E-service Quality Dimensions and Users Satisfaction with E-Governance Service Portals

Uchenna, Michael Nworah

Department Of Marketing,
Chukwuemeka Odumegwu Ojukwu University, Igbariam, Nigeria

ABSTRACT
This study examined e-service quality dimensions and users’ satisfaction with e-government service portals in Nigeria, especially South-East, Nigeria. The specific objectives are to ascertain the relationship between e-service quality responsiveness and e-service quality trust and users’ satisfaction with the e-government service portals in Nigeria. This study made use of survey design. The characteristics of the population were determined by limiting the study to only the literate adult population, which was considered to be the target of the study. In determining the sample size, the researcher used the Topman’s formula, since the population frame is infinite. Out of 368 copies of questionnaire distributed, 350 copies were found to be useful, after careful selection processes were made across the study area, representing the response rate. The Statistical Package for Social Sciences (SPSS) version 22 was used to process the data, to get inferential statistics which involves Pearson product-moment correlation and multiple linear regression analysis, used to test the hypothesized relationship between the dependent variable and the independent variables, while excel was used to present descriptive statistics, such as simple percentages, frequencies, mean scores and standard deviation. The correlation result revealed that there is significant relationship e-service quality responsiveness and e-service quality trust and users’ satisfaction with e-government service portals in the South-East. The hypotheses showed that all these factors were supported and interrelated, thereby contributing to users’ satisfaction with e-government services. The study recommends that quality of e-security regarding users of the e-governance portal, should be clearly stated and accessible to the users of the website to read, that the e-government portal should be made accessible and suitable for all categories of customers even the physically challenged, improve the technical support received, while using the E-government service portals, inspire confidence for users of e-government portal by meeting all their obligations for transactions conducted through government websites.

Keywords: E-Service Quality Responsiveness and E-Service Quality Trust And Users’ Satisfaction

INTRODUCTION
The concept of e-government facilitated a fundamental and central change in the public sector's structure, values, culture and the manner by utilizing the ICT tools. Increasingly, the governments at the worldwide level sought to adopt E-government's initiatives that have the potential to advance the effectiveness of their transactions. Information and communication technology (ICT) and the use of the Internet have become an inevitable part and parcel of our socio-economic life and development. Today, the users of ICT go beyond households, individuals and enterprises, to include governmental organizations. Although they only recently started using it, governments are using ICT, in order to offer their services and to communicate with: citizens, among the employees of the organization itself and other governments and businesses. This is known as e-government (intranet). The focal point of e-government is to improve the delivery of government services; and to create a better government for citizens, businesses and other governments with the help of ICT and especially the Internet and Intranet.
The Internet has been broadly used by government departments and agencies, as it has in the business world. E-government, however, is not merely a service platform; it involves the re-evaluation of organizational codes of conduct with the goal of conveying government administration more effectively to the people. E-government services enable individual citizens, businesses, and other government organizations to perform transactions with the government more effortlessly, more rapidly, and at lower expense. At the same time, the initiatives attempt to improve information processing and to increase the speed and quality of policy development, factors that would enable government to be more responsive to the needs of its citizens.

In order to better understand e-government and what it offers, citizens need to know and have a clear understanding of the differences between traditional government services and e-government services. The main difference is that citizens are now able to have access to information, get documents, forms and make requests through the Internet, instead of walking from one desk to another. E-government is also based on two-way communication with citizens, on websites where citizens can find news, complain, ask and find answers to their queries. E-government has the aim of making government services more convenient, faster and more accessible to citizens.

Service quality is seen as the crucial part for the success of the e-government services and is often as well, the reason why e-government services fail or succeed. The main problem in measuring and evaluating e-government services is quality. Quality is a widely defined term whose definition at the same time causes much confusion and which as a concept is hard to measure. There is a big difference in measuring the quality of goods and the quality of services. The quality of services is a much more complex concept and is hard to measure, since it can very often be subjective. Service quality is usually determined by the difference between the expected service and the perceived service.

There are several ways of measuring electronic-service quality, such as: E-QUAL, E-SQUAL, SITE-QUAL, WebQual etc. The basis for all of these models of measurement is the original SERVQUAL model. The evaluation and measurement of e-government service quality will be based on the SERVQUAL model, which is the most often used model for measuring service quality. In the context of e-government, the original SERVQUAL model will need to be modified since e-government service take place in an online environment (market space), not a physical marketplace. The dimensions that will help to evaluate e-government service quality are the following: trust, reliability, responsiveness, security.

Generic assessments of users’ satisfaction with e-government services do not offer insights into the effect of digital divide variables. Only Becker et al. (2008) and Nam and Sayogo (2011) have considered the relationship between a digital divide and citizens’ perceptions of e-government systems, hence showing that there is scope for further research in this area. The potential value of this study is further strengthened by the fact that despite the potential importance of e-government to the country, there is little research on user experience of e-government in the country. An exception, however, is the study conducted by Kazeem (2011), which has raised serious concerns regarding personal privacy, the possibility of fraud and other crime, insecure cookies and unauthorized access to personal information. Additionally, despite user experience being regarded as important for e-government adoption and effectiveness, there is no agreement as to the dimensions of this experience. This study therefore, examined the relationship between e-service quality dimensions and users’ satisfaction with the e-government portals in South-East, Nigeria.

**Objectives of the Study**

The main objective of this study is to examine the relationship between e-service quality dimensions and users’ satisfaction with e-governance service portals in South-East, Nigeria. Specifically, the objectives of the study are to:

1. Ascertain the relationship between e-service quality responsiveness and user satisfaction with the e-government service portals in South-East, Nigeria.
2. Determine the relationship between e-service quality trust and user satisfaction with the e-government service portals in South-East, Nigeria.

**Research Questions**

The following research questions were formulated to address the research objectives:

1. To what degree does e-service quality responsiveness relate with user satisfaction with
e-government service portals in South-East, Nigeria?

2. To what extent does e-service quality trust relate with user satisfaction with e-government service portals in South-East, Nigeria?

Hypotheses
The following null hypotheses were formulated to give direction to this study:

\( H_0_1 \): There is no significant relationship between e-service quality responsiveness and user satisfaction with e-government service portals in South-East, Nigeria.

\( H_0_2 \): There is no significant relationship between e-service quality trust and user satisfaction with e-government service portals in South-East, Nigeria.

REVIEW OF RELATED LITERATURE

Conceptual Framework

E-Government

Almarabeh and AbuAli (2010) define e-government as the utilization of information technologies by government agencies in the form of intranets, the internet and mobile computing, which have the ability to change relations with citizens and businesses. Goldkuhl and Rostlinger (2010) argue that the concept of e-government is not only the utilization of information technology to give citizens and organizations a convenient access to government information and services, but also that of delivering public services to citizens and business partners working in the public sector. However, e-government implementation is also defined as the attainment of citizen-centric services by means of digital media such as communicative government portals (Janssen, 2007). Heeks (2008) defines the term ‘e-Government’ as “the use of information and communication technologies (ICTs) to improve activities of public sector organizations”. Janssen (2007) defines e-government as the computerization of public sector services by making them capable of providing a service to ensure good governance while utilizing technology as the major mechanism of doing so. According to Sisman, Sesli and Alkis (2009), e-government is the development policies practices where citizens and the government are able to execute their mutual duties, responsibilities and obligations by significant use of electronic communications and process-media.

User Satisfaction

Andersen et al. (2011) define user satisfaction as the reflection of the context in which the information requirements of users have been fulfilled. In the context of e-government, Alawneh, Al-Refaie and Bathe (2013) describe user satisfaction as an important factor that promotes the continued usage of such services. User satisfaction is also defined as the perceived acceptability of a system (Kelly and Vidgen, 2005). However, Verdegem and Verleye (2009) define user satisfaction as the subjective sum of interactive experience strongly interlinked with perceived aesthetics and usability. Belanger and Carter (2008) identify nine service factors that influence user satisfaction, competitive price of products, customer support general feedback on the service, e-mail confirmations of user orders, merchandise availability, condition and return policy, on-time delivery and promotional activities. D’Atri and Sacca (2010) feel that user satisfaction can be defined by users’ evaluation of the service, whether it fulfills their requirements and expectations and whether the satisfaction is positively related towards loyalty.

E-Service Quality Responsiveness

Customers are particularly interested in the speed with which a service is offered or delivered. This penchant is particularly justified by the willingness of the customers to up the speed of delivery. However, it can be argued that unoccupied time could be comprehended as longer than occupied time. Typically, it is presumed that slow service delivery tend to have a negative effect on individuals overall perceptions of the service quality. So, if individuals are expecting a rapid service delivery, it is probable that they will assess the service more positively (Dabholkar & Bagozzi (2012).

E-Service Quality Trust

Service quality trust could be viewed as the amount of leverage that a customer feels he/she has over the process or outcome, especially for individuals or customers who use self-service technologies, such as, e-governance portals. Arguably, individuals exhibit tendency to like self-service technologies due to the feel of
service quality trust than the monetary savings. Finally, Lee and Allaway (2002) exhibited that an enhanced perceived service quality trust significantly contribute to the adoption of the technology.

Theoretical Framework

This study was anchored on the synthesized UTAUT model, created by Venkatesh and Davis (2003) to present a more complete picture of the acceptance process than was possible with any previous individual models. The UTAUT (Venkatesh & Davis, 2003) is one of the most popular frameworks in the field of general technology acceptance models. Like earlier acceptance models, it aims to explain user intentions to use an IS and further the usage behaviour. Eight models previously used in the IS field were merged in an integrated model, all of which had their origins in psychology, sociology, and communications. These models are the TRA (Theory of Reasoned Action model), TPB (Theory of Planned Behaviour), TAM (Technology Acceptance Model), TAM2 (Technology Acceptance Model-2), the Motivational Model (MM), the Model of PC Utilization (MPCU), DOI, and Social Cognitive Theory (SCT). Each model attempts to predict and explain user behaviour using a variety of independent variables. A unified model was created based on the conceptual and empirical similarities across these eight models. The theory holds that four key constructs (perceived performance, effort expectancy, social influence, and facilitating conditions) are direct determinants of usage intention and behaviour (Venkatesh & Davis, 2003). The UTAUT model was chosen as the base theoretical model for this study because of its comprehensiveness and high explanatory power in comparison to other technology acceptance and use models. The UTAUT model was adopted to determine and explain the impacts of factors that influence the adoption of e-government services. The results of this study will help decision makers to gain a better understanding of the factors that determine citizens’ acceptance and use of e-government services.

2.3. Theoretical Exposition

2.3.1 Service Quality and Customers’ Perception of e-governance service portals

Service concepts and strategies have developed in response to the tremendous growth of service industries, resulting in their increased importance in world economies (Zeithaml, Bitter & Gremler, 2009). Coinciding with the tremendous growth in the global service economy, the demand for individuals who command service marketing expertise is greatly expanding (Hoffman & Bateson, 2006). In South Africa the services sector (particularly the financial sector) is also becoming increasingly important in the economy. According to a report by Fin (2009) the financial services sector has over taken the manufacturing sector as the largest contributor to South Africa’s GDP. In order to sustain this growth, it is imperative for the financial services sector to seriously focus on the issue of service quality.

The concept of service quality and client care has become one of the key factors contributing to how well or badly a business does in its market (Young, 2005). Ganguli and Roy (2010) define service quality as the overall assessment of service by customers. Customers’ perception of service quality is greatly influenced by their service encounters which include, among others, interaction with a bank’s personnel, physical facilities and other tangible elements as well as interpersonal and non-human interactions with service providers (Jun & Cai, 2001). Perceived service quality results from a comparison of customers’ prior expectations about a service and their perceptions after the actual experience of the service encounter (Parasuraman, Zeithaml & Berry, 2013). If expectations are greater than performance, then perceived quality is less than satisfactory and may result in customer dissatisfaction. Al-Hawari and Ward (2006) are of the view that service quality receives much attention in organizations because of its obvious relationship with costs, financial performance, customer satisfaction, and customer retention. A service is normally perceived in a subjective manner. When services are described by customers, words such as experience, trust, feeling and security are used. These are highly abstract ways of formulating what a service is (Grönroos, 2007). Unlike goods quality, which can be measured with some objectivity, service quality is abstract and elusive. The unique features of services such as inseparability of production and consumption, intangibility, and heterogeneity make measurement of quality very complex issue. In the absence of objective measures, organizations must rely on consumers’ perceptions of service quality to identify their strengths and/or weaknesses, and design appropriate strategies (Karatepe, Yavas & Babakus, 2005).
Empirical review
Rao, Rama Mohana and Lakew, Tekeste Berhanu (2011) examines the service quality perceptions of customers of public sector and private sector institutions in the city of Visakhapatnam, India. The author reveals that the reliability and assurance dimensions of service quality scored the highest ratings while the tangibles dimension got the lowest score. Moreover, the study found a strong dissimilarity in service quality perceptions between customers of private sector and public sector institutions.
Santhiyavalli (2011) determined the customer’s perception of service quality of the select branches of State Bank of India and study the major factors responsible for their satisfaction. In this research SERQUAL Model has been used and study indicates that among five dimensions ‘Reliability’, ‘Responsiveness’, ‘Empathy’ and ‘Tangibility’ are the major factors responsible for customer satisfaction.
Dharmalingam and Kannan (2011) evaluate the service quality in retail banking in the Tamil Nadu, based on different levels of customers’ perception regarding service quality. Data are collected from Three Private Institutions, ie. ICICI, AXIS and HDFC Bank. Sample size of this research is 240. The result indicates that customers’ perception is highest in the tangibles area and lowest in the Product Variety area.
Tornatzky and Klein (2011) studied the relationship between the characteristics of an innovation and its adoption, and found that the complexity of an innovation was one of the three factors that had the most consistent significant relationships among a wide range of innovation types. Tornatzky and Klein (2011) further, showed the importance of considering both perceived ease of use and perceived usefulness in predicting behaviour. They suggested that in any given instance, behaviour would be best predicted by both, self-efficacy and, outcome judgments of how well one can execute courses of action required to deal with prospective situations, whereas outcome judgment, which was similar to perceived usefulness, was defined as the extent to which a behaviour once successful executed is believed to be linked to valued outcomes. They carried both field and laboratory studies in order to test TAM’s variables, perceived ease of use and perceived usefulness for their validity and reliability in explaining the use of five different applications: email, voice mail, word perfect, lotus 123 and Harvard graphics. Participants were MBA students and self-reported use data of the five applications were used as a measure for actual use. The results of their study indicated that the TAM model maintained its consistency in predicting and explaining system adoption.
Hendrickson, Massey and Cronan (2015) further tested the reliability of the scale items used to measure perceived ease of use and perceived usefulness in TAM. They carried out a field study with 123 undergraduate students who were introduced to a database, and a spreadsheet application, and used self-reported use data of the two systems to perform a test-retest analysis. Hendrickson, Massey, and Cronan (2015) found that for both perceived usefulness and perceived ease use, the scale items exhibited significant test-retest reliability result.
Davis and Venkatesh (2012) on the other hand, confirmed the reliability and validity of the perceived usefulness and perceived ease of use variables in TAM by verifying whether grouping of the scale items introduced errors in predicting usage. They carried out a laboratory experiment with 195 students by exposing them to different permutations and combinations of the scale items. That is, instead of asking participants to rate a five system using two scales, which had statements grouped by either perceived ease of use or perceived usefulness, participants were given different variations of the two scales, with statements for both perceived ease of use and perceived usefulness mixed together.
Davis, Bagozzi and Warshaw (2009) concluded that compared to the Theory of Reasoned Action, TAM provided a much simpler and less expensive method to implement because the beliefs variables were context-independent whereas, in the case of the Theory of Reasoned Action, it was necessary to develop a series a salient beliefs specific to word processors before formulating the scales for measuring the beliefs.
Mathieson (2011) on the other hand, compared TAM with the theory of planned behaviour (TPB) proposed by Ajzen (1985). The theory of planned behaviour model very similar to the Theory of Reasoned Action model, except that it takes into account the additional construct: perceived behavioural control (PBC), which refers to the perception of control over performance of a given behaviour. PBC is also influenced by the effects of two beliefs: control beliefs and perceived facilitation. Control beliefs include perceived availability of skills, resources, and opportunities, whereas perceived facilitation belief is the individual’s assessment of
available resources to the achievement of a given set of outcomes. Mathieson (2011) carried out an experiment applying both TAM and the theory of planned behaviour for predicting the intention of 262 participants in using a spreadsheet application. Since no predefined measurement scales existed for the theory of planned behaviour, an initial interview session was required to identify those salient beliefs that would be specific to the system under investigation. As discussed earlier, this was an inherent characteristic of the Theory of Reasoned Action model. Interestingly, results of the experiment showed that both TAM and the theory of planned behaviour were suitable to predict system usage. However, compared to the TAM model, the theory of planned behaviour (TPB) model provided more details that explained the intention of the participants to use the spreadsheet application. This is because TPB being a more complex model had several independent variables that could capture various aspects of an individual’s belief. For example, the perceived behavioural control construct could help identify specific barriers to system use such as limitations in users’ skills. Furthermore, the model also could identify groups whose opinions might be important to future users through the subjective norms construct. Moreover, since the Theory of planned Behaviour model considered only beliefs that were specific to the given system, more accurate information could be obtained. TAM instead, was a simpler model that could be generally applied to any system, and thus provided only broad information about perceived ease of use and perceived usefulness. Yet, due to its simplicity and ease of implementation, TAM remained more attractive that either the theory of reasoned action or the planned behaviour. Further efforts later concentrated on either applying TAM in different settings or extending TAM to include more variables.

Zavareh (2012) investigated the impact of e-service quality on e-customer satisfaction. Data of e-service quality and e-customer satisfaction were collected from 392 users of e-banking a corresponding response rate of 76%, of 4 main banks in Iran. Outcome showed that fulfillment, trust/security, reliability and efficient services, website aesthetics, contact/responsiveness and ease of use compose of e-service quality for e-banking services in Iran. A noteworthy positive relation between e-service quality and e-customer satisfaction discovered to exist in the e-banking. Performed regression analysis exhibited that ease of use; trust/security and website aesthetics of e-banking services have positive impact on e-Customer Satisfaction.

Karunasena and Deng (2012) have discovered the crucial factors for measuring public level value of e-Government in Sri Lanka. Their article suggested that user-orientation of e-services and information, the quality e-Services and information delivery, responsiveness and efficiency of public related organizations and contributions of public related organizations to the sustainable environment are the crucial factors to measure public scale value of e-Government in Sri Lanka.

Papadomichelaki and Mentzas (2012) have investigated e-Government service quality studying an e-Government service quality model was being conceptualized and for evaluating e-Government service quality of governmental websites a multiple-item scale where citizens quest service and information, is designed, over-refined, re-validated and tested. Within e-Government service quality model 4 different dimensions being used: were trust, efficiency, reliability and Citizen Support. The researchers deduced to identify the actual quality factors that will impact on citizen satisfaction level which may be used to know better use of requirements and sub-serve in the advancement of (G2c) Government to Citizens’ systems specifications. Focusing on test efforts and measuring potential alterations to operations and designs of existing online Government site.

**METHODOLOGY**

**Research Design**

This study made use of survey research design. The study on E-service quality dimensions and users’ satisfaction with e-government service portals, was conducted within urban cities in South-East, especially Awka, Enugu, Abakaliki, Owerri and Umuahia. The population of this study is not known and therefore it is an infinite population. 368 sample size was obtain by using Topman’s non-parametric sample size determination formula, applied when the population frame is unknown. The data used in this study will be obtained through primary source. Questionnaire is the main research instrument adopted in this study for the requisite data collection. The researcher use face and content validity in this study. Cronbach’s alpha and composite reliability were adopted to test the internal consistency of the data and assess the scale reliability. The Cronbach’s Alpha coefficients for the e-government user experience scale and user satisfaction, ranged from 0.76 to 0.93 which shows each factor’s scale to be either good or excellent, depicting good internal consistency. The user assurance factor had a Cronbach’s Alpha coefficient of 0.27. Hair et al. (2007) recommend that Cronbach’s Alpha coefficients should be at least 0.6. Table 1 below, shows the scale of the Cronbach’s Alpha coefficients; for the individual items. Based on the
threshold, they are found to be reliable. The Statistical Package for Social Sciences (SPSS) version 22 was used to process the data to get inferential results while excel was used to present descriptive results. This involves descriptive statistics and inferential Pearson product-moment correlation analysis. Descriptive statistics, such as simple percentages, frequencies, mean scores and standard deviation was used to answer research questions, while Pearson Product Moment Correlation was used in testing the hypotheses.

**PRESENTATION AND ANALYSIS OF DATA**

**Table 1: Questionnaire Distribution and Retrieval**

<table>
<thead>
<tr>
<th>South-Eastern States</th>
<th>No. Distributed</th>
<th>No. returned</th>
<th>%</th>
<th>No. Not returned</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Awka</td>
<td>76</td>
<td>71</td>
<td>19.3</td>
<td>5</td>
<td>1.4</td>
</tr>
<tr>
<td>Umuahia</td>
<td>73</td>
<td>69</td>
<td>18.8</td>
<td>4</td>
<td>1.1</td>
</tr>
<tr>
<td>Owerri</td>
<td>73</td>
<td>70</td>
<td>19.0</td>
<td>3</td>
<td>0.8</td>
</tr>
<tr>
<td>Enugu</td>
<td>73</td>
<td>70</td>
<td>19.0</td>
<td>3</td>
<td>0.8</td>
</tr>
<tr>
<td>Abakaliki</td>
<td>73</td>
<td>70</td>
<td>19.0</td>
<td>2-3</td>
<td>0.6-0.8</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>368</strong></td>
<td><strong>350</strong></td>
<td><strong>95.1</strong></td>
<td><strong>18</strong></td>
<td><strong>4.9</strong></td>
</tr>
</tbody>
</table>

**Source:** Field Survey, 2020

Table 1 indicates that, out of 368 (100%) copies of the questionnaire distributed to respondents in the South-East, 350(95.1%) were duly completed and returned. 18 (4.9%) were not retrieved. The analysis is therefore based on 350 duly executed and retrieved questionnaires. A total of 350 copies of the questionnaire were respectively distributed to e-government users in each of the capital cities of Awka, Umuahia, Owerri, Enugu and Abakaliki. Different numbers of the questionnaires were retrieved as indicated above, with the highest number from Awka with 71 copies and the lowest at Umuahia 69 copies.

**The Qualities of the E-Government Service Portals**

**Table 2: Perception of respondent's on qualities of E-government service portals**

<table>
<thead>
<tr>
<th>s/n</th>
<th>Statements</th>
<th>SD</th>
<th>D</th>
<th>NAND</th>
<th>A</th>
<th>SA</th>
<th>Mean</th>
<th>SD</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Technical support available at the E-Government Service Portals is as good as other e-government website used</td>
<td>23.4%</td>
<td>25.1%</td>
<td>14.6%</td>
<td>24.3%</td>
<td>12.6%</td>
<td>2.77</td>
<td>1.374</td>
</tr>
<tr>
<td>2</td>
<td>The E-Government Service Portals well designed compared to other e-government website that I have used</td>
<td>21.4%</td>
<td>24.6%</td>
<td>14.6%</td>
<td>27.1%</td>
<td>12.3%</td>
<td>2.84</td>
<td>1.359</td>
</tr>
<tr>
<td>3</td>
<td>I always have problem using E-Government Service Portals</td>
<td>7.1%</td>
<td>10.9%</td>
<td>17.1%</td>
<td>44.0%</td>
<td>20.9%</td>
<td>3.61</td>
<td>1.143</td>
</tr>
<tr>
<td>4</td>
<td>It is a very pleasant experience using E-Government Service Portals</td>
<td>10%</td>
<td>51%</td>
<td>71%</td>
<td>152%</td>
<td>66%</td>
<td>3.61</td>
<td>1.040</td>
</tr>
<tr>
<td>5</td>
<td>The E-Government Service Portals adequately meet my needs of interaction with the government agency</td>
<td>8.3%</td>
<td>14.0%</td>
<td>25.7%</td>
<td>35.1%</td>
<td>16.9%</td>
<td>3.38</td>
<td>1.614</td>
</tr>
<tr>
<td>6</td>
<td>I feel adequately informed when using the E-Government Service Portals</td>
<td>8.3%</td>
<td>15.1%</td>
<td>20.0%</td>
<td>37.1%</td>
<td>19.2%</td>
<td>3.44</td>
<td>1.200</td>
</tr>
<tr>
<td>7</td>
<td>I always know how to find things when using the E-Government Service Portals</td>
<td>8.6%</td>
<td>14.3%</td>
<td>19.4%</td>
<td>38.9%</td>
<td>18.9%</td>
<td>3.54</td>
<td>1.263</td>
</tr>
<tr>
<td>8</td>
<td>I feel confident that I understand the language used on E-Government Service Portals</td>
<td>8.6%</td>
<td>14.9%</td>
<td>17.1%</td>
<td>32.9%</td>
<td>26.6%</td>
<td>3.45</td>
<td>1.303</td>
</tr>
<tr>
<td>9</td>
<td>I feel empowered when using the E-Government Service Portals</td>
<td>114%</td>
<td>12.9%</td>
<td>20.0%</td>
<td>30.6%</td>
<td>25.1%</td>
<td>3.45</td>
<td>1.303</td>
</tr>
</tbody>
</table>

**Source:** Field Survey, 2020

Table 2 shows that most of the respondents agreed with six items among the eleven items listed as perception of respondents on qualities of E-government service portals as each of them have mean rating of 3.44 and
above, which is above the criterion mean. But the statement on item 1 and 2 were rejected as their mean rating of 2.77 and 2.88 are below the criterion mean. This indicates that majority of the respondents strongly agree that the out listed qualities are among the qualities of E-government service portals.

Table 3: Perception of respondent’s on how satisfied they are with their experience in using E-Government Service Portals

<table>
<thead>
<tr>
<th>s/n</th>
<th>Statements</th>
<th>VU</th>
<th>U</th>
<th>N</th>
<th>S</th>
<th>VS</th>
<th>Mean</th>
<th>SD</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The cost of getting access to the government e-services</td>
<td>-</td>
<td>21</td>
<td>88</td>
<td>132</td>
<td>109</td>
<td>3.80</td>
<td>.939</td>
</tr>
<tr>
<td>2</td>
<td>The ease of access to the E-Government Service Ports</td>
<td>-</td>
<td>21</td>
<td>156</td>
<td>132</td>
<td>109</td>
<td>3.94</td>
<td>.895</td>
</tr>
<tr>
<td>3</td>
<td>The technical support received while using the E-Government Service Portals</td>
<td>-</td>
<td>21</td>
<td>156</td>
<td>81</td>
<td>92</td>
<td>3.70</td>
<td>.927</td>
</tr>
<tr>
<td>4</td>
<td>The usefulness of the information provided at the E-Government Service Portals (Responsiveness)</td>
<td>-</td>
<td>35</td>
<td>79</td>
<td>146</td>
<td>90</td>
<td>3.83</td>
<td>.926</td>
</tr>
<tr>
<td>5</td>
<td>The security of transactions provided at the E-Government Service Portals</td>
<td>-</td>
<td>29</td>
<td>89</td>
<td>151</td>
<td>81</td>
<td>3.81</td>
<td>.885</td>
</tr>
<tr>
<td>6</td>
<td>The convenience of access the E-Government Service Portals anywhere and anytime</td>
<td>-</td>
<td>58</td>
<td>100</td>
<td>143</td>
<td>49</td>
<td>3.52</td>
<td>.929</td>
</tr>
<tr>
<td>7</td>
<td>How the E-Government Service Portals meets your expectation entirely</td>
<td>-</td>
<td>58</td>
<td>100</td>
<td>142</td>
<td>50</td>
<td>3.53</td>
<td>.932</td>
</tr>
<tr>
<td>8</td>
<td>Overall, how satisfied are you, with ease of use while using the E-Government Service Portals</td>
<td>-</td>
<td>48</td>
<td>110</td>
<td>144</td>
<td>48</td>
<td>3.55</td>
<td>.894</td>
</tr>
<tr>
<td>9</td>
<td>Overall, how satisfied are you with the reliability of e-government service portals experience.</td>
<td>-</td>
<td>58</td>
<td>100</td>
<td>142</td>
<td>50</td>
<td>3.53</td>
<td>.932</td>
</tr>
<tr>
<td>10</td>
<td>Overall, how satisfied is your confidence/trust level with E-Government Service Portals</td>
<td>-</td>
<td>31</td>
<td>112</td>
<td>139</td>
<td>68</td>
<td>3.70</td>
<td>.883</td>
</tr>
</tbody>
</table>

Source: Field Survey, 2020

Table 3 shows that most of the respondents agreed with all the ten statements listed on perception of respondent’s on how satisfied they are in using E-Government service portals as each of them have mean rating of 3.52 and above, which is above the criterion mean. This indicates that all the respondents strongly agree that they are satisfied using E-Government Service Portals

Testing of Hypotheses

Hypotheses One

H_{01}: There is no significant relationship between e-service quality responsiveness and user satisfaction with the e-government service portals in Nigeria

Decision Rule: in interpreting the strength of relationship between the variables, the guideline given by Osisioma (2009): from 0.0 to ± 0.2 = slight/no correlation, 0.2 to ± 0.4 = low correlation, 0.6-0.8 = strong correlation and 0.9 to ± 1.0 = very strong/perfect correlation
Table 4: Result of Pearson product-moment correlation analysis between E-service quality responsiveness and user satisfaction

<table>
<thead>
<tr>
<th></th>
<th>E-Service quality responsiveness</th>
<th>E-user satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Pearson Correlation</strong></td>
<td>1</td>
<td>.813**</td>
</tr>
<tr>
<td>Sig. (2-tailed)</td>
<td></td>
<td>.000</td>
</tr>
<tr>
<td>N</td>
<td>350</td>
<td>350</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>E-user satisfaction</th>
<th><strong>Pearson Correlation</strong></th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sig. (2-tailed)</td>
<td>.813 **</td>
<td>1</td>
</tr>
<tr>
<td>N</td>
<td>350</td>
<td>350</td>
</tr>
</tbody>
</table>

**Correlation is significant at the 0.05 level (2-tailed).**

Source: Field Survey, 2020

Interpretations

The correlation in Table 30 shows that there is a significant relationship between E-service quality responsiveness and user satisfaction. The Pearson’s product moment correlation coefficient values reveal a strong positive and significant correlation between E-service quality responsiveness and user satisfaction (r = 0.813, at p<0.05). This implies that an increase in E-service quality responsiveness will increase user satisfaction of e-government service portals. Based on the findings, the study therefore rejects the null hypothesis four (H_04) which states that there is no significant relationship between service quality responsiveness and user satisfaction with the e-government service portals in Nigeria.

Hypotheses Two

H_{02}: There is no significant relationship between e-service quality trust and user satisfaction with the e-government service portals in Nigeria

Decision Rule: in interpreting the strength of relationship between the variables, the guideline given by Osisioma (2009): from 0.0 to ± 0.2 = slight/no correlation, 0.2 to ± 0.4 = low correlation, 0.6-0.8 = strong correlation and 0.9 to ± 1.0 = very strong/perfect correlation

Table 5: Result of Pearson product-moment correlation analysis between e-service quality trust and user satisfaction

<table>
<thead>
<tr>
<th></th>
<th>E-Service quality trust</th>
<th>E-user satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Pearson Correlation</strong></td>
<td>1</td>
<td>.847**</td>
</tr>
<tr>
<td>Sig. (2-tailed)</td>
<td></td>
<td>.000</td>
</tr>
<tr>
<td>N</td>
<td>350</td>
<td>350</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>E-user satisfaction</th>
<th><strong>Pearson Correlation</strong></th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sig. (2-tailed)</td>
<td>.847 **</td>
<td>1</td>
</tr>
<tr>
<td>N</td>
<td>350</td>
<td>350</td>
</tr>
</tbody>
</table>

**Correlation is significant at the 0.05 level (2-tailed).**

Source: Field Survey, 2019

Interpretations

The correlation in Table 31 shows that there is a significant relationship between E-service quality responsiveness and user satisfaction. The Pearson’s product moment correlation coefficient values reveal a strong positive and significant correlation between E-service quality responsiveness and user satisfaction (r = 0.847, at p<0.05). This implies that an increase in E-service quality responsiveness will increase user satisfaction of users of e-government portals. Based on this result, the null hypothesis five (H_{05}) which states that there is no significant relationship between service quality trust and user satisfaction with the e-government service portals in Nigeria is hereby rejected.
DISCUSSION OF FINDINGS
Hypothesis Two (Ho2) was tested using Pearson’s Product Moment Correlation Coefficient to ascertain the relationship between E-service quality responsiveness and user satisfaction with the e-government service portals in Nigeria. The result (Table 30) revealed that there is a significant relationship between service quality responsiveness and user satisfaction with the e-government service portals in Nigeria. This finding is in line with Chen (2012) findings. In his study, he used the term convenience, as in exchange of service quality responsiveness, in the context of e-government, as the ability of users to access an e-government service at the time and/or in the place they want. In view of the above, Welch (2014) suggests that e-government services allow the provision of an efficient service to all citizens and irrespective of any bias, users see this as quality responsiveness and benefit. He asserts that service quality responsiveness has a significant effect on users’ satisfaction. In support Hassan (2016) point to the convenience of having adequate content and proper information on government websites, as it enables users to make accurate decisions and to reap the benefits of using them.

Hypothesis two (Ho2) sought to determine relationship between E-service quality trust and user satisfaction with the e-government service portals in Nigeria. The result (Table 31) revealed that, there is significant relationship between E-service quality trust and user satisfaction with the e-government service portals in Nigeria. The findings of this study, agree with that of Harrison, Choudhury and Kacmar (2012). They refer the term trust in relation to e-government services as users’ perceptions of reliability, reliance and safety. They noted that increase in e-government adoption has been identified with high-perceived trust. In support of their findings Al-Hakim (2017) states that user experience influences trust, meaning that users will share their personal information online and engage in online transactions. Citizens’ confidence in the technological platform provided by their government is imperative in the adoption of e-government policies, user satisfaction is directly associated with users’ trust in e-government services.

Summary of Findings
The findings at the end of this study are summarized as follows:
1. It was found that there is a strong positive and significant correlation between E-service quality trust and user satisfaction (The result shows a coefficient of .813 at p =0.05 (r = .813, p< 0.05).
2. It was found that E-service quality responsiveness has a strong positive and significant correlation between user satisfaction (The result shows a coefficient of .847 at p =0.5 (r = .847, p< 0.05)

CONCLUSION
The results indicate that e-government services have revolutionised the way in which government agencies interact with the public. Responsiveness, efficiency and transparency in the public sector are improved by e-government services. Users’ satisfaction of an e-government service is influenced by: e-security, e-trustworthiness, e-ease of use, website quality reliability, quality responsiveness, benefits and barriers. The hypotheses showed that all these factors were supported and interrelated, thereby contributing to users’ satisfaction with e-government services.

RECOMMENDATIONS
Based on the findings of this study and the conclusions drawn there-from, the following recommendations were made:
1. The study suggested that quality of e-security of users of the e-governance portal, should be addressed properly. The government should provide adequate measure to protect users financial details and the e-government service portals security policy, should be clearly stated and made accessible to the users of the website to read. If security and privacy issues are resolved adequately, the use of e-governance portals will continue to increase.
2. The e-government portal should be made accessible to all users. The users should not need the service of a specialist to conduct their transaction using e-governance portals. It should also be suitable for all categories of customers even the physically challenged
3. There is still a lot to do to improve user experience of the e-government users on mobile internet.
However, the e-government service providers can improve user satisfaction by providing services specifically designed for mobile use and even utilizing location and other contextual information in the services. To make this affordable, the service has to provide clear value for mobile users.
4. The providers of e-government portal should endeavour to improve the technical support received, while using the E-government service portals
5. The government should endeavour to improve the confidence of users of e-government portals by meeting all their obligations for transactions conducted through their website.

REFERENCES

Gu Quanquan, J. Z. (2009), Learning the shared subspace for multi-task clustering and transductive transfer classification. Virginia.edu


