Information Transparency and its Relationship to e-Participation in

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Information Transparency and its Relationship to e-Participation in Local Government

Research-in-Progress

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Abstract

E-Participation has been adopted by governments all over the world in order to promote citizens participation in the decision/policy making process and democratic public administration. Despite enormous government spending and efforts on developing and utilizing new technologies for e-Participation, there is a lack of understanding of citizens' perceptions of e-Participation and the key factors, such as trust, and satisfaction, that influence e-Participation (i.e. information provision, consultation, active participation). Meanwhile, the literature shows that information transparency has been widely mentioned as an important element influencing citizen's participation in government and as a strong indicator of trust and satisfaction in e-Government. Yet, its influences on citizens' engaging with e-Participation has not been empirically examined. Therefore, this study examines citizens' perceptions of information transparency and its direct impacts on e-Participation and indirectly through trust and satisfaction. It contributes to the literature by proposing a framework that integrates DeLone and McLean's IS Success Model with fundamental concepts of information transparency and Trust Theory, to explain citizens’ e-Participation

Keywords: Information transparency, e-Participation, e-Government, quality, trust, satisfaction