

## Contents

|  |     |
|--|-----|
| Pernyataan Bebas Plagiasi .....                              | ii  |
| Abstract.....  | iii |
| Intisari .....   | iv  |
| Acknowledgements.....  | v   |
| Contents .....   | vii |
| Table .....  | ix  |
| Figure.....  | ix  |
| Abbreviations.....   | x   |
| Chapter 1 Introduction.....                                  | 1   |
| 1.1 Research Background .....                                | 2   |
| 1.2 Research Questions and Objectives.....                   | 5   |
| 1.3 Research Context .....                                   | 5   |
| 1.4 Research Significance.....                               | 7   |
| 1.5 Thesis Outline .....                                     | 7   |
| Chapter 2 Literature Review.....                             | 9   |
| 2.1 Development of e-Government Evaluation .....             | 9   |
| 2.2 Identifying the Criteria of e-Government Evaluation..... | 14  |
| 2.3 Theoretical Framework.....                               | 19  |
| Chapter 3 Research Method .....                              | 23  |
| 3.1 Research Design.....                                     | 23  |
| 3.2 Case Selection.....                                      | 24  |
| 3.3 Variables and Indicators .....                           | 25  |

|                 |   |    |
|-----------------|---|----|
| 3.4             | Data Collection .....   | 27 |
| 3.5             | Data Analysis .....   | 28 |
| Chapter 4       | Evaluation to Improve e-Government Public Services.....                     | 30 |
| 4.1             | Survey-based Evaluation of Online Public Service Delivery .....             | 30 |
| 4.2             | Evaluation Approach to Improve Online Public Service Quality.....           | 35 |
| 4.2.1           | User Satisfaction as the Focus of Evaluation.....                           | 35 |
| 4.2.2           | Tangible Measure Observation from the Supply Side.....                      | 41 |
| 4.2.3           | Tangible Measure Observation from Demand Side.....                          | 43 |
| 4.2.4           | Intangible Measure Observation from Supply Side.....                        | 47 |
| 4.2.5           | Intangible Measure Observation from Demand Side.....                        | 51 |
| 4.3             | Comparing the Existing Evaluation and the Proposed Evaluation Approach .... | 56 |
| Chapter 5       | Conclusions and Recommendations .....                                       | 60 |
| 5.1             | Conclusions and Limitations.....  | 60 |
| 5.2             | Policy Recommendations.....   | 62 |
| References..... |   | 64 |
| Appendices..... |   | 73 |