

## MEASURING THE USER SATISFACTION OF E-GOVERNMENT SERVICES OFFERED THROUGH AN INNOVATIVE CLOUD PLATFORM

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### Abstract:

Internet-based cloud computing has gained tremendous momentum over the past recent years. The advancements of Internet development and deployment of innovative technologies such as cloud computing provides a potential platform for the provision of electronic government (e-Government) services through scalable and flexible systems. In this context, the concept of OASIS (Openly Accessible Services and Interacting Society) aims to facilitate the access to information, the use of services and their economic promotion by federating services in an innovative single cloud platform based in Europe. In doing so, enabling public administrations to make better use of customer and businesses information and adopt public services (e-services) so they meet the needs of people and businesses. Nonetheless, OASIS as a centralised approach comes with its own challenges such as privacy and security issues, ethical concerns and risk of poor take up of the services offered to end-users. As a result, this paper discusses the OASIS context and services it provides with the main focus being on the measurement approach (based on three key performance indicators i.e. *technical*, *behavioural* and *socio-economical*) adopted for gauging the user satisfaction of the platform and its e-Government services. This measurement is to be conducted over a period of time (i.e one year) thereby assessing how the technical changes in the system influence the behavioural and socio-economical aspects for user acceptance of OASIS. In return, this method of assessment of the cloud platform is expected to inform practitioners and the academic community about the significance of evaluating and optimising e-Government services and its impact on the success and take-up of the services offered over cloud by public administrations.

*Keywords: cloud computing, e-Government, user satisfaction, evaluation, ICT*