

Abstract

E-government research has been skewed towards technological deterministic perspective mainly centering on technological issues. This provides no explicit guidance to the design and practice of e-government programs that result to increased uptake of e-government services. Theoretical discourse reveals undisputed consensus among e-government researchers that e-government uptake may be influenced by others contextual factors such as administrative and political consequences and should not be overlooked as they are valued. This study filled this gap by conducting an empirical investigated of the influence of contextual factors: ICT infrastructure, human capital and governance and the public value of e-government services. The study employed a mixed method exploratory, descriptive cross-sectional approach to realize the research objectives. Structural Equation Modeling was used to conduct statistical analysis of data collected. The study findings demonstrated that ICT infrastructure insignificantly contributed to public value of e-government services. However, the study revealed significantly contribution of human capital as well as governance to public value of e-government services.