

A Case Study of Electronic Government Adoption

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Electronic government initiatives in Bosnia and Herzegovina are still in its infancy and facing many issues and challenges. Therefore, the main goal of this study is to gain a better understanding of these issues and challenges by examining the adoption and diffusion of 'e-government services' from the citizen's perspective at the local municipal level.

Sixty nine usable responses were obtained from one hundred surveyed citizens with permanent residency in the Centar Municipality Sarajevo. The participants were asked about their perceptions of different aspects of e-government services provided by their municipality.

The results are encouraging. The citizens of Centar Municipality Sarajevo perceived their municipal e-government system as useful, easy to use, and having a high level of information quality. Consequently, they were willing to use e-government, particularly for accessing laws and by-law acts, filing state taxes, ordering birth, death and marriage certificates, renewing drivers' licenses, registration and shopping. However, they were not in favour of using internet for online voting.

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