

**TRUST, USEFULNESS AND EASE TO USE AS COORRELATES OF E-
GOVERNMENT ADOPTION IN THE PUBLIC SECTOR: A COMPARATIVE STUDY
OF UGANDA AND SOUTH AFRICA**

A Thesis

Presented to the College
Higher Degrees and Research
Kampala International University
Kampala, Uganda

In partial fulfillment of the Requirement for the Degree
of Doctor of Philosophy in Public Management

By;

Rogers Barigayomwe

Reg. PhD/25410/111/DU

Bsc (Econ stat) (MAK), MHRD (KIU).

ABSTRACT

This research explores the adoption of ICT in the public sector. The study specifically establishes the extent to which trust, usefulness and ease to use correlates with e-government adoption in Uganda and the Republic of South Africa. The objective of the study was to find how trust usefulness and ease to use relate with e-government adoption. The study was done by developing a conceptual frame work from where the independent variables trust, usefulness and ease to use were related to e-government adoption. Using both qualitative and quantitative approach data was collected from university students, university administrators, revenue service administrators and revenue service clients both in Uganda and the Republic of South Africa. Using 211 respondents from Uganda and 230 respondents from the Republic of South Africa. Self-administered questionnaires (SAQs) and interview guides were the main data collection instruments. Data was analyzed at univariate level using correlation analysis and at multivariate level using factor and regression analysis.

The study revealed that both trust and usefulness were significantly related to e-government adoption with $P \leq 0.01$ and $P \leq 0.05$ respectively. Rogers's diffusion of innovation theory and the institutional theory enabled the analysis in considering the challenges underpinning successful adoption of ICT in the public sector.

Findings further indicate that control variables such as Age, education, experience in computer usage and gender have an influence on e- government adoption. These control variables explain 20% of the variance in electronic government ($F= 13.525$, $p < .01$). These variables are therefore significantly related to electronic government adoption.

Using three models, this research further demonstrates that its findings are useful to most public institutions where ICTs are essential for management. Additionally, this research offers practical methods to increase the success rate of the adoption of ICT in the public sector. This thesis argues that for the successful adoption of e- government in Uganda, government has to enact policies so that the public can trust ICT system and that more sensitization should be made for the public to appreciate the usefulness of ICT in government institutions.