

**THE MEDIATING EFFECT OF GOOD GOVERNANCE ON THE
RELATIONSHIP BETWEEN E-GOVERNMENT AND PUBLIC
TRUST IN LEBANON**

By

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Abstract

The main objective of this research is to study the mediating effect of good governance on the relationship between e-government and public trust in Lebanon. As an effective tool for economic reform, there is a need to adopt e-government practices to enhance the public trust towards the government. Based on extensive literature review and conceptual background including the theories of institutional-based trust and the diffusion of innovation, the theoretical research framework was developed. Primary data was collected using survey involving 400 Lebanese employees in Beirut. The data have been analyzed using Structural Equation Modeling (SEM). The research findings revealed that eight hypotheses were accepted while five hypothesis were rejected indicating that e-government practices including e-services have a significant and positive effect on both good governance and public trust in Lebanon. However, e-administration has a positive effect on good governance but not on public trust. E-procurement has insignificant effect on both good governance and public trust. Good governance has a positive and significant effect on public trust, but it has no mediating effect on the relationship between e-government including e-administration and public trust. The findings also show that good governance mediates the effect of both e-service and e-procurement on public trust. This research contributes practically by offering practitioners and policy makers in governments the guidelines on how they can empower and build citizens' trust by providing efficient, transparent and accountable government services. Future studies are suggested to extend the research empirically in terms of respondents, geographical location and methodology of analysis.

Keywords: e-government, good governance, public trust, Lebanon

Abstrak

Objektif utama kajian ini adalah untuk meneliti kesan pengantara tadbir urus yang baik kepada hubungan antara e-kerajaan dan kepercayaan awam di Lebanon. Sebagai alat yang berkesan untuk reformasi ekonomi, terdapat keperluan untuk menerima pakai amalan e-kerajaan untuk meningkatkan kepercayaan awam terhadap kerajaan. Berdasarkan kajian literatur dan latar belakang konsep termasuk teori kepercayaan berasaskan institusi dan penyebaran inovasi telah membolehkan kerangka teori penyelidikan dibangunkan. Data primer telah dikutip menggunakan kaedah soal selidik yang melibatkan 400 pekerja Lubnan di Beirut. Data telah dianalisis dengan menggunakan Model Persamaan Struktur (SEM). Dapatan kajian menunjukkan bahawa sebanyak lapan hipotesis diterima manakala lima hipotesis ditolak yang menggambarkan praktis e-kerajaan termasuk e-perkhidmatan mempunyai kesan positif dan signifikan terhadap tadbir urus yang baik dan kepercayaan awam di Lebanon. Walau bagaimanapun, e-pengurusan mempunyai kesan positif dalam tadbir urus yang baik sebaliknya tidak terhadap kepercayaan awam. E-perolehan pula mempunyai kesan yang tidak ketara dalam tadbir urus yang baik dan kepercayaan awam. Selain itu, tadbir urus yang baik mempunyai kesan yang positif dan signifikan terhadap kepercayaan awam, tetapi tidak mempunyai kesan perantara terhadap hubungan e-kerajaan termasuk e-pentadbiran dan kepercayaan awam. Dapatan kajian juga menunjukkan bahawa tadbir urus yang baik menjadi kesan pengantara terhadap e-perkhidmatan dan e-perolehan dalam kepercayaan awam. Kajian ini menyumbang kepada pengamal dan penggubal dasar dalam kerajaan dengan menawarkan garis panduan bagaimana untuk memperkasakan dan membina kepercayaan rakyat melalui perkhidmatan yang cekap, telus dan bertanggungjawab. Kajian masa depan dicadangkan untuk melanjutkan penyelidikan secara empirik dari segi responden, lokasi geografi dan metodologi analisis.

Kata kunci: e-kerajaan, tadbir usur yang baik, kepercayaan awam, Lubnan.

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List of Abbreviations

ACC	Accountability
ANAO	Australian National Audit Office
AVE	Average Variance Extracted
CAS	Central Administration of Statistics
CDR	Council for Development and Reconstruction
CFA	Confirmatory Factor Analysis
CPI	Corruption Perception Index
CR	Composite Reliability
CVE	Cumulative variance explained
DOI	Diffusion of Innovation
EA	E-administration
EF	Efficiency
EFA	Exploratory Factor Analysis
EGUS	E-government User Satisfaction
EP	E- Procurement
ES	E-service
FDI	Foreign direct investment
GDP	Gross Domestic Production
ICT	Information and Communication Technology
KMO	Kaiser-Meyer-Olkin
MET	Ministry of Economy and Trade
MI	Modification Indices
MICTC	Ministerial ICT Committee
MINA	Middle East and North Africa
MSA	Measures of Sampling Adequacy
OECD	Organization for Economic Cooperation and Development
OMSAR	Office of the Minister of State for Administrative Reform
PCA	Professional Computer Association
PLS	Partial Least Squares

PT	Public trust
SEM	Structural Equation Modelling
SME	Small and Medium Sized Enterprises
TRA	Telecommunication Regulatory Authority
TRN	Transparency
UNDP	United Nations Development Programme
WHO	World Health Organization

CHAPTER ONE

INTRODUCTION

1.1 Introduction

Recently, economic reform has been the main concern of many contemporary politicians and economists all over the world. It is obvious that all countries, including the developed and the less developed as well, are seeking to achieve one major goal; which is improving and sustaining the economic growth. However, there is delay in development which is due to the weak financial planning, lack of good governance¹, shortage of technology, weakness in the investments, lack of trust² in government, and inappropriate achieving progress. Smith (2010) claimed that most recent survey studies have shown a worrying trend of declining trust in institutions of democratic governance, in which this form of trust as well as the good governance, play a key role regarding the social and economic progress (Ahrens, 2006; Hong & Yan, 1997). Hence, this research focuses on the use of information and communication technology (ICT) in government practices, mainly e-government³ or electronic government which is considered recently as one of the most leading aspects of the economic reform. Sequentially, the transformation of typical economies into e-economy enhances the overall economic growth within the nation, making it the most common unit of governance in both, the developed and the developing world (El Gawady, 2005).

¹ Good governance is the transformative view of the governance that controls corruption and improves services delivery. This view is the processes by which organization are directed, controlled, and held to account, in order to match the needs of the community through the efficient use of the resources.

² Trust is defined as a leaning to believe positively by the other party's action with expectation in a responsible way. It facilitates cooperative performance and leads people to engage in the transactions of government.

³ E-government is defined as a tool that combines the ICT to attain better government performance, in addition to the improvement of its quality of services regarding businesses and citizens. These services facilitate access to information and accountability that make the economy more efficient and transparent.

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