



**Enhancing trust through IT risk management to achieve
e-government success**

By

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Abstract

E-government is a multidimensional concept which requires an understanding and management in order to implement successfully. Information technology (IT) risk management and integrated trust are the important issues of e-government success. This research presents the factors of IT risk management and level of trust for e-government success. It aims to examine the components of IT risk management and their impacts on creating integrated trust. In addition, the relationships of the integrated trust to e-government success are tested. A quantitative survey study is used to measure the framework. A survey was conducted with Thai government officers who are involved in e-government implementation. There are five IT risk management factors which are IT infrastructure risk, economic risk, legal and regulation risk, change management risk and performance risk. Integrated trust is presented in two levels including individual based trust and institutional based trust. The Thai government can apply the research framework to prevent implementation failure.

The result shows that all factors do not impact to individual based trust. However, factors that can create institutional based trust are change management risk and performance risk while IT infrastructure risk, economic risk and legal and regulation risk do not affect institutional based trust. Performance risk has the strongest impact on institutional based trust, while economic risk has the least influence on creating institutional based trust. Furthermore, level of trusts between individual based trust and institutional based trust do not have relationship. Finally, integrated trust both individual based trust and institutional based trust can enhance e-government success.

The study indicates that government agencies need to create institutional based trust through change management risk and performance risk. All these can enhance e-government success.