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e-Government in South Africa: Predictors to failure and success

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Abstract

This research project examines the predictors that make e-government projects successful or unsuccessful. The aim of this research is to determine the factors that can lead to an e-government project's success or failure. This is done within the South African context. The factors are determined via a Literature survey of selected implementations around the world. Existing e-government implementations , SARS e-Filing and eNaTIS were assessed using the Technology Acceptance Model(TAM). Factors such as having a governmental policy, marketing, training and change management are identified as positive factors. Impediments such as the digital divide, lack of skills, lack of penetration of technologies to all citizens have been determined as challenges to e-government. It is recommended that investigation into mobile phone technologies be done to bridge the telecommunications gap.

Keywords: TAM, e-government, eNaTIS, e-Filing