ABSTRACT

To increase public service delivery's efficacy, efficiency, and transparency, the adoption of digital government services is becoming more and more important. Digitalization can get past a variety of geographical obstacles and challenging infrastructure, particularly in remote areas. However, a number of factors, including infrastructure, public digital literacy, and trust, contribute to the low adoption rate of this technology. Examining the elements that affect user intentions to use digital government services and how they affect organizational performance is crucial.

Adoption of digital government services is becoming increasingly important to improve the efficacy, efficiency, and transparency of public service delivery. Many geographic barriers and difficult infrastructure can be overcome by digitization, especially in isolated places. Nonetheless, the low adoption rate of this technology is caused by a number of factors, such as infrastructure, public digital literacy, and trust. It is essential to look at the factors influencing user intentions to use digital government services and how they impact organizational performance.

This study employs a quantitative methodology, gathering information from government service users in remote locations via questionnaires. Trust, usability, perceived advantages, and aspects of digital infrastructure are among the variables examined. Regression and structural equation modeling (SEM), two statistical techniques, were used to analyze the data in order to look at the relationships between variables and how they affected organizational performance and behavioral intentions.

According to research, social influence has a big impact on people's intentions to use digital services, but service quality also dramatically boosts public trust. Adoption of digital services directly enhances MSMEs' financial performance.

However, user intention is indirectly influenced by other factors like service quality and trust.

Based on the findings of this study, it is advised to create a model for the adoption of digital services that considers social and security aspects, as well as an interdisciplinary approach and ongoing assessment. To boost confidence in and uptake of government digital services, strategic policies should prioritize service quality, user education, and fair infrastructure development.

Keywords: Adoption of government digital services, Remote areas, Service quality, Technology use intention, Organizational performance, Structural equation modeling (SEM)