Universiti Utara Malaysia

A MODEL FOR CITIZENS' SELF-KNOWLEDGE THAT INFLUENCES INTENTION TO PARTICIPATE IN E-GOVERNMENT PUBLIC DECISION MAKING

MAKY H. ABDULRAHEEM

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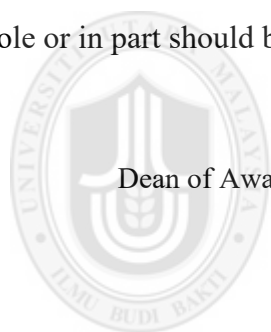
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Abstrak

Kejayaan sistem maklumat e-kerajaan boleh ditentukan berdasarkan hasrat rakyat ketika mengambil bahagian dalam proses membuat keputusan awam untuk menggunakan teknologi bagi faedah masa hadapan. Terdapat kekurangan penyertaan rakyat dalam pelaksanaan e-kerajaan di kebanyakan negara membangun apabila pendapat mereka tidak diambilkira. Kajian ini dijalankan untuk mengenal pasti hasrat rakyat untuk mengambil bahagian dalam pembuatan keputusan awam mengenai e-kerajaan. Objektif pertama penyelidikan ini adalah untuk mengenal pasti faktor yang mempengaruhi hasrat rakyat untuk mengambil bahagian dalam membuat keputusan awam berkaitan e-kerajaan. Objektif kedua meneliti ciri pengetahuan diri rakyat yang akan moderasikan hubungan di antara faktor yang mempengaruhi dan niat rakyat untuk mengambil bahagian dalam membuat keputusan awam tentang e-kerajaan. Oleh itu, objektif ketiga adalah pembangunan model penyelidikan niat rakyat untuk mengambil bahagian dalam proses pembuatan keputusan awam mengenai e-kerajaan. Kajian ini menggunakan pendekatan kuantitatif dengan mengedarkan 501 soal selidik kepada empat kumpulan responden. Hanya 474 soal selidik yang boleh digunakan, mewakili kadar 94.6%. Data yang dikumpul dianalisis dengan menggunakan SPSS v21 untuk mengkaji hubungan antara faktor penyumbang kajian dengan moderator. Faktor berikut, iaitu sikap terhadap tindakan atau tingkah laku (ATB), norma subjektif (SN), pengaruh sosial (SI), kemudahan (FC), kesesuaian (CO), dan budaya (CU) telah dikenalpasti mempengaruhi hasrat rakyat untuk mengambil bahagian. Keperluan mereka yang berlainan mempunyai kesan terhadap pembuatan keputusan awam dalam e-kerajaan. Kajian ini turut mengambil kira factor lain yang boleh menyumbang sebagai faktor moderasi seperti jantina, umur, tahap pendidikan, kumpulan sosial, sektor pekerjaan, dan pengalaman Internet. Kajian ini telah menyumbang kepada cabang keilmuan dengan menggabungkan konsep Teori Perilaku yang Irencanakan (TPB), dua konsep dari teori UTAUT2, dan satu konsep dari teori DOI dalam kajian ini. Oleh itu, satu model untuk pengetahuan diri rakyat yang mempengaruhi hasrat mengambil bahagian dalam pembuatan keputusan awam e-kerajaan dibentangkan.

Kata kunci: e-kerajaan, Teori perancangan yang dirancang, Pengetahuan sendiri rakyat, Pembuatan keputusan awam.

Abstract

The success of an e-government information system could be determined by the citizens' intention to participate in public decision-making to use the technology for future benefits. There is lack of participation of citizens in e-governments implementation in most developing countries where their opinions are not taken into considerations. This study has been conducted to identify the citizens' intentions to participate in the public decision-making of the e-government. The first objective of this research is to identify the factors that influence the citizens' intention to participate in the public decision-making of the e-government. The second objective examines the citizens' self-knowledge characteristics that will moderate the relationship between the influencing factors and the citizens' intentions to participate in the public decision-making of the e-government. The third objective is the development of a research model of the citizens' intentions to participate in the public decision-making of the e-government. The research utilised the quantitative approach by distributing 501 questionnaires to four groups of respondents. Only 474 questionnaires were usable, representing a 94.6 % rate. The data was analysed utilising SPSS v21 to examine the relationships between the study's contributing factors with the moderators. The following factors, the attitude towards act or behaviour (ATB), subjective norms (SN), social influence (SI), facilitating condition (FC), compatibility (CO), and culture (CU), were identified to influence citizen intention to participate. Their different requirements have a potential impact on the public decision-making in the e-government. The research also took into consideration other factors which would contribute as moderator factors like gender, age, level of education, social group, working sector, and Internet experiences. The research has contributed to the body of knowledge by merging the concepts of the Theory of Planned Behaviour (TPB), two concepts from the UTAUT2 theory, and one concept from the DOI theory in this research. A model for citizens' self-knowledge that influences intention to participate in e-government public decision making is presented.

 Keywords: e-government, Theory of planned behaviour, Citizens' self-knowledge, Public decision-making.

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List of Abbreviations

SECI	Socialization, Externalization, Combination, Internalization
TPB	Theory of Planned Behaviour
DTPB	Definitions of the Theory of Planned Behaviour
UTAUT	Unified Theory of Acceptance and Use of Technology
TRA	Theory of Reasoned Action
IT	Information technology
EG	Electronic Government
G2G	Government to Government
G2C	Government to Citizens
G2 B	Government to Business
AIS	Association for Information Systems
TOE	Technology Organisation Environment
DOI	Diffusion Of Innovation
TAM	Technology Acceptance Model
SI	System Information
ICT	Information and Communications Technology
IB	Intention Behaviour
Sig	Significance
KMO	Kaiser-Meyer-Olkin
df	Degrees of Freedom
Std	Standard
Asymp. Sig.	Asymptotic Significance
IV	Independent Variable
DV	Dependent Variable
LLCI	Lower levels for confidence interval
ULCI	Upper levels for confidence interval
coeff	Coefficient slope
SE	Standard Error
t	t-statistic
p	p-value
R, R-square	Regression
MSE	Mean-Square Error

CHAPTER ONE
INTRODUCTION

1.1 Study Background

Electronic government (e-government) initiatives are being pursued globally by many countries to improve public services and strengthen support for public policies. It is a system utilising the Internet and the world-wide-web (WWW) to deliver government information and services to the citizens of the respective nations. Such initiatives are quite often intended to reduce processing costs, improve service deliverables, and increase transparency and communication between a government and the public. Therefore, this study is important for both practitioners and academics, and the scope of the study, which has established the study, is described in detail. The study plan and the organization of the research are also provided. Sections from 1.1.1 till 1.1.5 will explain the major points in the study background.

1.1.1 Electronic Government

In many ways, e-government provides improvement and advantages to the public. It provides better accessibility to government services, ease of usage and improvement of management of public resources, promoting better planning and targeting policies to address the problems of the communities. E-government involves using information technology (IT), particularly the Internet, to enhance the delivery of government services to the public, businesses, and other government agencies to interact and receive services from the central, state or local governments. The movement to e-government is significant for the government and its citizens to interact and communicate and provide essential services and perform business transactions. Evidently, it is due to such a magnitude of positive changes that many

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Appendix A **Sources of Questionnaire**

Questionnaire Studies That Were Used To Collect the Source of the Elements (Questionnaire) For the Study

Factor and definition	Authors' and theory	cod	Old questions	New questions
Attitude toward Act or Behaviuor. An personal's negative or positive feelings about executing the purposed behaviour	(Ajzen & Timko, 1986; Mishra et al., 2014)	ATB	ATB1: Practicing Green Information Technology is convenient for me ATB2: Practicing Green Information Technology is necessary for me ATB3: Practicing Green Information Technology is worth it	ATB1: Practicing citizens' participation in public decision making of e-government is convenient for me ATB2: Practicing citizens' participation in public decision making of e-government is necessary for me ATB3: Practicing citizens' participation in public decision making of e-government is worth it
	(Lin, Fofanah, & Liang, 2011b; Xie et al., 2017)	ATB	ATB1: Using e-Government and the internet is a good idea. ATB2: Using e-Government in the Gambia is a pleasant idea. ATB3: Using e-Government is a positive idea.	ATB1: The intention of the citizens' participation in public decision making of e-government is a good idea. ATB2: The intention of the citizens' participation in public decision making of e-government in the Iraq is a pleasant idea. ATB3: The intention of the citizens' participation in public decision making of e-government is a positive idea.

	(Wu & Chen, 2005)	ATB	ATB1: Using OITD for income tax declaration would be a good idea. ATB2: Using OITD for income tax declaration would be a wise idea. ATB3: I like the idea of using OITD for income tax declaration. ATB4: Using OITD for income tax declaration would be a pleasant experience.	ATB1: intention of citizens for participating in public decision making of e-government would be a good idea. ATB2: intention of citizens for participating in public decision making of e-government would be a wise idea. ATB3: I like the idea of intention of citizens for participating in public decision making of e-government. ATB4: intention of citizens for participating in public decision making of e-government would be a pleasant experience.
	(Hujran et al., 2015)	ATB	ATB1: Using the e-government portal and/or Ministry's website(s) to access government services is a good idea. ATB2: I like the use of e-government portal and/or Ministry's website(s) to access government services. ATB3: Using the e-government portal and/or Ministry's website(s) to access government services would be pleasant.	ATB1: citizens' participation in public decision making of e-government is a good idea. ATB2: I like to participate in public decision making of e-government. ATB3: citizens' participation in public decision making of e-government would be pleasant.

| Subjective Norms.

The person's understanding that most individual who are important to him believe she/he could or could not execute the behaviour in question. | (Ajzen, 2006; Ajzen & Timko, 1986) | SN | SN1: I think that my colleagues expect me to practice Green Information Technology
SN2: I think that people who are important to me practice Green Information Technology
SN3: I think that people who are important to me expect me to practice Green Information Technology. | SN1: I think that my colleagues expect me to practice participating in public decision making of e-government.
SN2: I think that people who are important to me practice participating in public decision making of e-government.
SN3: I think that people who are important to me expect participating in public decision making of e-government. |
| | (Sang, Lee, & Lee, 2009) | SN | SN1: People who influence my behaviour (work) think that I should use e-Government systems.
SN2: People who are important to me think that I should use e-Government systems. | SN1: People who influence my behaviour (work) think that I should participate in public decision making of e-government.
SN2: People who are important to me think that I should participate in public decision making of e-government. |
| | (Wu & Chen, 2005) | SN | SN1: People who are important to me would think that I should use OITD.
SN2: People who influence me would think that I should use OITD.
SN3: People whose opinions are valued to me would prefer that I should use OITD. | SN1: People who are important to me would think that I should participate in public decision making of e-government.
SN2: People who influence me would think that I should participate in public decision making of e-government.
SN3: People whose opinions are valued to |

				me would prefer that I should participate in public decision making of e-government.
	(Alharbi et al., 2016)	SN	SN1: People who influence me think that I should use e-participation in e-government websites. SN2: People important to me think that I should use e-participation in e-government websites. SN3: People whose opinions I value would prefer that I use e-participation in e-government websites. SN4: People who influence my decisions think that I should use e-participation in e-government websites	SN1: People who influence me think that I should participate in public decision making of e-government. SN2: People important to me think that I should participate in public decision making of e-government. SN3: People whose opinions I value would prefer that I participate in public decision making of e-government. SN4: People who influence my decisions think that I should participate in public decision making of e-government.
Behavioral Intention. The person's' intention to participant in a definite behavior.	(Ajzen, 2006; Ajzen & Timko, 1986; Mishra et al., 2014)	BI	BI 1: I intend to consider Green Information Technology when buying a new hardware BI 2: I intend to consider Green Information Technology when buying a new software BI 3: I intend to consider Green Information Technology depending on the type of my ICT usage. BI 4: I intend to consider	BI 1: I intend to consider participating in public decision making of e-government when buying a new hardware BI 2: I intend to consider participating in public decision making of e-government when buying a new software BI 3: I intend to consider participating in public decision making of e-

			Green Information Technology depending on the place of my ICT usage.	government depending on the type of my ICT usage. BI 4: I intend to consider participating in public decision making of e-government depending on the place of my ICT usage.
	(Ajzen, 2006; Ajzen & Timko, 1986; Weerakkody et al., 2013)	BI	BI1: I intend to use the Traffic website in future BI2: I intend to use the Traffic department website directly BI3: I intend to use the Traffic department website through intermediaries (e-offices) in the future.	BI1: I intend to participate in public decision making of e-government in future BI2: I intend to participate in public decision making of e-government directly BI3: I intend to participate in public decision making of e-government through intermediaries (e-offices) in the future.
	(Venkatesh et al., 2012)	BI	BI1. I intend to continue using mobile Internet in the future. BI2. I will always try to use mobile Internet in my daily life. BI3. I plan to continue to use mobile Internet frequently.	BI1. I intend to participate in public decision making of e-government in the future. BI2. I will always try to participate in public decision making of e-government in my daily life. BI3. I plan to participate in public decision making of e-government frequently.

	(Lin et al., 2011b)	BI	BI1: I intend to use the e-Government system in the next two years to come. BI2: I intend to use the e-Government system on a regular basis in the future. BI3: I intend to use the e-Government information system in my next application of passport and national identity card. BI4: I will strongly recommend others to use e-Government and information technology services.	BI1: I intend to participate in public decision making of e-government in the next two years to come. BI2: I intend to participate in public decision making of e-government on a regular basis in the future. BI3: I intend to participate in public decision making of e-government in my next application of passport and national identity card. BI4: I will strongly recommend others to participate in public decision making of e-government.
	(Gupta, Dasgupta, & Gupta, 2008)	BI	BI1: I intend to use the Internet in the next 2 months BI2: I predict I would use the Internet in the 2 months BI3: I plan to use the Internet in the next 2 months	BI1: I intend to participate in public decision making of e-government in the next 2 months. BI2: I predict I would participate in public decision making of e-government in the 2 months. BI3: I plan to participate in public decision making of e-government in the next 2 months.
	(AlAwadhi & Morris, 2008)	BI	I intend to use the system in the next <n> months. I predict I will use the system in the next <n>	I intend to participate in public decision making of e-government in the next <n> months.

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			months.	I predict I will participate in public decision making of e-government in the next <n> months.
			I plan to use the system in the next <n> months.	I plan to participate in public decision making of e-government in the next <n> months.
	(Alharbi et al., 2016)	BI	BI1: I would engage in e-participation provided in e-government websites to participate in decision making. BI2: Engaging in E-participation activities is something that I would do. BI3: I would not hesitate to engage in e-participation activities on e-government websites to interact with government agencies.	BI1: I would engage in e-participation provided in e-government websites to participate in decision making. BI2: Engaging in E-participation activities is something that I would do. BI3: I would not hesitate to engage in e-participation activities on e-government websites to interact with government agencies.
Social Influence. The understanding of a person where important others like relatives and rivals believes the person should adopt the	(Venkatesh et al., 2012; Weerakkody et al., 2013)	SI	SI1: People who influence my behaviour think I should use the online Traffic department services SI2: I would use the e-government services if my friends use them SI3: My Friends think intermediaries (e-offices) are helpful for using the Traffic department online service SI4: The intermediaries (e-offices) encourage the use of online Traffic department services SI5: People who are	SI1: People who influence my behaviour think I should participate in public decision making of e-government. SI2: I would participate in public decision making if my friends participate in public decision making. SI3: My friends think citizens' participation in public decision making is helpful for improving the e-government service.

innovation or technology.			important to me think that I should use the Traffic department website facilities Facilitating.	SI4: The citizens' participation in public decision making encourage the citizens to e-participate in e-government SI5: People who are important to me think that I should participate in public decision making of e-government.
	(Escobar et al., 2014; Venkatesh et al., 2012)	SI	SI1: People who are important to me think that I should use Facebook. SI2: People who influence my behaviour think that I should use Facebook. SI3: People whose opinions I value prefer that I use Facebook.	SI1: People who are important to me think that I should participate in public decision making of e-government. SI2: People who influence my behaviour think that I should participate in public decision making of e-government. SI3: People whose opinions I value prefer that I participate in public decision making of e-government.
	(Venkatesh et al., 2012)	SI	SI1. People who are important to me think that I should use mobile Internet. SI2. People who influence my behaviour think that I should use mobile Internet. SI3. People whose opinions that I value prefer that I use mobile Internet.	SI1. People who are important to me think that I should participate in public decision making of e-government. SI2. People who influence my behaviour think that I should participate in public decision making of e-government. SI3. People whose opinions that I value

				prefer that I participate in public decision making of e-government.
	(Gupta et al., 2008)	SI	SI1: People who are important to me think that I should use the Internet SI2: People who influence my behaviour think that I should use the Internet SI3: The senior management and staff of my organization have been helpful in the use of the Internet SI4: In general, my organization has supported use of the Internet.	SI1: People who are important to me think that I should participate in public decision making of e-government. SI2: People who influence my behaviour think that I should participate in public decision making of e-government. SI3: The senior management and staff of my organization have been helpful in the participate in public decision making of e-government. SI4: In general, my organization has supported participate in public decision making of e-government.
	(Shafi & Weerakkody, 2009)	SI	SI1. Important people to me think I should use the online government system. SI2. I would use online government services if I needed to SI3. I would use online government services if my friends and colleagues used them SI4. People around me who use the e-government system have more prestige.	SI1. Important people to me think I should participate in public decision making of e-government. SI2. I would participate in public decision making of e-government if I needed to SI3. I would participate in public decision making of e-government if my friends and colleagues participated it

				SI4. People around me who participate in public decision making of e-government have more prestige.
Facilitating conditions. The availability of resources like money, time, and other resources needed to participate in a behaviour.	(Venkatesh et al., 2012; Weerakkody et al., 2013)	FC	FC1: I have the computer devise necessary to use the Traffic department website FC2: I have access to the internet to use the Traffic department website FC3: I have the internet experience necessary to use the Traffic department website FC4: Given the resources, opportunities and knowledge it takes to use the Traffic department website, it would be easy forme to use the Traffic department website FC5: Guidance was available to me in the selection of the system FC6: A specific person (or group) is available for me in the intermediaries (e-offices) to provide assistance with Traffic department website difficulties.	FC1: I have the computer devise necessary to participate in public decision making of e-government. FC2: I have access to the internet to participate in public decision making of e-government. FC3: I have the internet experience necessary to participate in public decision making of e-government. FC4: Given the resources, opportunities and knowledge it takes to participate in public decision making of e-government, it would be easy forme to participate in public decision making of e-government. FC5: Guidance was available to me in the selection of the participate in public decision making of e-government FC6: A specific person (or group) is available for me in the intermediaries (e-offices) to provide assistance

				with participate in public decision making of e-government.
	(Escobar et al., 2014; Venkatesh et al., 2012)	FC	FC1: I have the resources necessary to use Facebook. FC2: I have the knowledge necessary to use Facebook. FC3: I feel comfortable using Facebook.	FC1: I have the resources necessary to participate in public decision making of e-government. FC2: I have the knowledge necessary to participate in public decision making of e-government. FC3: I feel comfortable participate in public decision making of e-government.
	(Venkatesh et al., 2012)	FC	FC1. I have the resources necessary to use mobile Internet. FC2. I have the knowledge necessary to use mobile Internet. FC3. Mobile Internet is compatible with other technologies I use. FC4. I can get help from others when I have	FC1. I have the resources necessary to participate in public decision making of e-government. FC2. I have the knowledge necessary to participate in public decision making of e-government. FC3. participating in public decision making

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			difficulties using mobile Internet.	of e-government is compatible with other technologies I participate. FC4. I can get help from others when I have difficulties in participating in public decision making of e-government.
	(Gupta et al., 2008)	FC	FC1: I have the knowledge necessary to use the Internet. FC2: A specific person (or group) is available for assistance with Internet difficulties FC3: I have the resources necessary to use the Internet. FC4: The Internet is not compatible with other systems I use.	FC1: I have the knowledge necessary to participate in public decision making of e-government. FC2: A specific person (or group) is available for assistance with participation difficulties FC3: I have the resources necessary to participate in public decision making of e-government. FC4: The participation in public decision making of e-government is not compatible with other systems I participate.
	(AlAwadhi & Morris, 2008)	FC	I have enough Internet experience to use online services. I would not like to carry out my business with government online. I would find it difficult to use online services due to lack of time.	I have enough participation experience to participate in public decision making of e-government. I would not like to carry out my business with government online. I would find it difficult to participate in public decision making of e-government due to lack

				of time.
Compatibi lity. The degree to that an innovation or technology is perceived as regular with the needs of potential adopters, past experience s, and existing values	(Moore & Benbasat, 1991)	Co	Co1: using a personal work stations (PWS) is compatible with all aspect of my work Co2: using a personal work stations (PWS) is completely compatible with my current situation Co:3 I think that using a personal work stations (PWS) fits well with the way I like to work Co4: Using a personal work stations (PWS) fits into my work style.	Co1: participation in public decision making of e-government is compatible with all aspects of my work Co2: participation in public decision making of e-government is completely compatible with my current situation Co:3 I think that participation in public decision making of e-government fits well with the way I like to work Co4: participation in public decision making of e-government fits my work style.
	(Bradford & Florin, 2003)	Co	Co1: The Enterprise resource planning (ERP) application was compatible with legacy system software that was retained (minimal interfacing). Co2: The Enterprise resource planning (ERP) application was compatible with existing hardware.	Co1: The citizens' participation in public decision making of e-government was compatible with legacy system software that was retained (minimal interfacing). Co2: The citizens' participation in public decision making of e-government was compatible with existing hardware.
	(Sang et al., 2009)	Co	Co1: I think using e-Government systems would fit well with the way that I	Co1: I think participation in public decision making of e-government

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			like to gather information from government agencies.	would fit well with the way that I like to gather information from government agencies.
			Co2: I think using e-Government systems would fit well with the way that I like to interact with government agencies.	Co2: I think participation in public decision making of e-government would fit well with the way that I like to interact with government agencies.
			Co3: Using e-Government systems to interact with government agencies would fit into my lifestyle.	Co3: Participation in public decision making of e-government to interact with government agencies would fit into my lifestyle.
			Co4: Using e-Government systems to interact with government agencies would be compatible with how I like to do things.	Co4: Participation in public decision making of e-government to interact with government agencies would be compatible with how I like to do things.
Cultures. The collectivistic and individualistic infrastructure, however, should shed light on how motivation and cognition	(Bruder et al., 2013)	Cu	C1: I think that many very important things happen in the world, which the public is never informed about. C2: I think that politicians usually do not tell us the true motives for their decisions. C3: I think that government agencies closely monitor all citizens. C4: I think that events which superficially seem to lack a connection are often there sult of secret activities. C:5 I think that there are secret organizations that	Cu1: I think the citizens' participation in public decision making of e-government, does not impact on my culture. Cu2: I think that citizens' culture usually does not effect on the citizens' participation in public decision making of e-government. Cu3: I think that government culture agencies do not effect on the citizens' participation

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might identify healthy behaviours in various cultures.			greatly influence political decisions	in public decision making of e-government. Cu4: I think that the impact of the citizens' participation in public decision making of e-government will be positive.
	(Warkentin, Gefen, Pavlou, & Rose, 2002). Culture is likely to contribute to the adoption or resistance to e-Government.	Cu	Higher power distance positively influences intentions to engage in e-Government. Higher uncertainty avoidance will reinforce the positive effect of citizen trust on intentions to engage in e- Government.	
MODERATORS **Hypotheses**				
Age, Gender	(Wang et al., 2009)		Hypothesis 8: Social influence influences behavioural intention to use m-learning more strongly for women than for men. Hypothesis 9: Social influence influences behavioural intention to use m-learning more strongly for older than for younger people.	H1. Subjective norm influences behavioural intention to participate in public decision making of e-government more strongly for men than for women. H2. Subjective norm influences behavioural intention to participate in public decision making of e-government more strongly for younger than for older people. H3. Subjective norm influences behavioural
	(Chen, 2010)		H2b: Gender is a moderator for organizational commitment.	

Internet experience	(Chang & Chen, 2008)		H6. Internet experience moderates the influence of (a) customer interface quality on customer satisfaction; (b) customer interface quality on e-loyalty; and (c) customer interface quality on switching costs.	intention to participate in public decision making of e-government more strongly for higher level of education than for lower level of education. H4. Subjective norm influences behavioural intention to participate in
Level education	(Chen, 2010)		H1b: Level of education is not a moderator for organizational	public decision making of e-government more strongly for worker group than other social groups. H5. Subjective norm influences behavioural intention to participate in public decision making of e-government more strongly for higher level of experiences than lower level of experiences.

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Appendix BQuestionnaire (English)

Final Questionnaire (English)

CITIZENS' SELF-KNOWLEDGE AS MODERATOR THAT INFLUENCES CITIZENS' INTENTION TO PARTICIPATE IN E-GOVERNMENT PUBLIC DECISION

General Information

This research was to develop a model based on the factors that influence Citizens' Intention to Participate in E-Government Public Decision Making. The study is intended to benefit the country's future pursuit of e-government initiatives. *Citizens' Self-Knowledge* is the behaviours, various levels of education, cultures, nature of jobs, experiences, and environments. All these characteristics may contribute to identify the intention of the citizens' participation in public decision making of e-government. Your willingness to participate and complete the questionnaire is highly appreciated and would contribute towards the completion and success in attaining the study's objectives.

Instruction

It is recommended that you complete the questionnaire personally for the impartiality of the information. Choose the correct options that you deem as the best possible answers. Your contributions play a significant role in the success of this research. Your participation will be treated with utmost privacy. Finally, the researcher appreciates your comments, criticisms and/or suggestions that is supportive to this survey.

Thank you for participating in this survey.

Sincerely,

<table>
<tr><td>Researcher,</td><td>Supervisor,</td></tr>
<tr><td>Maky H.Abdulraheem</td><td>Assoc. Prof. Dr. Wan Rozaini</td></tr>
<tr><td>Ph. D Student</td><td>School of Computing, CAS</td></tr>
<tr><td>School of Computing, CAS</td><td>Universiti Utara Malaysia</td></tr>
<tr><td>Universiti Utara Malaysia</td><td>+60- 49- 285209</td></tr>
<tr><td>makyhss@yahoo.com</td><td>rozail174@uum.edu.my</td></tr>
</table>

Section A

The term social groups in this section comprises of **political group** (Governors and their deputies with the members of the provincial council, not appointed but they were elected), **economists group** (The members of Commerce Chamber), **IT professional group** (IT departments employees), and **workers group** (The members of General Federation of Iraq Trade Unions).

Please tick (√) in the appropriate box

1. Gender Male: ☐ Female: ☐

2. Age

18-24 years: ☐ 25-31 years: ☐ 32-38 years: ☐ 39-45 years: ☐

46-52 years: ☐ 53-59 years: ☐ 60 years and above ☐

3. Level of education

Primary school: ☐ High school or equivalent: ☐

Vocational/technical school (2 years): ☐ Bachelor's degree: ☐

Master's degree: ☐ Doctoral degree: ☐

Others: ☐ please specify _____

4. Social groups Please tick (√) in the space of your group

Politicians group: ☐ Economists group: ☐

IT Professionals group: ☐ Workers group: ☐

4. Working sector

Public Sector: ☐ Private Sector: ☐ Own: ☐ Please specify —

4. Internet Experiences

1-2 years: ☐ 3-4 years: ☐ 5 years and above: ☐

Section B

Please tick (√) in the space provided using the following scale.

Moderately

Strongly Disagree	1	2	3	4	5	6	7	Strongly Agree

Part (1): Attitude toward Act or Behaviour

No	Items	1	2	3	4	5	6	7
1	I prefer to participate in public decision making of e-government because it improves the services to serve the citizens.							
2	I prefer to participate in public decision making of e-government because it is environment friendly.							
3	I believe that citizens' participation in public decision making is quite justified.							
4	It is exciting for me to participate in public decision making.							
5	The intention of the citizens' participation in public decision making of e-government is a good idea.							
6	Citizens' participation in public decision making of e-government is necessary for me.							

Part (2): Subjective Norms

No	Items	1	2	3	4	5	6	7
1	The trend of participating in public decision making							

No	Items	1	2	3	4	5	6	7
	among citizens around me is increasing.							
2	People around me generally believe that it is better for citizens to participate in public decision making of e-government.							
3	My close friends and family members would appreciate if I participate in public decision making of e-government.							
4	I would get all the required support (time, information related) from friends and family too.							
5	I think that my colleagues expect me to practice participating in public decision making of e-government.							
6	I think that people who are important to me practice participating in public decision making of e-government.							

Part (3): Social Influence

No	Items	1	2	3	4	5	6	7
1	People who influence my behaviour suggested me that I should participate in public decision making of e-government.							
2	I would participate in public decision making if my friends participate in the public decision making.							
3	My friends' thing citizens' participation in public decision making is helpful for improving the e-							

	government service.							
4	People who are important to me suggested me that I should participate in public decision making of e-government.							

Part (4): Facilitating conditions

No	Items	1	2	3	4	5	6	7
1	I have the resources necessary to participate in public decision making of e-government.							
2	I have the knowledge necessary to participate in public decision making of e-government.							
3	Citizens' participation is compatible with other technologies I intend to use.							
4	I can get help from others when I have difficulties to participate in public decision making of e-government.							
5	A specific person (or group) is available for me in the intermediaries (e-offices) to provide assistance with participation in public decision making of e-government.							

Part (5): Compatibility

No	Items	1	2	3	4	5	6	7
1	Participation in public decision making of e-government is compatible with all aspects of my work.							

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No	Items	1	2	3	4	5	6	7
2	Participation in public decision making of e-government is completely compatible with my current situation.							
3	I think that participation in public decision making of e-government fits well with the way I like to work.							
4	Participation in public decision making of e-government fits my work style.							
5	I think participation in public decision making of e-government would fit well with the way that I like to gather information from government agencies.							

Part (6): Cultures

No	Items	1	2	3	4	5	6	7
1	I think that many very important things happen in the world, which the public is never informed about.							
2	I think that politicians usually do not tell us the true motives for their decisions.							
3	I think that government agencies do not effect on the citizens' participation in public decision making of e-government.							
4	I think that the impact of the citizens' participation in public decision making of e-government will be positive.							

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Part (7): Behavioural Intention

No	Items	1	2	3	4	5	6	7
1	I would look for participation in public decision making of e-government.							
2	I am willing to participate in public decision making of e-government in future.							
3	I am willing to participate in public decision making of e-government on regular basis.							
4	I would also recommend others to participate in public decision making of e-government.							
5	I intend to participate in public decision making of e-government directly							

Section C

Suggestions and Opinion

…………………………………………………………………………………………

…………………………………………………………………………………………

…………………………………………………………………………………………

………………………………………………………………………………………….

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Thank you

Appendix C **Questionnaire (Arabic)**

Final Questionnaire (Arabic)

اسـخـباو َ:اشـزاف لهـكِـفُ َلِـاذاحُ َنـهـىاطـىُـه كَـمَّـناخْأثُـزاث فِ وتُـمـشـاركـت لِـهـىـاطـىُـه فـصِـىـغ قنِـارلِـحكـىم ً
قـاچِـان كَ: ُوروخـكـلـا

مـچـیـمـث كَـامـت

زالح ذشـرٰ طیرٰنـهـمزرطـیـنـز ذِ اّكِبٰ اِ اَ لِـرذخـ فـ رنظرٰ ف ّاطـیـرٰكـیـشـف ّ ازایـدُ فِ طغ ُامـشـاس فِ جـبـدسا دُ اذئٰ یـزشـنـیـعَكـٰلـشـلـیـخ. اَ غشـعِ ُ زفـبـدحـ َ عكـِرلِـج ف ِ اَ غٰ مجّـجـبـدسا د ُ اذیئٰ یـزشّـنـیـخ.

هِـكِـزفَـاذاثُ لِـهـاطِـىُ َه ُ كـُپّـش اّج ظ ُ غزیا دِخفـخِ اَكِـپیم، وطـیـع خـطّـنـیـف اُجشّـا د زشـنـد ذِ اّجُ زّبـگّـد اّزِرٰیز ِّبُوغب ُ و ُ زّاخظـبـئـضزُ طیر نموذ طرٰغ اُمـشـاس فِ اُذئٰ یـزشّـنـیـخ كـِلـشٰلـیخ. زعِـچـدادو ُّخِـسـوخ اّعِـیّـب نجیا ُ زِ رَمـذیر كـِجـیر، و عقـوغب ُ فِ إنجاز ونجاح فِ رِذمـیك أ ذاف اُذسـاعخ.

حـپ هُـماث

زِ اّغ ذغ ُ اوّب َ زجیُ ش خظیا لِلحیادف زِ اّكِپ د. اخِـیار الخیارات الصحیحخ اّز كـٰفِـچـشـنـفـأض اً اَ نّتِي اّ ّىـخِـرٰغ تَبوئُرٰكِت تـَسـانـبـب ف رٰخـبح زَا اّجـنش. عِـزّزُاكـِپبِ ُ غِـشـىِـسـوزئُـتّز اَ خظٰ طـیخ. أخیرا، یـطِت اُهبـنـشـركِـپـیـقا زٰلشـادبـن د اَزِ عقـوغـبـگّـذ زٰ اُذسـاطِ.

فـِغِـیِـكَ ُاش زشـان فِ زط

لَمشِـزف	نـاِـباحث
طـبّـت اُنـوزِنٰا ِ ی دغِـّگـجـذ الرحیم	غِـبـّكـّـئـف غَ اُنـوزنٰس ا ٓ سـّصِـدِ ُ ٓ
ویخ اُذنبـجّـبد	ویخ اُذعجبـَ د
جـبـكـِچـرٰلـبـس مالیزيُ ُ	جـبـكِـچـرٰلـبس مالیزيُ ُ
00060165066418	006049285209
Makyhss@yahoo.com	rozail174@uum.edu.my

لفز عأنف

شّ أفبِ زّبكّيچ را دأطِخ اجّبكّخ السُست أذفظین ونوك ُغكّضبءِج ظ أذفظ ٌ یعینواٰی َرُ انتخاٰ ٌ ، جُلِخصادَتَك أُضبءغُتلنج بسحٌ ، جُحكّیمن یجُا هپحىماث ظفیۓ ٌ لغُر یّ نجیا اُ کِبۖ د ، جُخ لهمال أ رذبدگُبیمُبثب دُکِّبي فكِلّشاق.

یرجی ضغگٖك خ √ فِ اٰشِنخّغ إِبّعت

1 ناجیٖس

ذوش ☐ انثى ☐

2 ناپِمز

24-18 عٰ ☐ 31-25 عٰ ☐ 38-32 عٰ ☐ 45-39عٰ ☐

52-46 عٰ ☐ 59-53 عٰ ☐ 60 عٰ فّبق ☐

3 مُپ چِنی خسم

نُوذاٰئِ ☐ کَذادیٰ ☐

کِذ 2 عٰ ✓ ☐ خیو ☐

بجغتیرِ ☐ اُنزود ☐

شخا عٰ طاس ☐ _____

4- اُکماخجا گُیمجٌ ل

أ- اٰجّ گ انسُا سِی ☐ ة- اٰجّ گٰ ضّادة ☐

ط- اٰجّ گنُكّنِج جُ ☐ د- اٰجّ گناپُماه ٌ ☐

4- مپِطاعٌ ل

لطبع ضٖص ☐ لطبع ی ى نُ ☐

گّ ٌ نِضصثه ☐ خّض طاسٌ _____

5- جُوز فِ زبّنُخ -5

2-1 عٰ ☐ 4-3 عٰ ☐ 5 عٰ فّبق ☐

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يرجى و		خ)√( )ف ِ ئُلّب ْ ٱ ّخ ظطنپعخذ ٱ ٱمّيطٱزب ُّ.

لمچخذن

کپارضبٹشرف	بهافاکبٹشرٔن	7	6	5	4	3	2	1

الجزء)1(: لمهلفحججلى لماوىن أوناسهٔن

7	6	5	4	3	2	1	نکلٔءاصز	گَّذن
							أفض ّثرٱبسوخف ِ طٍغٱمشراس أًى ٮرُ ٍذ ىْخ ىزشٹَنيخ نَٔ ٔيحسد ٙ اۡخذٍبد ُخذخ ٱ ٱطٍير ٙ.	1
							أفض ّثرٱبسوخف ِ طٍغٱمشراس أًى ٮرُ ٍذ ىْخ ىزشٹَنيخ نَٔ ٔطنيق چُّجخ.	2
							گنومذ ِثلٱبسوخن ٱ ٱطٍير ٙ ف ِ طٍغٱمشراسٱکپحَشسح رّبٖب.	3
							ٮرٙ ٱ ٙتيرثبٌ غخ ُّ أثلٱبسننف ِ طٍغٱمشراسٱکپبَ.	4
							إنيٮشٙبسوخ ٱ ٱطٍير ٙ ف ِ طٍغٱمشراس أًى ٮرٙ ُّ ٍذ ىْخ ىزشٹَنيخٮشسح جىدة.	5
							ِثلٱبسوخ ٱ ٱطٍير ٙ ف ِ طٍغٱمشراس أًى ٮرُ ٍذ ىْخ ىزشٹَنيخ أشٙضشٙ سربٹبٌ غخ ُّ.	6

الجزء)2(: لمهىقَذرٱذاحٔت

7	6	5	4	3	2	1	نکلٔءاصز	گَّذن
							يتزايدراجببّثرٱبسوخف ِ طٍغٱمشراسٱکپبَثي ٙ ٱ ٱطٍير ٙ ٍد ُّ.	1

7	6	5	4	3	2	1		گذند
							إِبطَ ِ دْ ِكَّ ِبَّكپزمة ْ أنْ ِ ضَ ً رُ ٱطِر ّشُبسوخف طِرِغَامشراسٱكِبَ ّ ِذيْخ ىزشيْنِخ.	2
							أنَظِلبئ ُمشثيد ٱفَلَشادأعشرِ نفنس ٳثرابس وذفِ طِرِغَامشراس اُئى نْ ِرُ ِذيْخ ىزشيْنِخ.	3
							عف أد ظ كَّ ِ ّ وَٱذكْ ٱ ّطِ ّ ة)ٱ لذ ٱ ّ كِّزِبد راد ٱ ظِخ(ِرَ ا نطِلبءكِبَلْبىخطِيب.	4
							گَنومذ طُس ِ يزلِكْ ْ ِ أشُلِبسنف ِ طِرِغَامشراس اُئى نْ ِرُ ِذيْخ ىزشيْنِخ.	5
							گَنومذ أ إِبطَ أزيَ ّ ّ ُتِبّ ِغخ ُ ِّبسع خّتُشلِبسوخ ف ِ طِرِغَامشراسٱكِبَ ِرَ اُذيْخ ىزشيْنِخ.	6

لیەابِنلِئَلنثئناخأتثُز اجخ ماكِ

7	6	5	4	3	2	1	زاصئەلكن	گذند
							إِبطَ أزيَ يئُنشَ ّكَ ِ ّ ع ِ وَّالِزشح نُ ِزشح أنَني يجت أ لِبسنف ِ طِرِغَامشراسٱكِبَ ِرَ اُذيْخ ىزشيْنِخ.	1
							ّ أد أشُلِبسنف ِ طِرِغَامشراسٱكِبَ إثرابسن أنَظِلبئِ ف ِ طِرِغَامشراسٱكِبَ.	2
							أنَظِلبئشبسوخ ٱ ّطِري ٱ ّطِري فِ طِرِغَامشراس ٱكِبَ ّ ِفيدُزذغِ خذخ اُذيْخ ىزشيْنِخ.	3
							إِبطَ أزيَ ّ ُتِبّ ِغخ الِزشح نُ أشُلِبسنف ِ طِرِغَامشراسٱكِبَ ِرَ اُذيْخ ىزشيْنِخ.	4

لاجزء الِرابِغ: حسُهُم لاظظوف

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7	6	5	4	3	2	1	زصائكپن	تذذكَ
							دا تَل أّدَ ٗ ختشّبسوخفِ طغٰامشراس اًٰى ۣۡ ذيۡخِ عزشَنيخ.	1
							خفيّكٗأ دَ ّ ختشّبسوخفِ طغٰامشراس اًٰى ۣۡ ذيۡخِ عزشَنيخ.	2
							رزٰافِلقبسوخ اًٗ ٰاطيۥ غَ اًى جّيجات ا ش ازِ كّنضَ اعِ خذاِ ؞	3
							يۡى ۣۡا ٗ نظۡيۡگ ۣ ٗ اغّبكّذحۣ ِ الآخريۡ ِ كۡبِ يۥ دّ طيۡتبّدفّشرٰابسوخفِ طغٰامشراس اًٰى ۣۡ ذيۡخِ عزشَنيخ.	4
							إبۡنشخضِ ذذد) أۣ جِ گخ(زبح ُ فِ أٗ غّبء)ئُبوت عزشَنيخ(ّ تقديم اّغبكّذحفّشرٰابسوخفِ طغٰامشراس اًٰى ۣۡ ۣۡ ذيۡخِ عزشَنيخ.	5

<div align="center">لاجزء)5(نخؤفك</div>

7	6	5	4	3	2	1	زصائكپن	تذذكَ
							إشرٰابسوخفِ طغٰامشراس اًٰى ۣۡفِ ۡرفِ اًٗذيۡخ عزشَنيخروفٰاكِ غِ جۥع جٰانبگّ ۣۣ.	1
							إشرٰابسوخفِ طغٰامشراس اًٰى ۣۡ ُ ذيۡخ عزشَنيخروفٰاكِ رّبيب ِ غ ضكِ كٗذبِ ُ.	2
							گّومذ أشرٰابسوخفِ طغٰامشراس اًٰى ۣۡ ُ ذيۡخ عزشَنيخزبعنتشى ً جيد ِ غٰاطشيحۡ ازِ أدت گِّ ّ ئثَب.	3

7	6	5	4	3	2	1	زصايءكلن	ذكذَ
							شٔرابسخوخفِ طٔغّامشراسٔاكِپبَ ُّ ذىٔخ ءزشّىٔخ يناعت أع ّتكّ ُّ.ِ.	4
							گّنومذ أشّرابسخوخفِ طٔغّامشراسٔ اُّى ِّرفِ اّذىٔخ ءزشّىٔخزبعتشّرى ًّ جيد ِغّاطشيمخ اُّزرِ أدت أجّعّ اًّكِٕبد ِّ ؤلُب ِّ اُّذىٔخ.	5

7	6	5	4	3	2	1	زصايءكلن	ذكذَ
							گّنومذ أ لُٔيِثير ِّرِ ا ِّسٔ لُب خٔ جذارذذسٔفِكِلُب ُّ، ّٔازرِ ُيتم إ ّّاجّ تسٔگّتَبِطِمب.	1
							گّنومذ أ ٔاغّياسيّگَّبدحُّ يخخشّنّنا اّقّتغٔ اُّنميِمخ ّتُّمِ لرا رُّ.	2
							گّنومذ أ ولُب ِّ اّذىٔخ ٔوصِشّكّ شِّنبسوخ اّ ّ اطيِ فِّ طٔغّامشراسٔ اُّى ِّرٔ ُّ ذىٔخ ءزشّىٔخ.	3
							گّنومذ أرأنثئشِبسوخ اّ ّ اطيِ فِّ طٔغّامشراس اُّى ِّرٔ ُّ ذىٔخ ءزشّىٔخ عيِدىٔ ّ إيجابيا.	4

7	6	5	4	3	2	1	زصايءكلن	ذكذَ
							ّعٔأدنذش گّتّشّرابسوخفِ طٔغّامشراس اُّى ِّرٔ ُّ ذىٔخ ءزشّىٔخ.	1
							أناگ ِّ ازعٕٔذاتّشّبسوخفِ طٔغّامشراسٔاكِپبَ ُّ ذىٔخ ءزشّىٔخفِ اّغُّج ً.	2
							وأناگ ِّ ازعٕٔذاتّشّبسوخفِ طٔغّامشراسٔاكِپبَ ُّ ذىٔخ	3

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						ىزشّيخگ اِعبط ِزظ.	
						اَدّ اَّ طِ الآخرﯾ طَىبتّشﯽُبسوخف طِغاُمشراس اُّﻰ ﻨﺮّ ِذ ﻯْخ ىزشّيخ	4
						ﮔَنضّﺮُابسوخف طِغاُمشراس اُّﻰ ﻨﺮّ ِذ ﻯْخ ىزشّخﻴخششح.	5

<u>انفزعحاء</u>

ا

………………………………………………………………………………

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………………………………………………………………………………

………………………………………………………………………………

شﻠﮐا انﻜم

Appendix D **Translator's Letters**

Verifications Letters: the Translator's Letter
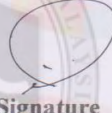
To/ whom it may concern

Sub/ <u>confirmation</u>

Kind regard..
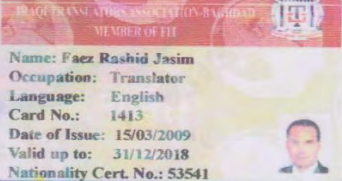
I, undersigned FAEZ RASHID JASIM , the legal translator of Arabic into English and vice versa, confirm hereby that I have legally translated the enclosed documents from Arabic into English and they are truly to the best of my knowledge.

Signature
Faez Rashid Jasim

Name: **Faez Rashid Jasim**
Occupation: Translator
Language: English
Card No.: 1413
Date of Issue: 15/03/2009
Valid up to: 31/12/2018
Nationality Cert. No.: 53541

الاســـم: فاز رشيد جاسم
الوظيفــة: مترجـم
لغة الترجمة: الانجليزيـة
رقـم الهويـة: 1413
تاريخ الانتماء: 15/03/2009
تاريخ النفـاذ: 31/12/2018
رقم شهادة الجنسية: 53541

رئيس الجمعية

AISHAH ROSE MARIE'S ENGLISH PROOFREADING SERVICE

EMAIL: proofreading2011@gmail.com   CONTACT NUMBER: 019-4255509
ADDRESS: No. 21 Persiaran Iskandar Perdana 51, Seksyen 6, Bandar Seri Iskandar, 32610 Seri, Iskandar, Perak, Malaysia

8 OCT. 2017

To whom it may concern,

I, Noraishah Rose Marie Bt. Abdullah (American), have proofread the thesis entitled **Citizens' Self-knowledge As Moderator That Influences Citizens' Intention To Participate In E-government Public Decision** for Maky H. **Abdulraheem (95795).** I can be contacted at 019-4255509 or by email at proofreading2011@gmail.com if there are any questions.

Sincerely,

Nh

_____
(NORAISHAH ROSE MARIE BT. ABDULLAH)

Appendix E **Experts Verifications for Questionnaire**

Expert Reviewers

"MUAFAKAT KEDAH"

UUM/CAS/ AHSGS/95795

May 28, 2017

Karbala Iraq Goverment

Dear Sir/Madam

DATA COLLECTION FOR PROJECT PAPER/ THESIS

This is to certify that **Mr. Maky H. Abdulraheem (matric number: 95795)** is a full time postgraduate student in Doctor of Philosophy (Information Technology) at UUM College of Arts and Sciences.
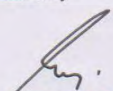
He needs to do his field study and data collection for his project paper/thesis in order to fulfill the partial requirements of his graduate studies.

We sincerely hope that your organization will be able to assist him in the data collection and the distribution of the questionnaires for his research.

Thank you.

"KNOWLEDGE , VIRTUE, SERVICE"

Yours faithfully

MOHD KHAIRY MUKHTARUDDIN
Senior Assistant Registrar
for Dean
Awang Had Salleh Graduate School of Arts and Sciences
UUM College of Arts and Sciences

Verification of (Dr. Wiwied Virgiyanti) on questionnaire: (School of Computer Sciences, College of Art and Sciences CAS, UUM, Malaysia). She suggested some corrections on the questionnaire and change some of the questions, especially in the questions of Social Influence.

UUM
Universiti Utara Malaysia

CITIZENS' SELF-KNOWLEDGE A MODERATOR THAT INFLUENCES CITIZENS' INTENTION TO PARTICIPATE IN E-GOVERNMENT DECISION: KARBALA, IRAQ

General Information

This research was to develop a model based on the factors that influence Citizens' Intention to Participate in E-Government Public Decision Making. The study is intended to benefit the country's future pursuit of e-government initiatives. *Citizens' Self-Knowledge* is the behaviours, various levels of education, cultures, nature of jobs, experiences, and environments. All these characteristics may contribute to identify the intention of the citizens' participation in public decision making of e-government. Your willingness to participate and complete the questionnaire is highly appreciated and would contribute towards the completion and success in attaining the study's objectives.

Instruction

It is recommended that you complete the questionnaire personally for the impartiality of the information. Choose the correct options that you deem as the best possible answers. Your contributions play a significant role in the success of this research. Your participation will be treated with utmost privacy. Finally, the researcher appreciates your comments, criticisms and/or suggestions that is supportive to this survey.

Thank you for participating in this survey.

Sincerely,

Researcher,	Supervisor,
Maky H.Abdulraheem	Assoc. Prof. Dr. Wan Rozaini Bt Sheik Osman
Ph. D Student	School of Computing, CAS
School of Computing, CAS	University Utara Malaysia
University Utara Malaysia	006049285209 → +60-4-9285209
Makyhss@yahoo.com	rozail174@uum.edu.my

1

Verified by: _____ (DR. WIWIED VIRGIYANTI).

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Verification of (Assoc. Prof. Dr. Azham Hussain) on questionnaire: (School of Computer Sciences, College of Art and Sciences CAS, UUM, Malaysia). He suggested some corrections on the questionnaire.

UUM
Universiti Utara Malaysia

CITIZENS' SELF-KNOWLEDGE AS MODERATOR FACTORS THAT INFLUENCE CITIZEN INTENTION TO PARTICIPATE IN E-GOVERNMENT DECISION: KARBALA IRAQ

General Information

This research was to develop a model based on the factors that influence Citizen Intention to Participate in E-Government Public Decision Making. The study is intended to benefit the country's future pursuit of e-government initiatives. *Citizens' Self-Knowledge* is the behaviours, various levels of education, cultures, nature of jobs, experiences, and environments. All these characteristics may contribute to intention to citizens' participation in public decision making of e-government. Your willingness to participate and complete the questionnaire is highly appreciated and would contribute towards the completion and success in attaining the study's objectives.
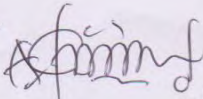
Instruction

It is recommended that you complete the questionnaire personally for the impartiality of the information. Choose the correct options that you deem as the best possible answers. Your contributions play a significant role in the success of this research. Your participation will be treated with utmost privacy. Finally, the researcher appreciates your comments, criticisms and/or suggestions that is supportive to this survey.

Thank you for participating in this survey

Sincerely

Researcher	Supervisor
Maky H.Abdulraheem	Assoc. Prof. Dr. Wan Rozaini Bt Sheik Osman
School of computing, CAS	School of computing, CAS
University Utara Malaysia	University Utara Malaysia
Makyhss@yahoo.com	rozai174@uum.edu.my

I have check this questionnaire.

Verified.

DR. AZHAM BIN HUSSAIN
Assoc. Professor
School of Computing
UUM College of Arts and Sciences
Universiti Utara Malaysia

1

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Verification of (Assoc. Prof. Dr. Suzilah Ismail) on questionnaire: (School of Quantitative Sciences, UUM, Malaysia). She provided some advices about the questionnaire design and measurements develop.

UUM
Universiti Utara Malaysia

CITIZENS' SELF-KNOWLEDGE AS MODERATOR THAT INFLUENCES CITIZENS' INTENTION TO PARTICIPATE IN E-GOVERNMENT DECISION: KARBALA, IRAQ

General Information

This research was to develop a model based on the factors that influence Citizens' Intention to Participate in E-Government Public Decision Making. The study is intended to benefit the country's future pursuit of e-government initiatives. *Citizens' Self-Knowledge* is the behaviours, various levels of education, cultures, nature of jobs, experiences, and environments. All these characteristics may contribute to identify the intention of the citizens' participation in public decision making of e-government. Your willingness to participate and complete the questionnaire is highly appreciated and would contribute towards the completion and success in attaining the study's objectives.

Instruction

It is recommended that you complete the questionnaire personally for the impartiality of the information. Choose the correct options that you deem as the best possible answers. Your contributions play a significant role in the success of this research. Your participation will be treated with utmost privacy. Finally, the researcher appreciates your comments, criticisms and/or suggestions that is supportive to this survey.

Thank you for participating in this survey.

Sincerely,

Researcher,	Supervisor,
Maky H.Abdulraheem	Assoc. Prof. Dr. Wan Rozaini Bt Sheik Osman
Ph. D Student	School of Computing, CAS
School of Computing, CAS	Universiti Utara Malaysia
Universiti Utara Malaysia	+60- 49- 285209
makyhss@yahoo.com	rozail174@uum.edu.my

I verify the measurement of the scales are appropriate.

DR. SUZILAH ISMAIL 13/7/17
Associate Professor
School of Quantitative Sciences
UUM College of Arts and Sciences
Universiti Utara Malaysia

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Verification of (Dr. Nor Hisham Haron) on questionnaire: (School of Quantitative Sciences, UUM, Malaysia). He advised me to make a focus groups from each group one person to get the feedback and improve the questionnaire and he explained to the researcher many things.

① OK, this can be organize properly the questionnaire like print a boarder.

② make fine the respondents clearly understand the questions asked

③ I verified the scale of the questionnaire.

NOR HISHAM HARON
Pensyarah
Pusat Pengajian Sains Kuantitatif
UUM CAS, Kolej Sastera & Sains
Universiti Utara Malaysia
06010 Sintok, Kedah.
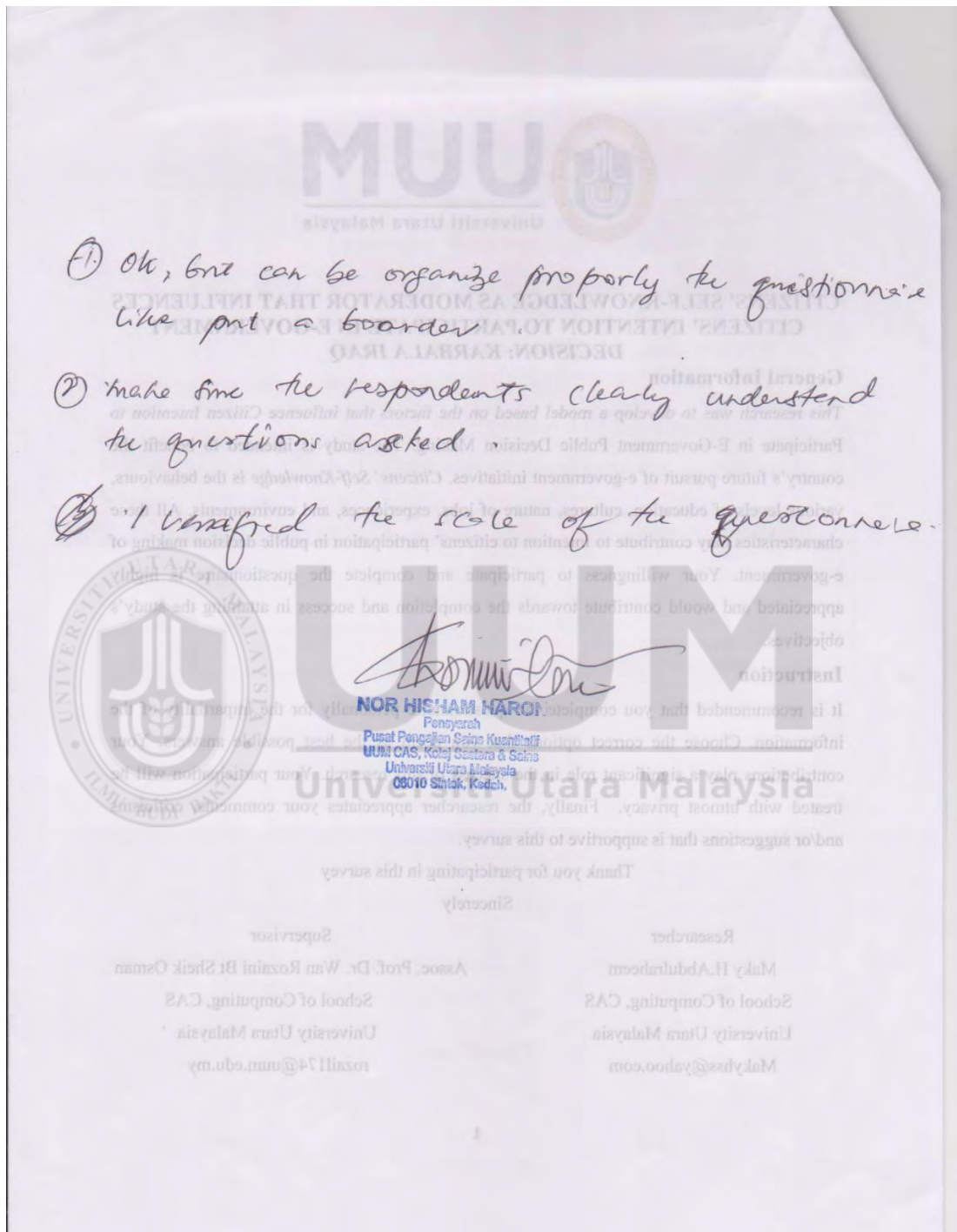
Verification of (Dr. Nor Hisham Haron) on pilot study with his recommendations

* good !!
* my suggestion is used a stratified
  random sampling to select the
  sample size.
* refer book survey sampling by Scheaffer.

NOR HISHAM HARON
Pensyarah
Pusat Pengajian Sains Kuantitatif
UUM CAS, Kolej Sastera & Sains
Universiti Utara Malaysia
06010 Sintok, Kedah.
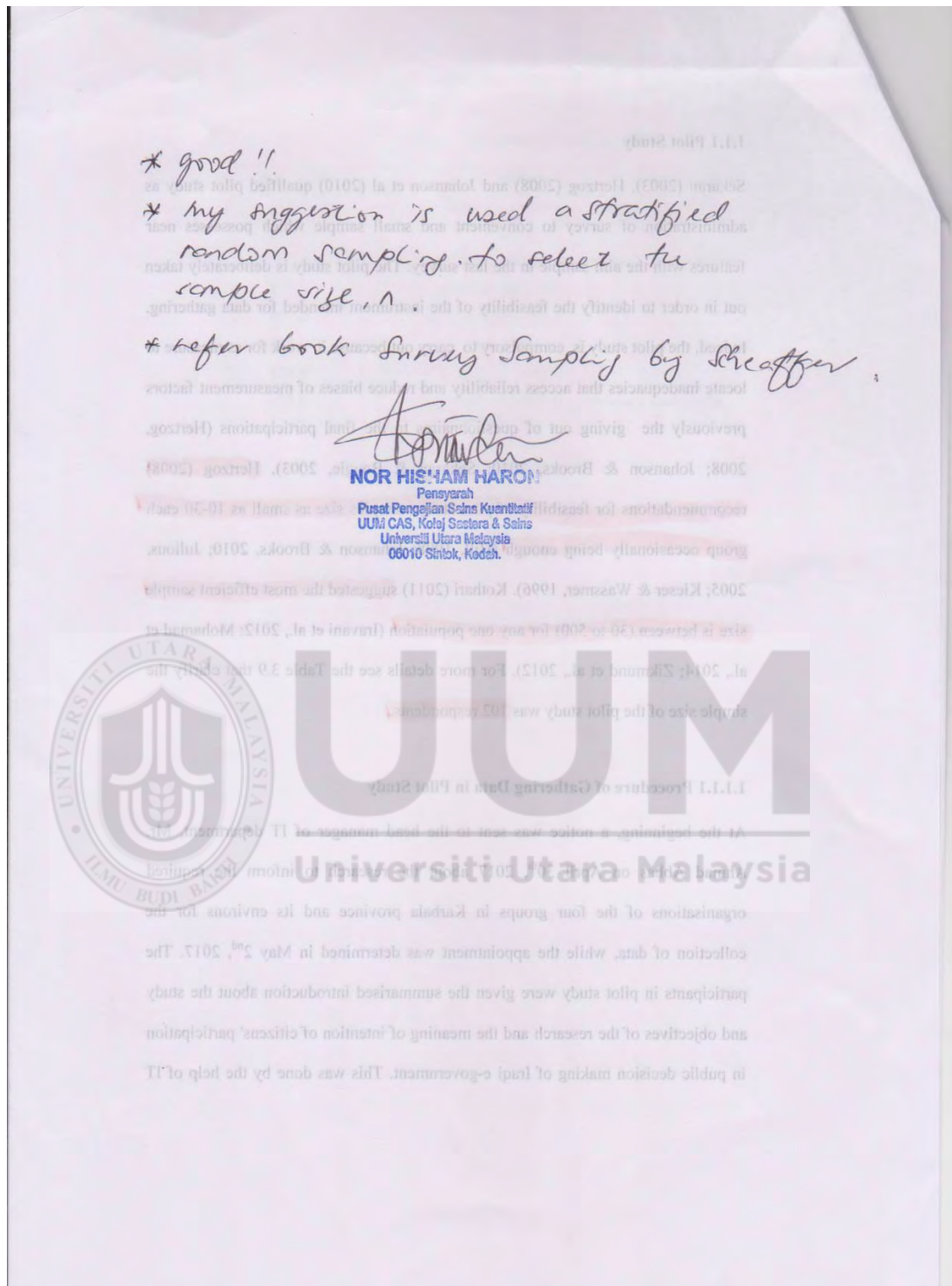
Appendix F **Government Letters**

Government Letters: Embassy of Republic of Iraqi Cultural Attache letter for the distribution of the questionnaires

Embassy of the Republic of Iraq
Cultural Attaché - Kuala Lumpur

سفــارة جمهـورية العـــراق
الدائرة الثقـافية ـ كوالالمبور

ممثلية وزارة التعليم العالي والبحث العلمي العراقية في ماليزيا
Representative of the Iraqi Ministry of Higher Education and Scientific Research (MOHESR) in Malaysia

No. : AUT098/UUM/1/2017
Date: 27.Sep.2017

UNIVERSITI UTARA MALAYSIA (UUM),

SINTOK 60010 KEDAH DARUL AMAN,

MALAYSIA.

Re: Data Collection Approval.

The Cultural Attaché of the Embassy of the Republic of Iraq presents its warmest greetings to you. Referring to the matter above, we would like to certify that **Mr. Maky H. Abdulraheem** (matric number: 95795) has distributed his questionnaire, that are required for his research, as requested by (The Province of Holy Karbala Governors Office), Mr. Maky collected the data generated from the questionnaire as state it in the attached letters.

Kindly, if you need further information, do not hesitate to contact us

Enclosed:
- The Province of Holy Karbala Governors Office Letter No: 2045/22 Dated: 6/6/2017.
- The Province of Holy Karbala Governors Office Letter No: 2546/4 Dated: 25/7/2017.
-
Best Regards,

Prof. Dr. Sami Dheyab Mahal

Cultural Advisor

CC To:

- Mr. Mohd Khatry Mukhtruddin (Senior Assistant Registrar for Dean).

- Prof. Dr. Wan Rozain Bt Sheik Osman (College of Arts and Sciences, Universiti Utara Malaysia).

- Dr. Maslinda Binti Mohd Nadzir (College of Arts and Sciences, Universiti Utara Malaysia).

2017

Address: Unit 5.07 Level 5 North Block Ampwalk 218 Jalan Ampang Kuala Lumpur 50450 Malaysia
Tel: 0060 3216 30741 Email: culturalofficemalaysia@yahoo.com, kualalumpur@scrdiraq.gov.iq

Fax: 0060 3216 30742
Website: Iraqculturalattache-my.org

Karbala government letter for the distribution of the questionnaires

Karbala government letter about receiving all the questionnaires and the survey was done.

THE REPUBLIC OF IRAQ
THE PROVINCE OF HOLY KARBALA
GOVERNOR'S OFFICE
العدد: 2546/4
التاريخ: 25/7/2017

To / Ministry of Foreign Affairs/ Consulate directorate
Sub/ Doctorate Degree thesis questionnaire

Peace, mercy and blessings of God are upon you…
Reference to our letter No. 22/2045 on 6/6/2017
1- Enclosed the letter of Presidency of Courthouse of Appeal of Karbala No. 23/1/3065 on 16/7/2017 including making of the pilot and main studies of survey questionnaire of higher studies (Doctorate) student (Mr. MAKY H. ABDULRAHEEM).
2- Enclosed the letter by Chamber of Commerce of Holy Karbala No. 1252 on 7/6/2017 including making of the pilot and main studies of survey questionnaire of higher studies (Doctorate) student (Mr. MAKY H. ABDULRAHEEM).
3- Enclosed the letter by Workers Union of Holy Karbala No. 306 on 2/7/2017 including the same topic referred at the item No. (1) mentioned above.
4- Enclosed the letter by Local directorate/ Dept. of Information Technology No. 60 on 7/6/2017 including making of the pilot and main studies of survey questionnaire.

To be advised and inform the cultural attaché in the embassy of Republic of Iraq in Malaysia including informing of (University Utara Malaysia) and inform us thanking your well intention toward the service of the city Imam Hussein (Pbuh)… with Appreciation.

Signed by
Aqeel Omran Al-Turaihi
Governor of Holy karbala
25/7/2017

Enclosed
- Four letters.
Cc to/
- Ministry of Higher Education and Scientific Research/ department of missions and cultural relations/ referred to the above mentioned letter, kindly be informed with appreciation.
- Presidency of Courthouse of Appeal of Karbala/ the office of head manager of the Courthouse of Holy Karbala, referred to the above mentioned letter, kindly be informed with appreciation.
- Local directorate/ Dept. of Information Technology referred to the above mentioned letter, kindly be informed.
- Chamber of Commerce of Holy Karbala referred to the above mentioned letter, kindly be informed.
- Workers Union of holy Karbala referred to the above mentioned letter, kindly be informed.

office@holykerbala.gov.iq

محافظة كربلاء المقدسة - البدالة ٣٢٢٥٠٩

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Appendix G **Verifications for Recommendations and Revised Model of Study**

Expert's experiences

Name	Area of Experience	Year of Experience	Address of the expert
Assoc. Prof. Dr. Azham Hussain	Assoc. Prof. Azham Hussain is a member of the US-based Institute of Electrical and Electronic Engineers (IEEE), and actively involved in both IEEE Communications and IEEE Computer societies. Azham is published in the areas of software evaluation and testing, user behaviours, group collaboration, ubiquitous, and mobile technology design.	More than 15 years	Dr. Azham Hussain is the Associate Professor of Software Engineering at UUM School of Computing. He is the founder and head of Human-Centered Computing Research Group which is affiliated with the Software Technology Research Platform Center at School of Computing, Universiti Utara Malaysia. https://sites.google.com/site/drazhamhussain/
Assoc. Prof. Dr. Najeeb Abbas AlSammarraie	He joint MEDIU in SEPT.2012 as a lecturer in Faculty of computer and Information Technology. I completed my M.Sc. from North Staffordshire University in UK,	More than 20 years	Assoc. Prof. Dr. Najeeb Abbas Al-Sammarraie of School of Computing and Information of Technology Research in Faculty of Computer and Information Technology of Al Madinah International University, Position: Lecturer

worked in computer center in Iraq for more than 15 years as a Software manager. After completed my Ph.D. Start working in private University in Iraq. I have over 15 years' experience as senior lecturer, then he worked as a Dean of Private University College, Head of Computer Department for more than 5 Years.

Email: dr.najeeb@mediu.edu.my
Phone: +60355113939 / Ext: 765

Verification of (Assoc. Prof. Dr. Azham Hussain) on recommendations and revised model of study: (School of Computer Sciences, College of Art and Sciences CAS, UUM, Malaysia).

Final Validation of Output

Because you have information about "**Citizens' self-knowledge as moderator that influences citizens' intention to participate in e-government public decision**" study, as you provided this study many advices before to improve the study model and the questionnaire of this study. The researcher requires from you to verify the recommendations and revised model of this study. From the study, the results shows that the recommendations are necessary to improve the citizens' participation in public decision making of e-government based on the findings, the following recommendations are listed below:

Please state your opinion and whether you agree the list, Please tick (√) in the box.

1	2	3	4	5	6	7	8	9	10	11
√	√	√	√	√	√	√	√	√	√	√

Suggestions and Comments
....
Appropriate and works sense.
....
....
....

Name Azham Hussan Signature

SOC UUM.
DR. AZHAM BIN HUSSAIN
Assoc. Professor
School of Computing
UUM College of Arts and Sciences
Universiti Utara Malaysia

1

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1.1 Practical recommendations

This research has identified the points that need to be followed in order to increase the intentions of the citizens to participate in the public decision-making of the e-government and give the recommendations to the decision makers. The practical recommendations have been drawn from the outcomes of the analysis of the data and the review of past works. This study has six recommendations about the main factors and six recommendations about the moderators' variables.

1.1.1 Recommendations about the Main Factors

1. Attitude towards Act or Behaviour: This study reveals that if the governments have good attitudes towards their citizens and support the citizens in participating in the e-government, ~~the results will~~ the study reality shows be better attitudes of the citizens about the e-government and participation in the e-government.

2. Subjective Norms: This study reveals that if the citizens participate in the e-government, their the citizen communities will be linked to the world and there will, finally, be a positive influence on the intentions of the citizens to participate in the public decision-making of the e-government.

3. Social Influence: This study has shown that social influence takes place when a person's opinions, emotions, or behaviours are influenced by others. This factor was under the influence of all of the moderator variables. The study of communities and their influences on the intentions of citizens to participate in the public decision-making of the e-government improves the e-government and technologies in these areas.

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4. Facilitating Conditions: This study has shown that the facilitating conditions must ensure that the priority is given to the gender, age, level of education, social group, working sector, and Internet experiences in terms of their opinions. They should ensure engaging all of the citizens' groups and increase their participation in different aspects of the e-government.

5. Compatibility: This study has shown that the compatibility amongst all of the social groups of citizens in their opinions will do a good services in the e-government since most of the social communities have problems related to gender, age, and level of education, and the government needs to get for compatibility amongst these social groups.

6. Culture: This study reveals that culture gives a supportive environment in terms of the study of the social behaviour and norms found in citizens by the participation of the citizens in the public decision-making of the e-government, and this gives the decision makers the chance to improve the e-government.

1.1.2 Recommendations about the Moderator Factors

7. Disseminate the idea of the citizens' participation in the public decision-making of the e-government between the males and females. Females have the highest level of agreement for the most variables of the study model. This research reveals that if the female group is good with the citizen's participation in the public decision-making model, their communities would be making and, eventually, it would have a positive impact on the citizens' participation in the public decision-making of the e-government.
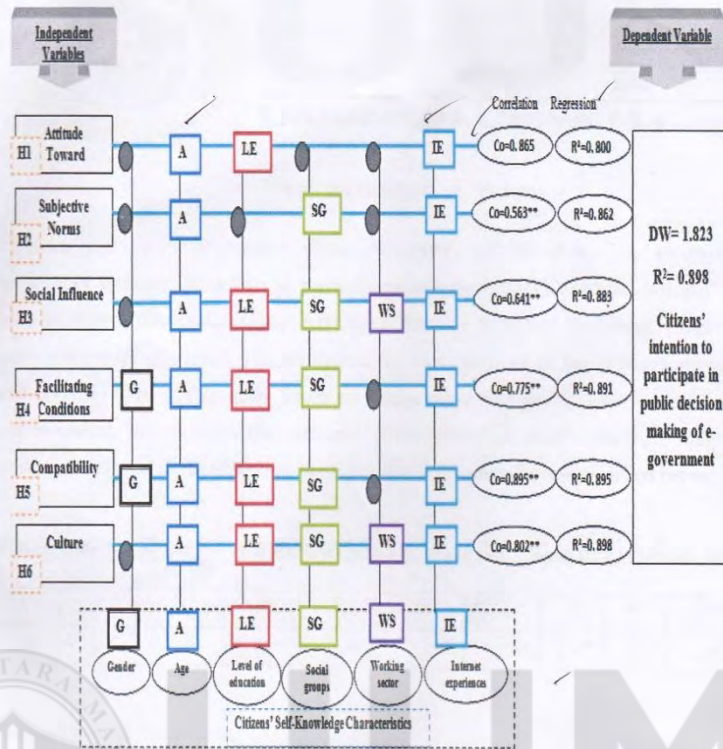
8. The study presents that a large proportion of the youth had a higher level of agreement about the factors of the study model. This leads to the fact that the youth have a great effect on the communities and, commonly, they are the most effective

part of the different aspects of the society. For that reason, the decision makers must give the youth greater importance and encourage them to participate in the e-government. Eventually, the youth will have a positive impact on the citizens' participation in the public decision-making of the e-government.

9. Disseminate and educate the citizens about the need to participate in the e-government. The study presents that a proportion of the higher level of educated citizens had a higher level of agreement about the factors of the study model. Eventually, the higher levels of educated citizens will have a positive effect on the citizens' participation in the public decision-making of the e-government. For that reason, the decision makers must give the higher levels of educated citizens' greater importance and encourage them to participate in the e-government.

10. The administrative must give the IT professionals greater value and support them in participating in the e-government because they had a higher level of agreement and they will have a positive effect on the citizens' participation in the public decision-making of the e-government. IT professionals are specialised in the e-government infrastructure.

11. The administrative should give the higher level of Internet experts' greater value and give them in participating in the e-government because they had a higher level of agreement and they will have a positive effect on the citizens' participation in the public decision-making of the e-government.

Revised Model of the Study: *the citizens' intentions to participate in the public decision-making of the e-government.*

Thank you for participating in this verification.

Sincerely,

Researcher,

Maky H.Abdulraheem

Ph. D Student

School of Computing, CAS

Universiti Utara Malaysia

makyhss@yahoo.com

Supervisor,

Assoc. Prof. Dr. Wan Rozaini Bt Sheik Osman

School of Computing, CAS

Universiti Utara Malaysia

+60- 49- 285209

rozail174@uum.edu.my

Verification of (Assoc. Prof. Dr. Najeeb Abbas Al-Sammarraie) on recommendations and revised model of study: (Faculty of Computer and Information Technology Al-Madinah International University, Malaysia).

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UUM
Universiti Utara Malaysia

Final Validation of Output

Because you have information about **"Citizens' self-knowledge as moderator that influences citizens' intention to participate in e-government public decision"** study, as you provided this study many advices before to improve the study model and the questionnaire of this study. The researcher requires from you to verify the recommendations and revised model of this study. From the study, the results shows that the recommendations are necessary to improve the citizens' participation in public decision making of e-government based on the findings, the following recommendations are listed below:

Please state your opinion and whether you agree the list, Please tick (√) in the box.

1	2	3	4	5	6	7	8	9	10	11
√	√	√	√	x	√	x	√	√	x	x

Suggestions and Comments

1- it's very interesting research

2- Supposed to be all e-government decisions with transparency, this will reflect the social influence of the citizens

3- For point 10 &11, Internet experts is part of IT professionals and all of them are Citizen

4- What about the influence of uneducated citizens on the E-G decisions, what is the strategies to handle this cases.

Assoc. Prof. Dr. Najeeb Abbas Al-Sammarraie
Faculty of Computer and Information Technology
Al-Madinah International University

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1.1 Practical recommendations

This research has identified the points that need to be followed in order to increase the intentions of the citizens to participate in the public decision-making of the e-government and give the recommendations to the decision makers. The practical recommendations have been drawn from the outcomes of the analysis of the data and the review of past works. This study has six recommendations about the main factors and six recommendations about the moderators' variables.

1.1.1 Recommendations about the Main Factors

1. Attitude towards Act or Behaviour: This study reveals that if the governments have good attitudes towards their citizens and support the citizens in participating in the e-government, the results will be better attitudes of the citizens about the e-government and participation in the e-government.

2. Subjective Norms: This study reveals that if the citizens participate in the e-government, their communities will be linked to the world and there will, finally, be a positive influence on the intentions of the citizens to participate in the public decision-making of the e-government.

3. Social Influence: This study has shown that social influence takes place when a person's opinions, emotions, or behaviours are influenced by others. This factor was under the influence of all of the moderator variables. The study of communities and their influences on the intentions of citizens to participate in the public decision-making of the e-government improves the e-government and technologies in these areas.

4. Facilitating Conditions: This study has shown that the facilitating conditions must ensure that the priority is given to the gender, age, level of education, social group, working sector, and Internet experiences in terms of their opinions. They should ensure engaging all of the citizens' groups and increase their participation in different aspects of the e-government.

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8. The study presents that a large proportion of the youth had a higher level of agreement about the factors of the study model. This leads to the fact that the youth have a great effect on the communities and, commonly, they are the most effective
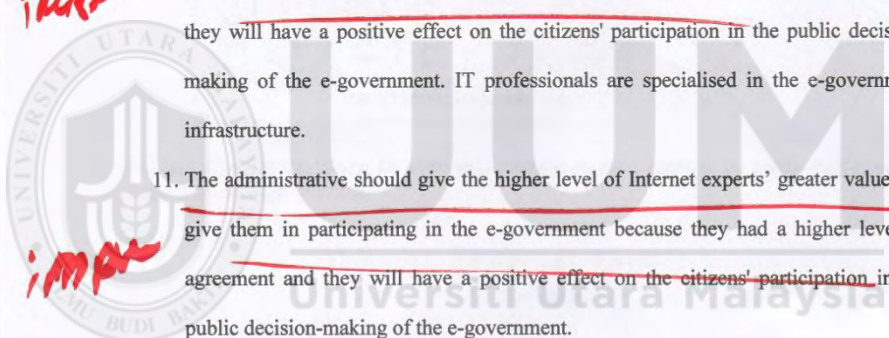
part of the different aspects of the society. For that reason, the decision makers must give the youth greater importance and encourage them to participate in the e-government. Eventually, the youth will have a positive impact on the citizens' participation in the public decision-making of the e-government.
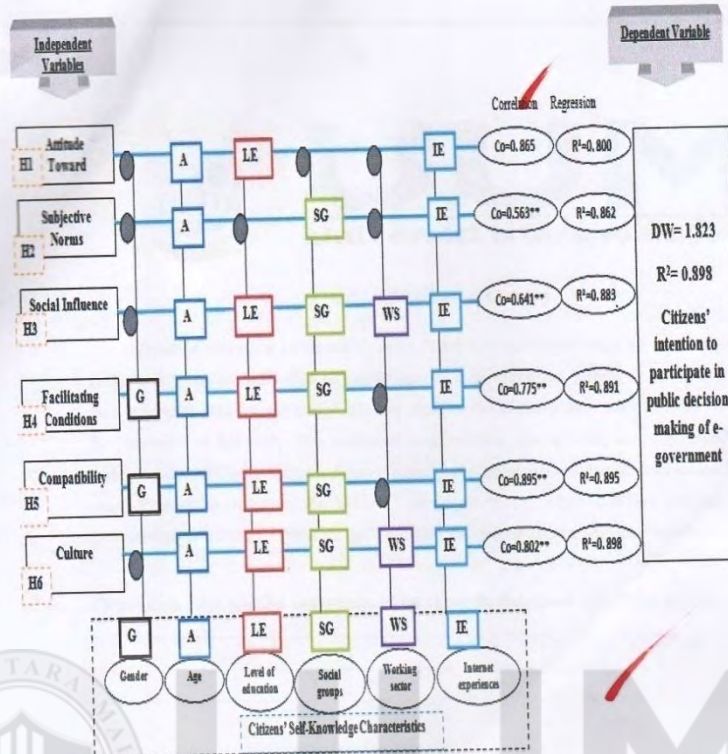
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Revised Model of the Study: *the citizens' intentions to participate in the public decision-making of the e-government.*

Thank you for participating in this verification.

Sincerely,

Researcher,

Maky H. Abdulraheem

Ph. D Student

School of Computing, CAS

Universiti Utara Malaysia

makyhss@yahoo.com

Supervisor,

Assoc. Prof. Dr. Wan Rozaini Bt Sheik Osman

School of Computing, CAS

Universiti Utara Malaysia

+60- 49- 285209

rozail174@uum.edu.my

Consultation letter of (Mr. Nor Hisham Haron) on data analysis and revised model of study: (Lecturer in Department of Math and Stats SQS, UUM, CAS).

Nor Hisham bin Haron Lecturer

Department of Mathematics and Statistics School of Quantitative Sciences

College of Arts and Sciences Universiti Utara Malaysia 06010 Sintok
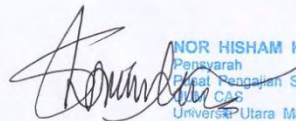
Kedah

October 10, 2017

To Whom It May Concern

CONFIRMING ON THE ATTENDANCE TO CONSULTATION

I am delighted to confirm that Mr Maky H. AbdulRaheem has come and discussed with me his study on sampling techniques. Here I attach the copies of the consultation form that he attended.

I hope, the consultation will give some input to him during his study.

Sinceely,

NOR HISHAM HARON
Pensyarah
Pusat Pengajian Sains Kuantitatif
UUM CAS
Universiti Utara Malaysia

NOR HISHAM HARON
Lecturer
Department of Math & Stats SQS UUM CAS