INVESTIGATING THE EFFECT OF KEY ELEMENTS AFFECTING THE TRUST ON E-GOVERNMENT ACCEPTANCE FROM CITIZENS' PERSPECTIVES IN DISTRICT 1 OF TEHRAN

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ABSTRACT

This study aimed to investigate the effects of key factors affecting the e-government acceptance from the viewpoint of citizens in District 1 of Tehran. The present research is applied in terms of purpose and in terms of collecting information, descriptive and survey. The statistical population of this study was all citizens of the 1st district of Tehran. Based on the Cochran formula for unrestricted statistical society, the sample size was 384, which was selected by simple random sampling. In order to collect information, 41 questions were raised. The formal and content validity of the questionnaire was reviewed and confirmed by the experts and the Cronbach's alpha coefficient was more than 0.7, which indicated the internal consistency of the items and confirmation of the reliability of the questionnaire. In order to analyze the data, two-variable linear regression test was used with SPSS software. According to the results, the effect of risk factors (0.35), technical factors (0.68), citizens' characteristics (0.66) and organizational factors (0.66) were positive and significant on the reliability of e-government adoption.

KEYWORDS: *acceptance of e-government, Citizens Features, organizational factor, risk-taking, technical factor*

1. INTRODUCTION

Government agencies all over the world are under pressure to reduce costs and find efficient solutions to deliver services and products, while the environments in which organizations operate are complex, dynamic, and varied (Hassan, 2015). On the other hand, entry into the 21st century and the information age has been accompanied by very serious challenges and concerns, so that none of the developmental plans planned and the modern technologies of the 20th century have been able to have a decisive influence on the resolution of these issues and the consequences of their occurrence (Hassanzadeh et al., 2014). But, according to many scholars, researchers, managers and government officials, the IT revolution can play a fundamental role in facing these challenges. One of the most important opportunities that this technology poses to government officials and managers is the possibility of reengineering, architecture, and increased accessibility, enhancing the efficiency and accountability of the government, whose use in the governance process has led to the emergence and sustainability of a reality called e-government Which is required by state governments in intelligence communities (Backus, 2001). The e-government uses information and communication technology to provide effective services to citizens, private and public organizations, and other community institutions. Many scholars have argued that the adoption and implementation of e-government has many benefits for citizens, businesses and, in particular, the

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functioning of government agencies. But in many countries, however, some citizens still do not trust the use of online services and e-government applications that affect the institutionalization of the e-government. Citizens' trust and grip is an important aspect of the implementation of e-government (Al-Hujran et al., 2015). In fact, the main problems of today's governments are the reduction of public confidence in the government (the crisis of public confidence) and their legitimacy (the crisis of legitimacy) in public opinion. Trust has the important theoretical and practical significance for the study of governmental organizations (Nachmias, 1985). Some scholars argue that trust is a kind of coherent mechanism that creates and sustains unity in social systems and serves as a facilitating phenomenon that results in more productive organization (Bennis and Nanus, 1985). Trust in effective performance leads to the exchange of relevant and relevant information between citizens and organizations. Trust fosters democratic values and plays an undeniable role in the realization of macro-organizational effectiveness, and is a very important factor in the efficiency and effectiveness of social groups (Calberto & McDonough, 1985). Trust is the link between citizens and government agencies and effective government management is the result of this link and mutual trust. Hence, public trust will affect the quality of public administration (Alwani & Danaee Fard, 2001); therefore, governments need to understand the factors that affect citizens' trust in government agencies, in other words, e-government to achieve successful government service acceptance Electronics are affected. Confidence in e-government services is a complex and dynamic relationship, and this complexity furthermore highlights the need for study in this area. Despite the fact that e-government executives are at an advanced stage, and despite the great benefits of e-government, the use of e-government services by citizens in some countries is limited (Al-Shafi & Weerakkody, 2010). Research results show that trust in governments has diminished, which could negatively affect the institutionalization of e-government (Osman et al., 2011). Research literature studies show that few studies have examined trust as an important structure in the success of e-government, so the need to examine the role of trust in the success of e-government services is an issue that needs to be addressed. Accordingly, the research question is: Is the key factors affecting the trust in accepting e-government from the point of view of the citizens of the first district of Tehran?

2. LITERATURE REVIEW

Hosseini Shahar et al. (2017) in a study entitled "Investigating the Factors Affecting Web 2.0 Acceptance in e-Government from Citizens Perspectives and Providing Template: Case Study of Government Office Counters in Hamedan Province". The findings of the research showed that Six economic, cultural, individual, technological, organizational and motivational factors have a significant effect on the acceptance of Web 2.0 technology in the implementation of e-government.
Rezaei Keybari and Alizadeh (2017) conducted a research on measuring the quality of e-government quality in reforming the administrative system and its role in promoting the indicators of citizen trust. The results of the research show that the establishment of e-government to improve the interrelationship between government and citizens, efficient and effective transactions, accountability, easy accessibility, security and privacy, and transparency as indicators of citizen trust. Mahboubeh and Babak Haj Karimi (2017) assessed the barriers to implementing e-government in the General Directorate of Health Insurance in Qazvin province. According to the findings of this study, apart from system architecture factors, other factors as obstacles to the implementation of e-government in the General Directorate of Health Insurance Qazvin province. Also, the results from the hypothesis rankings indicate that among the main obstacles (main factors), budget factors were identified as the most important obstacle, and other major factors in importance were: technical factors, environmental factors, security factors and risk factors.
Zahedi and Ghorbani (2016) in a study entitled "The role of trust mediation in the relationship between the use and use of technology and the adoption of e-government (a case study of the

General Directorate of the post office in Golestan province)". The results of the research show that all of the components of e-government Except for the later, the social impact of users' behavioral intention in using e-government services is related to the Golestan Post Office. Also, the confidence variable as a mediator role was confirmed in this regard.

Mirghfouri et al. (2016) conducted a research on the factors affecting the success of service delivery in e-government (study: Electronic Services of Yazd University). The results of this study showed that the growing gaps in the quality, usefulness and convenience of using the university's website And improving website design and website flexibility can be the focus of the university to better deliver its e-commerce services.

Vanuyou et al. (2018) conducted a study on the effective barriers to e-government adoption in local communities in Kenya. Findings of this study indicate that there is not enough infrastructures to support e-government projects in Kenyan cities and there is no policy or idea for There is no fully implemented e-government. The study shows that although the government has, to some extent, implemented mechanisms to ensure privacy in the cyberspace, but the security of e-government systems is not enough. The results of this study indicate that deficiencies in IT infrastructure, the lack of e-government policies, and the lack of information security in e-government systems have been effective in failing to adopt e-government. IN general, the findings of this study indicate that the inadequacy of IT infrastructure, inappropriate policies, insecurity and social factors has been effective in denying e-government access.

Al-Zahrani et al. (2018) conducted a study entitled "Investigating the impact of citizens' trust on the successful adoption of e-government." Technical factors, government factors, attitudes to trust and riskiness affect the adoption of e-government.

Al-Zahrani et al. (2017) presented a study entitled "The Analysis of Factors Affecting E-Government Trust from Citizens' Perspectives: A Systematic Review and Conceptual Framework". The findings of this study show that although there are few studies in the field of trust in e-government (especially trust to the government and Internet trust), but the aspects of citizen's trust (such as personality, culture, gender, education, beliefs and value systems) have not been paid much attention.

Soren et al. (2015) conducted a research on the factors influencing the development of e-government using the citizen approach. Using the central citizenship approach, this study identified the factors influencing the development of e-government so that, in terms of government agencies and Factors of citizenship are five factors; the quality of e-government services, policy and government, IT infrastructure, organizational factors, and economics and society, affect the realization of e-government.

Al-Hujran et al. (2015) conducted a study entitled "The Impact of Citizens' Attitudes toward the Approval of the Use of E-Government Services." The findings of this research show that citizens' attitude towards using e-government services is the most important factor in determining the adoption of e-government by citizens. As a whole, citizen's attitude is perceived jointly with public perceptions and ease of use for the realization of e-government.

Colesca and Dobrica (2009) redefined their public confidence in the use of e-government in a survey entitled Trust in Electronic Governance. They have some variables such as gender, age, education, income, and Internet experience, trust, technology trust, perceived organizational trust, private considerations, perceptions of risk, perceived quality and perceived usefulness of it. The main factors influencing trust in public services were introduced.

Based on the results of this study, Internet trust and the government affect the decision to use e-government services, and more trust in the government, the perceived risk of the use of e-government, and the impact of trust and risk on e-government acceptance. Reduces the use of e-government services

Kumar et al. (2018) conducted a research on effective factors in the successful adoption of e-government. The results of this study showed three factors: individual characteristics (including

perception of risk, perception of control and the Internet), website design (including; the perception of usefulness, perceived convenience) and the quality of services in e-government research.
Kim and Lee (2004) conducted a research on organizational factors affecting the ability to share knowledge in e-government. The results of this study indicate that there is a relationship between the adoption and adoption of e-government with organizational factors such as culture, effectiveness, and organizational structure.

3. THEORETICAL FRAMEWORK

Many factors as influential factors in trust affect the realization of e-government. Different categories have been done. More categorization shows that researchers focus on technical and governmental factors. Based on previous findings, one can conclude that there is a deep research gap in trust that leads There is a successful acceptance of electronic services; therefore, trust in the field of e-government should be examined in more detail and in different dimensions, including technology, organizational, citizenship and risk aspects. Each of these dimensions can be taken on the acceptance of two Electronic gadgets. According to Doydio et al. (2011: 4), the issue of trusting the e-government is a multidimensional issue and is a structure with different dimensions. In this section, we examine the four dimensions (technical, organizational, aspects of citizenship trust and risk). The review of the subject literature shows that several technical factors have been identified as important parameters for assessing the level of citizens' trust in using technology to communicate with government agencies. These parameters show the use of technology to provide effective public services that guarantee accurate information and security of transactions (Moon, 2002). The technical factors make it easy to use technology, service quality, quality system and information quality (Theo et al., 2008; Ayyash et al., 2013). Governmental institutions are among the factors determining the trust of citizens. The willingness of these institutions to expose government inefficiencies increases the level of citizen's trust in government's ability to provide services (Al-Zahraani et al., 2017). Papadakis (1999) argues that citizen confidence in the state depends on the performance of various government institutions. According to researchers, trust in the government refers to the perception of citizens of the ability and integrity of governments to provide effective services to citizens, and trust is an important aspect of the successful acceptance of e-government services (McKnight et al., 2002). Studies show that trust in the government is influenced by the reputation and reputation of state institutions in e-government research (Bladel et al., 2012: 3). The perception of online risk is defined as the consumer's psychological understanding of the dangers of online shopping (Wang, 2010). A lot of research shows that there is a strong negative correlation between trust and risk (Liu & Zu, 2010; Horstborg et al., 2012). Financial risk aversion results in the loss of money through online services. Time risk refers to time lost when searching or ordering a service, and eventually the security and privacy implications of technology risk are defined (Riesenge et al., 2011: 1).
By reviewing theoretical foundations and research literature, one can see that the acceptance of citizens (the existence of origin) and the opinions of citizens about the state significantly affects trust. Some scholars have focused on trust. According to these researchers, the Internet experience is one of the factors affecting the trust of citizens in accepting e-government services (Bladel et al., 2012). People at different levels of trust are very different. Some people tend to trust them more than others. Trust tendency is highlighted when people have little knowledge of each other and no specific information is available to them. Whatever the person's tendency to trust in general, the more likely he is to trust others in a particular position (Chopra & Wallace, 2003). Some people, although lacking in information, naturally and naturally trust in individuals and anything (for example, online entities), but some people merely rely on it if they learn a lot about the purpose. As a result, low levels of confidence-building among individuals will reduce e-trust to e-government, while high levels of trust tend to increase confidence in e-government. Many studies show that trust

is an important factor influencing e-government trust (Bellinier & Carter, 2008; al-Shorri et al., 2009). On the other hand, some studies have shown that Internet experience can influence the trend of trust in Internet technology and the trust of citizens in accepting e-government services.

4. DEFINITION OF CONCEPTS

E-government: e-government is the use of information and communication technology to distribute public services directly and 24-hours to the public (Holden, 2003).
Key factors of trust in e-government: refers to a group of factors that affect citizen's beliefs in accepting e-government services. Based on Alzahani et al. (2017) suggestions, four factors as drivers of e-government trust include technical factors, organizational factors, characteristics of citizens and risk factors were introduced.
Technical factors: "A set of factors such as system mismatches with users, lack of proper software and difficulty of updating information" (Moghadasi, 2004; 55).
Organizational factors: A set of factors such as lack of transparent organizational guidelines, long-term hierarchy and lack of coordination, cooperation and coherence among different parts of the organization in the use of information technology (Lam, 2005: 8).
Citizens Features: "To factors such as the lack of informed people, the lack of interest and motivation of citizens to use new methods and users' resistance to technology" (Hassanzadeh et al., 2014).
Trust: It is type of positive emotion wicg people would experience towards government the officals of government agencies function and the decisions over the time
Risk-taking: "Expresses the risk to people in communicating with the government and officials of government agencies to freely offer their critique and suggestions" (Shahbari et al., 2012).

Research Model

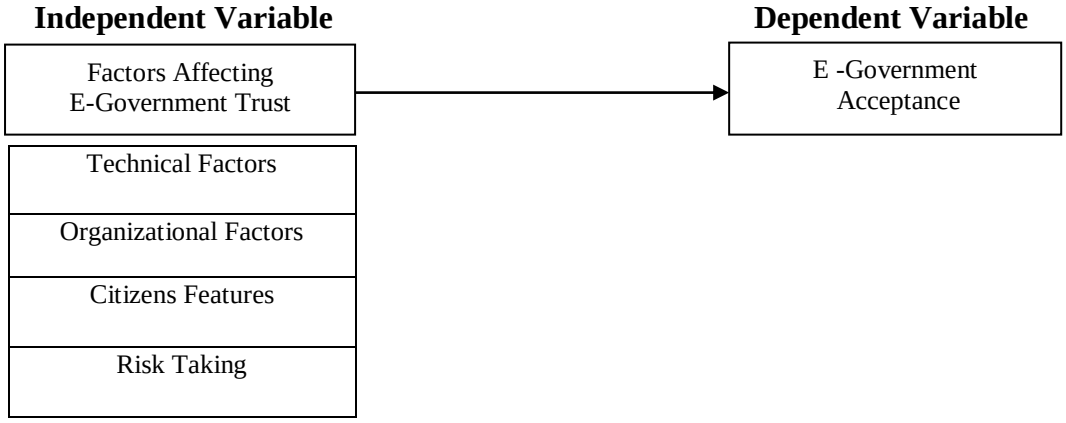

Figure 1. Conceptual model of research
Source: al-Zahraani et al. (2017).

Hypotheses:
1: Technical factors affect the confidence of citizens in Tehran's 1st district to accept e-government.
2: Organizational factors affect the confidence of citizens in the first district of Tehran to accept e-government.
3: Citizens Features affect the trust of citizens in the first district of Tehran to accept e-government.

4: Risk Taking affects the confidence of citizens in the first district of Tehran to accept e-government.

Research Methodology

The present research is applied in terms of purpose and in terms of data collection, descriptive-survey. The statistical population of the study consisted of all citizens in district 1 of Tehran using electronic services. Given the fact that the number of people in the statistical population of this research is not precisely determined, it was determined by the assumption of the size of the unlimited population of the following formula:

$$n = \frac{Z^2_{1-\alpha/2}\, pq}{\varepsilon^2} = \frac{(1.96)^2(0.5)(0.5)}{(0.05)^2} = 384 \qquad (1)$$

Considering the error value of 0.05, the sample size is estimated to be 384, and 390 questionnaires were distributed and collected for more reliability. In order to gather information, 41 questions are considered for the purpose of measuring variables according to the following table, each with a totally opposite 5-point option, to the full extent.

Number of indices of variables and sources of research questions

Source	Number	Dimensions	Variable
Alsaghier (2010)	3	Performance Risk	Risk factors
Alsaghier (2010)	3	Time risk	
Teo et al. (2008)	3	System quality	Technical factors
Teo et al. (2008)	3	the quality of service	
Teo et al. (2008)	3	Information quality	
Al-Hujran et al. (2015)	3	Attitude	Citizens Features
Al-Hujran et al. (2015)	3	Perception	
Kumar et al. (2018)	3	Internet experience	
Bélanger, F., & Carter, L. (2008)	3	Tendency to trust	
Beldad et al. (2012)	3	Credit	Organizational factors
Beldad et al. (2012)	3	experiences	
Sharma, S. K. (2015), Shareef, et al. (2011)	8	Adoption of e-government	

The formal and content validity of the questionnaire was reviewed and confirmed by the experts and the Cronbach's alpha coefficient was more than 0.7, which indicated the internal consistency of the items and confirmation of the reliability of the questionnaire. In order to analyze the data, two-variable linear regression test was used with SPSS software.

Research Findings

According to Table 1 for all indices, since the significance level is greater than the error value of 0.05, the hypothesis is acceptable at a significant level of 0.05, and therefore it can be stated that these indices have a normal distribution. Therefore, the distribution of data in the statistical society is normal and therefore a number of parametric statistics will be used to analyze the data.

Table 1. Results of Kolmogorov-Smirnov test

The result of the hypothesis	The significance level of the error value	The significance level of the error value	KS	Research variables
Accept zero assumption	0.05	0.052	1.82	Risk factors
Accept zero assumption	0.05	0.12	2.11	Technical factors
Accept zero assumption	0.05	0.410	2.38	Citizens Features
Accept zero assumption	0.05	0.130	2.086	Organizational factors
Accept zero assumption	0.05	0.082	1.88	Adoption of e-government

Testing Hypothesis 1: Technical factors affect the trust of e-government acceptance of citizens in District 1 of Tehran.

According to Table 2, the correlation coefficient between dependent and independent variables is equal to 0.68 and the coefficient of determination is equal to 0.47, which has good explanation of the power. This value indicates that 47% of the variation variables depend on the independent variable However, since this value does not take into account the degree of freedom, an adjusted adjustment coefficient for this purpose is used, which equals 0.47 in this test. This suggests that 0.47 percent of e-government acceptance is predicted by technical factors. The Watson camera number is 1.80 and the number is between 1.5 and 2.5. Therefore, it can be concluded that the independent research variable has the necessary independence and is suitable for regression.

Table 2. Model Summary

Durbin-Watson	Deviation from standard	Adjusted coefficient of determination	The coefficient of determination	Correlation Coefficient R
1.802	0.569	0.47	0.47	0.68

Based on the results of Table 3, the obtained value of F is equal to 319.56, which is at an error level less than 0/05. Therefore, it shows that the independent variable has a good explanation and is able to explain well the variation and variance of the dependent variable. Give So, for statistical significance of the whole regression, F statistic or significant level (Sig) is used. The value of Sig = 0.000 reflects the rejection of the H0 hypothesis against the H1 hypothesis.
Therefore, regression is significant at $\alpha = 0.05$, and there is a linear relationship between dependent variable and independent factors.

Table 3. ANOVA

Significance level	Fisher F statistics	Average to second power	Degrees of freedom	Set to second power	Model
0.0	319.55	103.476	1	103.476	regression
		0.324	360	116.572	remaining
			361	220.047	

According to Table 4, based on the results of the technical factors, 68.8 percent has an impact on e-government acceptance. Also, the value of the t-test is 7,406 and the significant level (sig) is 0,000
Testing the second hypothesis: Risk is affecting the adoption of e-government by citizens in District 1 of Tehran.

Table 4. Regression equation coefficients for independent and dependent variables

The significance level	T Statistics	Standard coefficients	Non-standard coefficients		Model
		Beta		Standard coefficient Non-standard coefficients	
0.0	6.740		0.138	0.928	constant number
0.0	17.87	0.686	0.041	0.726	Technical factors

According to table 5, the correlation coefficient between dependent and independent variables is equal to 0.60 and the coefficient of determination is equal to or equal to 0.35, which has good explanatory power. This value indicates that 0.35% of the variation variables depend on the independent variable However, since this value does not take into account the degree of freedom, the adjusted coefficient of determination is used for this purpose, which equals 0.35 in this test. This suggests that 0.35 percent of confidence in accepting e-government is predicted as a risk factor. The value of the Watson camera number is 1. 53 and the number is between 1.5 and 2.5. Therefore, it can be concluded that the independent research variable has the necessary independence and is suitable for regression

Table 5. Model Summary

Durbin-Watson	Deviation from standard	Adjusted Coefficient	The coefficient of determination	Correlation Coefficient R
1.53	0.627	0.35	0/35	0/60

Based on the results of Table 6, the obtained value of F is equal to 199.058, which is at an error level less than 0.05, then shows that the independent variable has a reasonable explanation and is able to well measure the variation and variance of the dependent variable Explain So, for statistical significance of the whole regression, F statistic or significant level (Sig) is used. The value of Sig = 0.000 reflects the rejection of the H0 hypothesis against the H1 hypothesis. Therefore, regression is significant at $\alpha = 0.05$, and there is a linear relationship between dependent variable and independent factors.

Table 6. ANOVA

Significance level	Fisher F statistics	Average to second power	Degrees of freedom	Set to second power	Model
0.0	199.058	78.350	1	78.350	regression
		0.394	360	141.69	remaining
			361	220.047	

According to Table 7, for the interpretation of the results of the standardized regression coefficient (Beta), the T value and the significant level have been used. Based on the results, technical factors affect 68% confidence in e-government acceptance. Also, the value of the t-statistic is 6,420 and the significant level (sig) is 0,000.

Table 7. Regression equation coefficients for independent and dependent variables

The significance level	T Statistics	Standard coefficients	Non-standard coefficients		Model
		Beta	SD	B	
0.0	6.420		0.165	1.056	Constant number
0.0	14.109	0.60	0.048	0.670	Risk aversion

Examination of the third hypothesis: Citizens Features are influential on the adoption of e-government by citizens in District 1 of Tehran.
According to Table 8, the coefficient of correlation between dependent and independent variables is equal to 60/0 and the coefficient of determination is equal to or equal to 0.36 which has good explanatory power. This value indicates that 0.36% of variable variables dependent on variables Independent, but since this value does not take into account the degree of freedom, an adjusted adjustment coefficient for this purpose is used, which equals 0.35 in this test.

Table 8. Model Summary

Durbin-Watson	Deviation from standard	Adjusted coefficient of determination	The coefficient of determination	Correlation Coefficient R
1.52	0.625	0.358	0.36	0.60

This suggests that 0.35 percent of the confidence in accepting e-government is predicated on the characteristics of citizens. The Watson camera number is 1/52, and the number is between 1.5 and 2.5. Therefore, it can be concluded that the independent research variable has the necessary independence and is suitable for regression.

Table 9. ANOVA

Significance level	FisherF statistics	Average to second power	Degrees of freedom	Set to second power	Model
0.0	202.252	79.252	1	79.252	regression
		0.391	360	140.752	remaining
			361	220.047	

Based on the results of Table 9, the obtained result of F statistics is 252/202 which is at an error level less than 0.05, then shows that the independent variable has a good explanation and can well measure the variation and variance of the dependent variable Explain So, for statistical significance of the whole regression, F statistic or significant level (Sig) is used. The value of Sig = 0.000 reflects the rejection of the H0 hypothesis against the H1 hypothesis. Therefore, regression is significant at $\alpha = 0.05$, and there is a linear relationship between dependent variable and independent factors

Table 10. Regression equation coefficients for independent and dependent variables

The significance level	T Statistics	Standard coefficients	Non-standard coefficients		Modele
		Beta	The standard deviation	B	
0.0	2.095		0.206	0.432	constant number
0.0	14.235	0.600	0.054	0.770	Citizens Features

According to Table 10, for the interpretation of the results, a standardized regression coefficient (Beta), T value and meaningful level have been used. Based on the results, technical factors affect the confidence of e-government acceptance of 60%. Also, the value of the t-statistic is 2.095 and the significant level (sig) is 0.000.

Examination of the 4th hypothesis: Organizational factors have an impact on the acceptance of e-government by citizens in District 1 of Tehran.

Table 11. Model Summary

Durbin-Watson	Deviation from standard	Adjusted coefficient of determination	The coefficient of determination	Correlation Coefficient R
1.76	0.588	0.43	0.43	0.66

According to Table 11, for the interpretation of the results, a standardized regression coefficient (Beta), T value and meaningful level have been used. Based on the results, technical factors affect the confidence of e-government acceptance of 60%. Also, the value of the t-statistic is 2.095 and the significant level (sig) is 0.000.

Examination of the 4th hypothesis: Organizational factors have an impact on the acceptance of e-government by citizens in District 1 of Tehran.

Table 12. Model Summary

Durbin-Watson	Deviation from standard	Adjusted coefficient of determination	The coefficient of determination	Correlation Coefficient R
1.76	0.588	0.43	0.43	0.66

According to Table 12, the correlation coefficient between dependent and independent variables is equal to 0.66 and the coefficient of determination is equal to 0.43 which has good explanatory power. This value indicates that 0.43% of variable variables are dependent on variables Independent, but since this value does not take into account the degree of freedom, the adjusted adjustment coefficient for this purpose is used, which equals 0.43 in this test. This suggests that 0.43 percent of confidence in the adoption of e-government is predicted by organizational factors. The value of the Watson camera is 1.76 and the number is between 1.5 and 2.5. Therefore, it can be concluded that the independent variable of the research has the necessary independence and is suitable for regression

Table 13. ANOVA

Significance level	Fisher F statistics	Average to second power	Degrees of freedom	Set to second power	Model
0.0	275.952	95.483	1	95.483	Regression
		0.364	360	124.565	Remaining
			361	220.047	Total

Based on the results of Table 13, the obtained value of F statistics is equal to 275.952, which is at an error level less than 0.05. Therefore, it shows that the independent variable has a good explanatory power and is able to well measure the variation and variance of the dependent variable Explain So, for statistical significance of the whole regression, F statistic or significant level (Sig) is used. The value of Sig = 0.000 reflects the rejection of the H0 hypothesis against the H1 hypothesis. Therefore, regression is significant at $\alpha = 0.05$, and there is a linear relationship between dependent variable and independent factors.

Table 14. Regression equation coefficients for independent and dependent variables

The significance level	T statistics	standard coefficients	Non-standard coefficients		Model
		Beta	Deviation	B	
0.0	4.342		0.161	0.700	constant number
0.0	16.612	0.66	0.045	0.74	Organizational factors

According to Table 14, for the interpretation of the results of the standardized regression coefficient (Beta), T value and meaningful level have been used. Based on the results, technical factors affect 0.65% confidence in e-government acceptance. Also, the value of the t-test is 4.34 and the significant level (sig) is 0.000.

5. DISCUSSION AND CONCLUSION

According to the results, the level of risk impact on trust in the adoption of e-government was 0.35, indicating a positive and significant impact of risk on trust in e-government acceptance. This finding is consistent with the findings of Mahboubeh and Haj Karimi (2017), Vanoubi et al. (2018), Al-Zahrani et al. (2018), Bielanier and Carter (2008), and Kumar et al. (2018).

According to the results, the impact of technical factors on the confidence in e-government adoption was equal to 0.68, which indicates the positive and significant impact of technical factors on the confidence in e-government acceptance. In explaining this finding, the research can be said that the technical context is actually a provider of communication progress. In fact, weakness in technical issues can lead to weaknesses in e-government infrastructure and platforms, and severely affect e-government activities. With the review of theoretical foundations and the experimental background, the research also reveals that technical factors are one of the important factors in the research of e-government. In this regard, the results of al-Zahra'i et al. (2018) and Ghavidast and Haj Karimi (2017) and research findings The present is consistent and consistent.

According to the results, the effect of the Citizens Features on the trust in e-government adoption was equal to 0.65, which indicates a positive and significant impact of the citizen's ability to trust the adoption of e-government. In explaining this finding, one can say that organizational factors are in fact a set of factors such as transparent organizational instructions, short hierarchy and coordination, cooperation and coherence between different parts of the organization in the use of information technology. In this regard, Surren et al. (2015), Colesca and Dobrica (2009) and Kim Lee (2004) consistent with the findings of this research.

According to the results, the effect of organizational factors on e-government acceptance was 0.66, which shows the positive and significant impact of organizational factors on the trust in e-government acceptance. In this regard, the results of Kumar et al. (2018) and al-Zahraani et al. (2017) and al-Hajran et al. (2018) coincide with the findings of this research.

6. SUGGESTIONS BASED ON RESEARCH RESULTS

Based on the assumption of the first hypothesis that there is a relationship between risk and confidence in the adoption of e-government, the government is encouraging to create the thrill of conducting e-government services in citizens, which results from seeing and encountering e-government services.,In order to increase the chances of doing electronic services. The government and e-government enforcers must put e-services online on their websites, and websites should always be up-to-date and access to websites, portals and e-government services should be easy and

easy. Given the results of risk-taking, the negative relationship between this variable has not been proven to be trusted, and this could be a strong point for e-government executives that citizens can use. Indeed, because citizens do not address all kinds of risks when rendering services through e-government, one can easily move individuals and citizens to e-government services. Failure to pay attention to risks, namely, lack of attention to the price of services, problems when using the service, the difference in service with the individual's mentality, the risk of personal information of the person when using the service, changing the attitude of others towards the person because of his use It is the product and the time it takes to use or learn how to use the service. Each of these cases can be a gateway for e-government executives to create a platform for citizens.

Considering the confirmation of the second hypothesis of the research that technical factors affect the confidence of e-government acceptance, it is proposed to increase the quantitative and qualitative content of e-government websites and portals and to improve the quality of service and information quality and The services provided on websites and government-owned websites, as well as the speed of the Internet through compression of files and the use of various browsers in computer systems. Training existing forces and attracting and training new and experienced specialists to carry out information technology-based activities, as well as using expert opinion of IT experts in drafting laws related to e-government and strengthening legal and legal infrastructure in the country, such as the law on crimes in the environment Electric, protecting privacy of individuals in the digital environment.

Considering the confirmation of the third hypothesis of the research that Citizens Features have a positive effect on the acceptance of e-government, it is recommended, through media education and other methods, to take action on empowering and expanding citizens' experiences in the use of electronic media. Access to high-speed and low-cost computers and the Internet is provided for different levels of society so that citizens can use e-government services at different times and locations. Increasing communication with citizens through virtual networks and creating a two-way interaction between citizens and the government, those citizens are aware of e-government services.

Considering the confirmation of the fourth hypothesis of the research that organizational factors have a positive effect on the adoption of e-government. It is recommended to set up a specific entity to set up the overall IT framework of the organization and establish an organized coordination between the various departments of the organization for the deployment of e-government programs. The possibility of establishing a common communication protocol between the organization's departments to exchange information between them. Correcting the managers' view of the phenomenon of e-government and explaining that the establishment of an e-government is not necessary, but a necessity.

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