass individuals who are both familiar and unfamiliar with digital technologies. This inclusive approach would equip public officials and service providers with the necessary digital proficiencies and aptitudes required to effectively employ technology and facilitate the provision of digital services. This is particularly crucial in light of the emergence of transformative technologies such as Artificial Intelligence, Blockchain, Robotics, Internet of Things, FinTech, and Big Data. The objective of executive training is to enhance the digital proficiency of senior executives, enabling them to effecttively navigate the process of digital transformation. It is imperative that information and communication technology (ICT) professionals be provided with continuous and tailored professional development opportunities, as well as exposure to real-world industry practices in both technical and commercial domains.

An effective approach that the government may implement is the adoption of the Once-just Principle, whereby data collection from stakeholders and people is conducted just once and thereafter kept in a government database. This practise enables the reuse of essential documents such as identification copies, proof of residence, and birth, marriage, or death certificates. The regulation of data privacy and trust in the utilisation of e-services within the public sector can be achieved through the establishment of mechanisms by public bodies. These mechanisms would facilitate the regular sharing of non-personal and non-sensitive data of public interest in an open and anonymized manner. Additionally, involving the public in the collaborative development of open data-driven applications would contribute to the mitigation of associated risks. It is important to establish clear definitions for these indicators and use them as a means to assess the extent of progress achieved and to pinpoint areas that need improvement. Likewise, it is recommended that the research team actively promote the implementation of robust online security programmes that include rigorous authentication and authorisation methods. This approach is crucial for fostering a strong sense of confidence among the general public.

The use of blockchain technology for the storage of corporate records, title deeds, and financial and transactional documents has the potential to enhance the financial services industry in Mauritius. This technology ensures timely access to verifiable information. It is recommended that the government undertake a comprehensive evaluation of the e-business methods used by Ministries/Departments in order to enhance efficiency and effectiveness in their operating modes and business processes.

Additionally, a well defined plan should be developed to address critical areas of the digital transformation. Similarly, it is essential for public entities to bolster e-participation via digital platforms in order to integrate the perspectives of individuals and other relevant stakeholders into governmental decision-making procedures. The engagement of ministries/departments with the public and the distribution of information through social media platforms.

SCOPE OF FUTURE STUDY

The current body of knowledge about the determinants of the broad adoption of eservices offered by the public sector is inadequate, indicating a need for more study in this area. It is essential for researchers to prioritise the conduct of a comprehensive study aimed at examining the barriers that hinder the acceptance and usage of electronic services, especially from the perspective of end users. Furthermore, it is important for researchers to investigate the potential sustainability of doing further research within the Mauritian environment. This exploration aims to comprehensively comprehend the many elements influencing consumption behaviour of E-services and their subsequent effect. The implementation of e-services may encounter several challenges, including those of a technical character. The challenges related to the physical and economic aspects of a nation, together with insufficient funding for implementation, are often encountered concerns that might hinder the successful establishment of e-services. Therefore, it is recommended that further research be conducted to investigate the many challenges and variables that impact the implementation of E-services in the public sector.

LIMITATIONS OF THE STUDY

The survey revealed that a significant majority of participants lacked familiarity with the notion of e-services, while a few had ever used such facilities. As a consequence of the distribution of the questionnaires through online platforms, only those who had the requisite technological equipment and internet connectivity were able to participate in responding to the surveys. Consequently, it is probable that our understanding of the viewpoints held by persons who have concerns about the internet system may be limited.

CONCLUSION

To conclude, it has become evident that there exists a potential for future advancement in the realm of research in Mauritius, and maybe in other countries as well. To begin, it is essential to compare the results and analytical data with other scholarly articles, aiming to highlight the similarities or differences that exist across various groups or businesses. Furthermore, the conceptual framework created for the aim of this research exhibits the potential for application across many settings, including the delivery of technology services to various demographic groups. Finally, it is important for the researchers to consider including new factors, such as perceived confidence and perceived cost, into the conceptual model of this study. This will enable them to critically evaluate future findings and get more precise results. The factors under consideration will be included within the framework of this research.

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