

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.