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Digital transformation in the public sector: Critical factors of Digital Justice Portal

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Abstract

The use of ICT in e-government and particularly in justice sector offer new opportunities and more efficient services for citizens and users. Although this scientific area has attracted the interest of many academics and professionals in the justice field and despite the money spent on improving the performance of justice staff and the results of the courts, studies examining the acceptance and satisfaction of electronic justice system users are restricted. Therefore, the study integrates and assesses the IS success model and TAM in the context of e-justice services in Greece. Data was collected by 246 internal users and lawyers in Greece. As the use of the system by lawyers is different from that of employees, it seems that this group is more interested in an overall good picture of the system, ensuring the quality dimensions of the application, which will make it useful for its daily work activities.

Keywords: E-justice system; Success; Satisfaction; IT strategy; Digital transformation

1.0 Introduction

Recent advances in Information Technology (IT) and Information Systems (IS) have influenced several industries and the public sector. IT and IS transform individuals, businesses and all public agencies providing with quick and secure access to all resources from a single point on. Implementing IS in government is part of a larger transformation cycle aimed at supporting government to provide safer, more reliable and more productive services to people, organizations and businesses (Angelopoulos et al., 2010; Charalabidis et al., 2019; Kitsios et al., 2009; Loukis and Charalabidis, 2011; Loukis and Tsouma, 2002; Oktal et al., 2016). Successful e-justice system, achieving a level of performance that primarily satisfies most internal users is important. The justice system has also, like different segments of the public sector, explored different avenues regarding the development of ICTs to increase the efficiency and effectiveness of services. In the justice system (known as "e-justice") various programming applications are being introduced to improve interaction and contact between different actors. In the e-justice, the collection of hardware, software, and networking tools built to help administrative court personnel and judges in soothing out their day-to-day work activities, such as case filing, scheduling, workflow, etc., is known as "e-court." The proliferation of trial technology has

facilitated the introduction of new work practices and organizational procedures, thus lessening consistent expansion in the outstanding task at hand of courts and the constant graduales of legal procedures (Agrifoglio et al., 2016; Oktal et al., 2016; Sachan et al., 2018; Stefanovic et al., 2016; Wang and Liao, 2008).

IT solutions have been built with the context of e-justice to enable lawyers and court staff to implement their day-to-day work activities. Such court-management technologies boost administrative staff's job performance as they have been promoting the implementation of innovative work practices. In information systems in courts the information is available to all users in the central electronic environment. Registered users are judges, solicitors, lawyers and other court staff. Electronic justice systems make access to this information fast and convenient. In addition, information systems in courts require users to execute all forms of information and records online. The most important aim of a justice information system is to build more accurate and faster information, documentation, and workflow of incompliant services in courts (Agrifoglio et al., 2016; Oktal et al., 2016).

In Greece, the goal of the November 2008-established Council for European Electronic Justice 2009-2013 Action Plan is to enhance both the availability of justice and the quality of justice provided. It recognizes that communication and information technology can play a significant role in improving the efficiency of justice systems by facilitating the day-to-day work of legal professionals and fostering collaboration amongst legal authorities. It also sets as its goal the establishment of a portal for European electronic justice. Through justice networks, attorneys, notaries, and judges can connect with one another, access legal databases, and obtain information about justice education. They also discover details about setting up international video chats. Previous researchers have used current IT/IS related models to help businesses adopt effective IS. Some of these models include the Technology Acceptance Model (TAM) (Davis, 1989), the Theory of Planned Behavior (TPB) (Ajzen, 1991), and the unified theory of acceptance and use of technology (Angelopoulos et al., 2010). The factors affecting IS and user behavior are significant for IT / IS implementation to be effective. Essentially, evaluation models were introduced to consider user needs and to analyze the dimensions and factors in system growth to increase their acceptance and satisfaction (Kamariotou and Kitsios, 2019; 2017; Kitsios and Kamariotou, 2017). The DeLone and McLean model of IS success (1992) (Delone and McLean, 2003) is among the highest used to explain the effects of IS, and has been utilized as the reason

for many researches in different countries (Wang and Liao, 2008). Although IS researchers have paid a lot of attention at the IS success model, limited papers have been applied in order to assess the effectiveness of justice systems in courts. Therefore, recognizing the efficacy of e-justice systems, as well as the factors affecting the performance of court employees, clarifies a significant field of inquiry to bridge the gaps in literature and tackle future study.

Current research in the field of e-government has looked at public satisfaction as the end users. There are minimal research about the acceptance and satisfaction of internal users. Furthermore, current IS success models pay attention at system-centric assessment or organizational structure. Scholars have not yet addressed user-centric evaluations of IS in courts. To develop a successful e-justice system, it is necessary to accomplish a level of performance that mainly satisfies most internal users (Agrifoglio et al., 2016; Oktal et al., 2016; Stefanovic et al., 2016).

Several researchers and practitioners in court management have started to study the correlation between technology and individual and organizational success in the justice sector (e.g., Agrifoglio et al., 2016; Hamin et al., 2012; Velicogna, 2007). Researchers studied the trend implementing an exploratory approach, often described by a detailed study of the local justice system, utilized court systems, and performance of the court. While these trends have a significant contribution to the literature of court management, there are still no empirical papers examining the relation between technology and performance in court and, especially, the impact of justice systems on court staff's actions in terms of the use of IS.

Consequently, this paper aims to explore the factors influencing the acceptance and satisfaction of e-justice system users in Greece. Data was collected by 246 internal users and lawyers in Greece. Factor Analysis on detailed items of user acceptance and satisfaction constructs has been applied.

The layout of this paper is as follows sections: The next section, after a brief introduction to this area, is the theoretical background in respect of the satisfaction in e-government and justice. Section 3 explains the methodology, while Section 4 shows survey findings. Finally, conclusions are presented in Section 5 and the paper ends.

2.0 Theoretical background

2.1 Information Systems acceptance and satisfaction

The introduction of IT and computer technology into public administration brought new administrative practices and led to what is now called e-government. E-government strengthens transparency, efficiency and public accessibility and is increasingly acknowledged as a central pillar to facilitating the transformation of public governance (Sachan et al., 2018). IT, moreover, has transformed government; it provides new opportunities for delivering better, more reliable and competitive services to people and businesses and its acceptance by employees and citizens is a top priority for governors. Therefore, the creation of a conceptual model for the acceptance of digital technology in the public sector, such as that proposed by Sang et al (2009), is particularly useful for developing future political and strategic decisions to enhance the usage of such services.

Much of the literature focuses on users' satisfaction with the development of services in e-government, as the success of such initiatives depends largely on the percentage of their use (Sachan et al., 2018). User acceptance is expressed mainly through the TAM. It is applied to understand individuals' attitudes towards the use of technology, which can lead to further acceptance and adoption. That is to say, the attitude formed by TAM represents the attitude formed towards the use of technology. It is considered as one of the earliest and most widely accepted research approaches; it is a dominant model in the field of technology and in the use of IS, along with the theory of IS success suggested by DeLone and McLean. According to the TAM model, the significant factors that influence the adoption and usage of digital technologies are perceived ease of use and perceived usefulness, with Davis (1989) being its main exponent. According to Davis, the model can be used to investigate the frequency at which users use a specific technology, the characteristics of the system, and the reasons users ultimately accept or reject it. In conducting a research on users of two information systems in a Canadian company and evaluating the variables used in the initial research, Davis said that both perceived usefulness and ease of use are strongly associated with self-reported system indicators; and, therefore, the final degree of acceptance and frequency of use of a system by its end users depends directly on what motivates each user.

Weerakkody et al. (2016) attempt to fill a research gap by exploring the significance of users' trust in the efficiency of a system and its information in the UK, and to what extent cost affects satisfaction. The five dimensions highlighted in their paper have significantly affect users' satisfaction with services in the public sector. According to

Anwer et al. (2016), a thorough evaluation of these services will help highlight their strengths and weaknesses, identify their new guidelines and compare their organization locally, nationally and internationally. For this reason, they are proceeding with an analysis and assessment of the current state of Afghanistan's e-government services, through a combination of evaluation approaches. Sachan et al. (2018) investigate users' satisfaction of e-government services and therefore suggest a model, incorporating the TAM into the process. This research can help app developers gain an idea of the needs of users in order to enhance the design and implementation of these systems. According to Wirtz et al. (2016), the key difficulty for local e-government portals is to define the most important dimensions affecting user satisfaction. For this reason, they develop a model to satisfy the users of such gates, using mixed methods. Also, the research of Danila et al. (2014) explores user intentions and the use of e-government services; it presents a framework that combines the TAM, the designed behavior theory and the DeLone and McLean success model, in order to explore the factors influencing the purpose and the use of such services. Skordoulis et al. (2017) study the TAXIS information system and examine the satisfaction of users with its use, using a multi-criteria methodology. Wang et al. (2008) develop and validate a success model of e-government systems, based on the revised DeLone and McLean success model, that records the multidimensional and interdependent nature of these systems. The main aim of Horan et al (2006)'s work is to create a means for the success of e-government, as shown by the users of such e-services. Regardless of whether their model will be used in the future, they point out that as these services are more widespread, it is necessary to understand the manner in which they are perceived by the taxpayer. The research of AL Athmay et al. (2016) was conducted to investigate the dimensions affecting the adoption of e-government services in the United Arab Emirates, considering the end-user. They are interested in knowing the significance of satisfied users and the effect they have on user intention for these services.

However, system developers are also considered employees, since they are primarily called upon to use the new applications either voluntarily or out of compulsion. Dukic et al. (2017) examine the level of computer skills of staff in the public sector and the degree to which they uphold e-government. Using a questionnaire from Croatian central government officials, they concluded that the official felt they were very specialized and did not resist the change. It is considered that some improvements in

e-services need to be made. Stefanovic et al. (2016) also explore the success of such systems from the angle of employees. The findings verify the validity of the DeLone and McLean model in e-government. Floropoulos et al. (2010) investigate the TAXIS system using employees in Public Financial Services. This is interesting since this system is applied in a country with a strong taxation system that is mandatory. Terpsiadou et al. (2009), in their study, concluded that most users are generally satisfied with the features of the system. Agrifoglio et al. (2016) use data collected by the administrative staff of two Italian courts to evaluate a management case; while Oktal et al. (2016) surveyed internal justice services in Turkey. Al-Busaidy et al. (2009) carried out a survey of civil servants from three e-government-related ministries. It is revealed in the survey that there is a strong link between the following factors: efficiency, accessibility, availability and trust.

Wang and Liao (2008) using the DeLone and McLean (2003) IS success model investigated the effect of information quality, quality of service, quality of system and use on user satisfaction for e-government technologies. Their results conclude that authorities in the public sector should develop IS which will execute accurate and useful information and a user-friendly system for users to accept. Additionally, the findings of their study highlighted that quality of information has a greater impact on user satisfaction and perceived net benefit than quality of service and system. Therefore, managers in the public sector will concentrate on executing up-to-date and accurate information. Many scholars explored the effect of information quality, service quality, system quality and use on the satisfaction of employees who used municipal e-government systems. The findings of these studies concluded that the quality of service and the technical quality are increasing the satisfaction of staff. Employees have therefore the intention to use systems with a high degree of usability, user-friendliness, and ease of use. User satisfaction is a significant factor for the benefits of local government workers, such as increased efficiency, work performance and effectiveness (Sachan et al., 2018; Stefanovic et al., 2016).

In e-government in particular, scholars have measured user satisfaction which adapt three factors: quality of the information, quality of the service and quality of the system. The first factor tests the content of IS containing variables such as precision, currency, timeliness of performance, reliability, completeness, mindfulness, ease of use and adequate amount of information. Level of service quality allows workers in the public sector to carry out their day-to-day work activities. Therefore, factors such

as information production, the user-friendly interface, system compatibility and technical staff skills are essential to help users. The third aspect pertains to IS production efficiency. Quality of service involves variables such as information completeness, precision, format, currency, importance, timeliness, accuracy, validity, usability, and conciseness to calculate the user satisfaction impact on this aspect. Internal justice system users indicated that the quality of system and service has a direct but not high and positive impact on user satisfaction. Their expectations are focused on the quality of information, perceived ease of use and the interface of the system because the main goal is the improvement of their work. Users require timely information by accessing data in real-time; correct information, fewer incorrect data entries and more consistent data entry across users over time. If the procedure related to legal assistance is complicated, the speed of the system is poor and technical staff cannot provide the help needed, therefore users are not equipped to use the court system. Court administrative staff suggested that the greater the effect it would have on job efficiency, the more system is used and the court employees are pleased with it. Findings from previous surveys thus indicate courts that the availability of information influences user satisfaction rather than the efficiency and usage of the system (Agrifoglio et al., 2016; Oktal et al., 2016).

2.2 Information Systems in courts

Looking at the literature of IS, one will not come across a plethora of examples from applications in the field of justice, as is the case in other areas. The introduction of IT in e-government provides uncomplicated and systematic access to all public services for citizens, companies and other public organizations, with the use of such technologies being considered one of the main factors that changed the administration of justice (Velicogna, 2007). As part of public-sector reforms in e-government, e-justice information systems are contributing to a fairer, more efficient and transparent justice system. And although the challenges of introducing such systems in the courts are real, they are becoming more and more common, both in Europe and all over the world (Urbach et al., 2010).

An example is the case study of (Agrifoglio et al., 2016), on the effectiveness of such applications in Italy. The researchers say that although the use of these applications in Italian courts is mandatory for employees, the use of documents is a widespread activity, while the usage of applications is not compulsory for judges and lawyers.

Using a questionnaire and applying the DeLone and McLean model, their results conclude that there is an important link between the success of the Electronic Justice model and the quality of the system, which is a crucial dimension in the use of such systems. De Vuyst and Fairchild (2006) present the Phoenix project, which was launched in Belgium in 2001; it is the key step in a strategy for implementing e-justice systems based on electronic files and open source standards. Comparing this plan with similar systems in other countries, some challenges may hinder the success of the project: the security of the system, the required legislative changes and the change in the mentality of justice staff. Lienhard and Kettiger (2017), in a case study of Switzerland, expressed their view that justice management should mainly or solely secure the effective defense of legal rights, as well as the proper distribution of public resources; while the continuous communication within the bodies involved both domestically and internationally is confirmed by research as a particularly critical element. It is worth mentioning here that there is a development of an evaluation model of Turkey's national justice information system, as presented in Oktal et al (2016)'s study. After developing the basic theories of information systems, the authors use variables from various models to conduct research on 8,840 justice officers in Turkey; they identify the main problem of the system, which is the quantity and complexity of the processes involved in its implementation. Therefore, users are expected to simplify the functions and interfaces of the system. It should be noted that this study is the first assessment model of an effective electronic justice system, to consider the internal user, in Turkey.

Some examples of e-justice applications are also found in Greece. Sarantis (2017)'s research explores the effectiveness of Greek courts and the problems that arise and presents an upgraded system that aims to improve their performance. This is the first report in the Integrated Justice Case Management System (IACS). At the same time, Sarantis (2017) study the case of electronic criminal record in Greece. The general purpose of a criminal record information system is, according to the authors, to develop an electronic criminal record entry that will produce an automated version of the applicant's certified criminal record and concurrently provide the citizen with the possibility of submitting an electronic application. Also, the study of Deligiannis and Anagnostopoulos (2017) presents the ICT use standards in Greek courts, by judges and justice officers, in addition to the degree of acceptance, perceived usefulness, perceived ease of use and intention of the user to work with the new system of the

IACS. Using the TAM model and a small sample of participants in the research, they conclude that, although those involved are largely familiar with ICT technologies in the courts, they appear cautious in using this new integrated justice system.

Going beyond European borders, it is worth mentioning Malaysia; it is a country with a highly advanced electronic justice system, whose current legal system was shaped by the combination of Islamic and British legal systems, as well as local customary law. Saman et al. (2013) in their two studies, examine this peculiar relationship and the way it coincides with the developments of technology. In their first study, they look at the case study of a comprehensive electronic case management system. In particular, with a qualitative interpretive approach, they focus on the four main types of applications contained in the E-court's general plan (E-court), noting that the key issues in implementing electronic files are access, security and interoperability. In their second investigation, they observe the electronic application of Sharia law (E-Shariah) in the country's courts. Their research also adopts a qualitative approach and the data they collected helps understand how technology is used both in the court process and in the overall file management cycle. In addition, Hamin et al. (2012) explore the benefits and achievements that have been achieved after the adoption of ICT in the civil justice system of the supreme courts of Malaysia. Through personal semi-structured interviews, they conclude that users benefit from the use of technology and that each of the ICT applications contributes to positive changes in the country's justice system.

However, the implementation of innovative electronic applications in the field of justice often involves risks that need to be addressed promptly for the applications to be successful. Rosa et al. (2013) refer to the risks of developing an information system in the field of justice while examining the case of a similar system in Cape Verde, a developing country in Africa. Different experiences are initially analyzed worldwide, with the important example being Singapore, which was the first country, according to the authors, to develop and implement a justice system. They identify various factors with high risk for the development, implementation and evaluation of such systems, concluding that although the examples they cite are global, coming from different countries and with different content, they share the same risk factors. They conclude that good cooperations between all involved groups and proper training are key steps to eliminate any risks. Kitoogo and Bitwayiki (2010) suggest how to take advantage of current opportunities and evaluation methods to develop IS

for courts in Uganda. They refer to the weaknesses of the existing system and propose changes, hoping that their work will end up in a general framework that can be implemented in other countries as well. The study of Kuhimbisa et al. (2017) focuses on tackling real design gaps in utility dimensions in integrated e-justice projects in the same African country, Uganda. The literature and research were used to identify gaps in information, technology, processes, skills, and management structures in such systems. The new justice information system in Rwanda is finally presented by Watson et al. (2017) and specifically the basic functions of the system and how it is implemented. It is an award-winning system in Africa, which was launched in 2016 and serves as the only entry point for all departments of justice. They point out the key points for its success, with the training of public officials before, during and after its installation as a key first step in tackling any restrictions.

3.0 Methodology

3.1 Sampling

In the present work, the samples that will be examined are two and concern the two groups of users of the information system: the employees in the court in Thessaloniki and lawyers. 125 lawyers who use e-justice system in the court in Thessaloniki and 121 employees in the court in Thessaloniki completed the questionnaire. We used two user groups in order to compare the factors that are more significant for each group. The results of this comparison will help the developers of e-justice systems in order to improve the aspects that are significant for each group and increase the efficiency and effectiveness of the system.

3.2 Questionnaire

The questionnaire used comes from previous research and incorporates the two main research trends derived from the literature about user satisfaction and technology acceptance (Davis, 1989; Delone and McLean, 2003; Oktal et al., 2016; Rai et al., 2002). In other words, it is based on both the DeLone and McLean success model for IS and Davis' TAM. Such a combination model helps identify the degree to which a specific system fulfills its demands and proves its value, through the visual gaze of its immediate recipients, its users. Moreover, the use of variables in both models allows for a more comprehensive view of the application of such information systems, as it

incorporates both objective and subjective elements of their definition (Agrifoglio et al., 2016; Oktal et al., 2016).

The stability, accuracy and suitability of the hardware and software that provide the required information can be described as system quality. That is, it is recognized by technical characteristics related to the network and computer equipment, and the determining criteria for its evaluation are the performance characteristics of the systems under investigation (Oktal et al., 2016). According to the prevailing success model, the quality of a system belongs to the technical level, while the quality of information belongs to the semantic level (Rai et al., 2002).

Quality of information is a multidimensional concept of understanding, relevance, completeness and effectiveness of information generated by an IS (Delone and McLean, 2003). Information system literature agrees that system quality and performance affect users' behavior (Delone and McLean, 2003; Rai et al., 2002) and that system quality and information quality are twofold factors of user satisfaction. Therefore, users who consider a system to be accurate, precise and timely would find it more plesant and rewarding to use it (Agrifoglio et al., 2016).

Service quality benefits from a comparison of the preferences of users with the actual output of the services (Parasuraman et al., 1985). It includes two perspectives, adequacy and access and is essentially expressed through the help provided to users to perform their work and the support provided where required. Therefore, it is considered that better service quality will increase the efficiency and satisfaction of the internal user (Oktal et al., 2016). Furthermore, the findings of the current literature show that the success of the implementation of IS is largely identified by the quality factors (Stefanovic et al., 2011).

In defining the perceived ease of use, Davis (1989) refers to "the extent to which a user of a specific system thinks that it would be used without effort". Perceived ease of use positively influences perceived usefulness, because the simpler the system is to use, the more helpful it becomes (Oktal et al., 2016). Previous research confirms the importance of system usability in user satisfaction (Hudson et al., 2018). Indeed, users' attitude towards a system is identified by the perception it generates about its usefulness and ease of use, ie the perceived usefulness and perceived ease of use. This mindset shapes the willingness to use a system, which in turn describes the system's actual use.

According to Davis (1989) perceived usefulness can be identified as "the extent to which a user thinks that the use of a specific system would increase his or her work performance". When measuring this variable, it is analyzed whether the work is completed quicker and more effectively and whether the use of the system is beneficial to the organization or company that uses it. The perceived usefulness has a strong causal correlation with user satisfaction and perceptions of utility derived from personal assessments of information systems (Rai et al., 2002).

To operationalize the above-mentioned constructs above the five-point Likert scale was used. Analysis of the data was implemented using Factor Analysis.

4.0 Results

The internal consistency and reliability, calculated via Cronbach's alpha, ranged from 0.904 to 0.968, exceeding the minimally required 0.70 level (Newkirk et al., 2003). Table 1 shows the Cronbach's alpha coefficient for all variables.

Variables	**No. of items**	**Cronbach a for employees**	**Cronbach a for lawyers**
Satisfaction	5	0.917	0.899
System quality	5	0.904	0.899
Information quality	7	0.968	0.890
Service quality	7	0.930	0.921
Perceived ease of use	5	0.907	0.893
Perceived usefulness	3	0.961	0.899

Table 1. Reliability analysis of the questionnaire items for employees and lawyers.

Table 2 presents the principal component analysis using the Maximum Likelihood Estimate and the extraction of factors with Promax with Kaiser Normalization method. The factor loadings and cross loadings provide support for convergent and discriminant validity.

Factors	**Items**	**Loadings**
System quality	Accessibility to the system	,929
	User-friendly	,890
	Easy to use	,878
	Usability	,728
	Integration with other systems	,835

Information quality	Precise information	,661
	Up-to-date information	,595
	Sufficient information	,639
	Reliable information	,635
	Useful information	,572
	Accessibility	,504
	Output of information	,599
Service quality	Readiness for service	,925
	Safe transactions	,846
	Availability	,910
	Individual attention	,900
	Specific needs of users	,979
	Skills for technical employees	,795
	Willingness of technical employees	,773
Perceived ease of use	Ease of use	,556
	Ease of learning	,500
	Interaction	,574
	Skills	,551
	Flexibility	,523
Perceived usefulness	Improvement of job performance	,895
	Accomplishment of tasks more quickly	,711
	Easier job	,814

Table 2. Factor loadings.

5.0 Discussion

Examining the results from the group of lawyers, it appears that indeed, the quality of the system, the quality of the information, the quality of the service and the perceived usefulness of the system are the variables that positively affect the overall satisfaction of the specific users, while the perceived ease of use of the system does not seem to affect it much. In this group, the quality of the system affects the overall satisfaction more than the other variables. As the use of the system by lawyers is different from that of employees, it seems that this group is more interested in an overall good picture of the system, ensuring the quality dimensions of the application, which will make it useful for its daily work activities.

Comparing the results of the present work with those of the authors of the articles in the literature review, it is worth noting that their findings are mainly coincidental. Indeed, according to previous research, all three dimensions of quality have immediate and positive effects on the satisfaction of internal users of respective systems, with each of these dimensions playing a more important role in overall satisfaction, depending on the research under consideration (Agrifoglio et al., 2016; Oktal et al., 2016; Stefanovic et al., 2011). Nevertheless, the ease of use and perceived usefulness, the two key dimensions in accepting information systems have a positive sign in most surveys, that refer to the extent to which users think the system can help them perform their work better (Hardyanto et al., 2018; Oktal et al., 2016; Rai et al., 2002; Sachan et al., 2018).

6. Conclusion

6.1 Limitations and suggestions for future research

During the survey, there was a restriction on the size of the sample. This paper investigated the satisfaction of users with the new application, in all the courts that use it on a pilot basis. However, the choice to conduct the survey only in the courts of Thessaloniki made the sample relatively small compared to most empirical surveys that have used the questionnaire method. In addition, without the creation of a broader geographical analysis, it has not been possible to evaluate justice performance at a broader organizational level. Although evaluating the satisfaction of employees in the courts under study is a first step in understanding the performance of all users, future could use a representative national sample of users, so any generalization of results should be done with special care.

Behavioral IS usage models could be used by future researchers in order to clarify IS usage in various settings (such as operational, tactical and strategic level) where IS usage can be measured through time spent on the system. The results of the study reflect the attention provided to enhancing the efficiency and performance of e-justice systems by court users, authorities and suppliers of applications to consider these factors in the design and use of court systems. Besides, this study is helpful to justice authorities and professionals in order to develop those systems more effectively and to carefully consider these factors in the development and use of court systems. Due to the growing use of IT for the supply of public services, a greater understanding of

such constructs necessary for increased acceptance. For agencies which provide e-justice services, it may also be crucial.

Extending the research nationwide to the justice services that currently pilot the application will give more and more reliable research results, highlight any differences in the use of the system from region to region and present an overall picture of satisfaction or not of its users. Finally, a new study at a later date and after a long period of application of the information system would allow us to compare the results of the two surveys, to highlight any failures and errors of the application and to highlight the role of technology in the performance of Greek courts. In this way, the findings would provide useful information to the justice authorities and IT professionals to improve the application, its extension and use by other parties involved in the court, such as justice officers. This will undoubtedly contribute to a faster and more just administration of justice.

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