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Qualitative system dynamics modelling of the impacts of maintenance, effort, competence and collaboration on e-government website availability

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Abstract: E-government websites have become the main gateways for accessing government services. To be constantly or highly available, those websites require ongoing quality maintenance. E-government websites are complex; its maintenance necessitates a complex undertaking. Further understanding about e-government website maintenance remains necessary, especially relating to the required effort and competence of government staff and organisations, as well as collaboration. This research aims to propose a qualitative system dynamics model which conceptualises the feedback relationships of website maintenance, staff and organisational effort as well as competence, and the collaborative factors in influencing e-government website availability. As part of the broader context of system dynamics study, the conceptual model needs to be validated with actual data and will be used as a basis for developing a system dynamic simulation model.

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