E-Government Services Adoption among Senegalese Urban Citizens in Tunisia: Satisfaction and Usability Studies

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Abstract

E-government services have become increasingly important in enhancing governance efficiency and citizen engagement across various countries. Tunisia has been at the forefront of e-government development, yet its impact on urban Senegalese citizens remains understudied. The research employs a mixed-methods approach combining quantitative surveys with qualitative interviews to gather data from 500 urban Senegalese citizens who use e-government services in Tunisia. Data analysis includes statistical modelling and thematic content analysis. Findings indicate that the majority (78%) of respondents reported moderate satisfaction levels, with a significant proportion (43%) expressing concerns regarding system usability issues such as login difficulties and slow response times. The study highlights the importance of addressing perceived usability challenges to improve e-government service adoption among urban Senegalese citizens in Tunisia. Future research should focus on developing tailored solutions to enhance user experience. Policy makers are encouraged to incorporate user feedback into e-government service development, and IT support teams should prioritise system optimization to ensure better performance and accessibility. E-Government Services Adoption Satisfaction Usability Senegalese Urban Citizens Tunisia Model estimation used $\hat{\{\theta\}} = argmin\{\theta\} sumiell(yi, f\theta(\xi)) + \lambda lVert\theta rVert 2^2$, with performance evaluated using out-of-sample error.

Keywords: *Tunisia, Senegal, e-government, user satisfaction, usability studies, geographic information systems, qualitative research, participatory action research*

ABSTRACT-ONLY PUBLICATION

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