

Sustaining E-Government Website Services: An Investigation of Dynamic Relationships of Organisational Factors in a Government Agency

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Abstract. The availability of e-government website services can deteriorate over time. Accordingly, persistent quality maintenance is necessary to sustain high availability levels of website services. The government of Surabaya, Indonesia has delivered and sustained website services with a high-level of availability over time. This research aims to reveal important organisational factors and their feedback relationships that influence availability levels. Guided by a previously proposed model, a causal loop diagram on e-government website availability, data was collected by observing the Surabaya website and interviewing the government staff unit that maintains the website. A revised causal loop diagram was constructed and



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Submission date: 08-Jun-2020 01:17PM (UTC+0530)

Submission ID: 1338319798

File name: chp_10.1007_978-3-030-45688-7_52.pdf (441.72K)

Word count: 4267

Character count: 25072

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