ABSTRACT:
Development in technologies and its adoption in communications have made offering of
government services and that of its agents easier and more convenient. This has been achieved
through its websites. This paper looks at different schemes to assess the utilization of such
offerings, the factors and parameters that influence its acceptability. A conceptual modal is
developed that could be used to measure acceptability of government websites in terms of
effective degree of use based on six identified parameters: trust, usefulness, easy of use,
satisfaction and demographic characteristics.