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Public Satisfaction and Continuance Intention in UAE E-Government Services: An Integrated Information Systems Success, Technology Readiness, Technology Acceptance, and Trust Framework

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Abstract

The long-term success of e-government services depends not only on the availability of digital platforms but also on citizens' willingness to continue using them. Despite the United Arab Emirates' (UAE) extensive investment in digital-government transformation and smart-service initiatives, limited research has examined the combined influence of service quality, technology readiness, user perceptions, and trust on continuance intention. This study addresses this gap by developing and testing an integrated framework based on the Information Systems Success Model (ISSM), the Technology Acceptance Model (TAM), the Technology Readiness Index (TRI), and trust. A quantitative cross-sectional research design was adopted, and data were collected from 419 respondents in the UAE with prior experience using e-government services. Data analysis was conducted using the Partial Least Squares Structural Equation Modelling (PLS-SEM) through SmartPLS. The findings indicate that system quality, information quality, and service quality significantly and positively influence user satisfaction, with information quality emerging as the strongest predictor. Optimism positively affects perceived ease of use and perceived usefulness, whereas insecurity and discomfort negatively influence users' perceptions of e-government services. Perceived ease

of use significantly enhances perceived usefulness, supporting the core assumptions of TAM. Furthermore, perceived usefulness and user satisfaction significantly increase continuance intention, while trust does not exert a significant direct effect. Mediation analysis further reveals that technology readiness indirectly influences continuance intention through perceived ease of use and perceived usefulness, while service-quality dimensions indirectly affect continuance intention through user satisfaction. The study contributes to e-government literature by integrating ISSM, TAM, TRI, and trust into a comprehensive framework explaining continuance intention in UAE e-government services.

Keywords: e-government services, continuance intention, user satisfaction, TAM, ISSM, TRI, trust, UAE, PLS-SEM.

1. Introduction

Digital transformation has become a central priority for governments seeking to improve public service delivery, administrative efficiency, transparency, and citizen engagement. Through e-government platforms, public institutions can provide faster, more accessible, and more integrated services to citizens, residents, and businesses. However, the success of digital government is not determined only by the availability of online platforms. It also depends on whether users are satisfied with these services and whether they intend to continue using them after initial adoption.

In the United Arab Emirates (UAE), e-government has become a key component of the national digital transformation agenda. The UAE has invested substantially in smart-government initiatives, digital identity systems, and integrated public-service platforms to enhance service accessibility and improve the quality of government interactions. Platforms such as UAE PASS, TAMM, DubaiNow, and other digital government applications reflect the country's commitment to building a more connected, efficient, and user-centred public-service ecosystem (Al Sayegh et al., 2023; Abuzanjal & Bashir, 2024). These initiatives have strengthened the UAE's position as a regional and global leader in digital governance and smart public services.

Despite these achievements, public satisfaction and continuance intention remain important challenges. Users may initially adopt e-government services because they are available or required, but continued use depends on their actual service experience. Citizens and residents are more likely to continue using digital government platforms when they perceive them as reliable, easy to use, useful, secure, and responsive to their needs. Conversely, poor system performance, inaccurate information, weak service support, usability difficulties, low digital confidence, and privacy or cybersecurity concerns may reduce satisfaction and discourage continued use (Alshehri et al., 2021; Al-Mamary & Alshallaqi, 2023).

Trust is particularly important in e-government because users often provide personal information, upload official documents, and complete sensitive transactions through digital platforms. Even when users recognise the usefulness of e-government services, they may hesitate to rely on them if they are concerned about data security, privacy, transparency, or system reliability. Therefore, trust is a critical factor in shaping users' confidence in digital government services and their willingness to continue using them (Abdulkareem & Ramli, 2022).

In addition to trust and service experience, users' readiness to engage with technology also plays an important role. The UAE has a diverse population in terms of age, education, nationality, language, and digital capability. As a result, users may differ in their confidence, innovativeness, comfort, and concerns when using online government services. Some users may be optimistic and willing to try new technologies, while others may experience insecurity or discomfort when interacting with digital platforms. These differences can influence how users perceive the ease of use and usefulness of e-government services.

Existing e-government studies have often relied on single theoretical models to explain

adoption, satisfaction, or continuance intention. While these models are useful, they may provide only a partial explanation of user behaviour. The Information Systems Success Model (ISSM) explains how system quality, information quality, and service quality influence user satisfaction. The Technology Acceptance Model (TAM) explains how perceived ease of use and perceived usefulness shape technology acceptance. The Technology Readiness Index (TRI) explains how users' personal readiness affects their engagement with technology. Trust further captures users' confidence in the security, reliability, and credibility of digital government platforms.

However, limited research has integrated these perspectives into a single framework to explain public satisfaction and continuance intention in UAE e-government services. This represents an important research gap because continuance intention is likely to be influenced by several interconnected factors, including system performance, information quality, service support, technology readiness, perceived usefulness, ease of use, trust, and satisfaction. A more integrated framework is therefore needed to provide a comprehensive explanation of why users continue or discontinue using UAE e-government services.

Accordingly, this study aims to examine public satisfaction and continuance intention in UAE e-government services using an integrated ISSM–TRI–TAM and trust framework. Specifically, the study investigates how system-based factors, user-readiness factors, technology acceptance beliefs, and trust contribute to users' satisfaction and their intention to continue using e-government platforms. By doing so, the study provides both theoretical and practical contributions. Theoretically, it extends e-government continuance research by integrating multiple complementary perspectives. Practically, it offers insights for policymakers and digital-service designers seeking to improve user satisfaction, strengthen trust, and promote sustained use of digital government services in the UAE.

2. Literature Review and Conceptual Framework

2.1 UAE E-Government Services and Continuance Intention

Digital transformation has become a major priority for governments seeking to improve public service delivery, administrative efficiency, transparency, and citizen engagement. In the United Arab Emirates, e-government services are central to the national digital transformation agenda, with digital platforms designed to provide citizens, residents, and businesses with faster and more accessible public services. National initiatives such as the UAE Digital Government Strategy 2025 and digital transformation enablers reflect the country's commitment to strengthening digital governance and improving user-centred public service delivery (Government of the United Arab Emirates, 2024; TDRA, 2022).

Previous studies have shown that e-government adoption in the UAE is influenced by technological, organisational, and user-related factors. For example, Jasimuddin et al. (2017) examined the acceptance of digital technologies in UAE e-government services, while Al Sayegh et al. (2023) highlighted the role of knowledge-related factors in e-government adoption within UAE public sector organisations. More recent work has also emphasised the importance of understanding citizen adoption of digital government services in the UAE as

digital transformation continues to expand (Salama & Farag, 2024).

However, the success of UAE e-government services depends not only on the availability of digital platforms, but also on users' satisfaction and willingness to continue using them. Continuance intention reflects users' post-adoption decision to keep using a digital service after initial experience. In e-government contexts, users are more likely to continue using digital services when they perceive them as useful, easy to use, trustworthy, and aligned with their service needs. Trust is especially important because users often provide sensitive personal information and complete official transactions through online government platforms (Carter & Bélanger, 2005; Belanche et al., 2012).

2.2 Theoretical Background: ISSM, TAM, TRI, and Trust

This study is grounded in an integrated theoretical perspective combining the Information Systems Success Model, the Technology Acceptance Model, the Technology Readiness Index, and trust. These perspectives are complementary because each explains a different aspect of user behaviour in digital government services.

The Technology Acceptance Model explains users' acceptance beliefs through perceived ease of use and perceived usefulness. Perceived ease of use refers to the extent to which users believe that a system is effortless to use, while perceived usefulness refers to the extent to which they believe that the system improves task performance (Davis, 1989). Later extensions of TAM further demonstrated that users' acceptance of technology is shaped by cognitive beliefs, experience, system characteristics, and external factors (Venkatesh & Davis, 2000; Venkatesh & Bala, 2008). In UAE e-government services, TAM is relevant because users are more likely to continue using digital platforms when they believe that these services are simple, accessible, and useful for completing government-related transactions.

The Technology Readiness Index explains individuals' predisposition to use new technologies. TRI consists of four dimensions: optimism, innovativeness, insecurity, and discomfort. Optimism and innovativeness are generally viewed as positive readiness factors, while insecurity and discomfort are considered inhibiting factors that may reduce users' confidence or willingness to engage with technology (Parasuraman, 2000; Parasuraman & Colby, 2015). A meta-analysis by Blut and Wang (2020) also confirmed that technology readiness is an important factor in explaining technology usage across different contexts. In the UAE e-government context, TRI is important because users may differ in their confidence, openness, concerns, and comfort when interacting with digital public services.

The Information Systems Success perspective is also relevant because users evaluate e-government services based on the quality of the system, information, and support experience. In this study, ISSM is represented by system quality, information quality, service quality, and user satisfaction. These constructs help explain how the technical and service performance of e-government platforms shape users' satisfaction and continued use. Trust is included as an additional construct because citizens' willingness to use e-government services depends on their confidence in the security, reliability, transparency, and credibility of digital platforms (Carter & Bélanger, 2005; Belanche et al., 2012).

2.3 Integrated Conceptual Framework and Research Gaps

Although previous e-government studies have applied TAM, ISSM, and TRI separately, a single model may not fully explain public satisfaction and continuance intention in UAE e-government services. TAM explains users' acceptance beliefs, but it does not fully capture users' personal readiness or service-quality evaluations. TRI explains users' readiness toward technology, but it does not directly explain system quality or post-use satisfaction. ISSM explains system-related success factors, but it may not sufficiently account for individual technology readiness. Therefore, integrating these perspectives provides a more comprehensive explanation of e-government continuance behaviour.

The integration of TRI and TAM is especially important because users' readiness toward technology may shape how they perceive the ease of use and usefulness of e-government services. Lin et al. (2007) developed the Technology Readiness and Acceptance Model by integrating TRI with TAM, showing that readiness factors can influence acceptance beliefs. Buyle et al. (2018) also supported the value of combining technology readiness and acceptance perspectives in digital service contexts. This connection is relevant to UAE e-government services because citizens and residents may evaluate the same platform differently depending on their optimism, innovativeness, insecurity, and discomfort.

The proposed conceptual framework therefore combines ISSM, TRI, TAM, trust, user satisfaction, and continuance intention. The ISSM constructs, namely system quality, information quality, and service quality, represent system-based factors. The TRI constructs, namely optimism, innovativeness, insecurity, and discomfort, represent user-readiness factors. These constructs are expected to influence perceived ease of use, perceived usefulness, trust, and user satisfaction, which function as mediating constructs. Continuance intention is the final dependent variable.

This framework addresses several gaps in the literature. First, prior studies on UAE e-government have examined adoption and acceptance, but fewer have focused on continuance intention using an integrated theoretical framework (Jasimuddin et al., 2017; Al Sayegh et al., 2023; Salama & Farag, 2024). Second, while TAM and TRI have been integrated in previous research, further evidence is needed in public-sector and UAE e-government settings (Lin et al., 2007; Buyle et al., 2018). Third, trust remains important in e-government because users' continued engagement depends not only on usefulness and ease of use, but also on confidence in digital platforms and the protection of personal information (Carter & Bélanger, 2005; Belanche et al., 2012).

Overall, the proposed framework suggests that users are more likely to continue using UAE e-government services when they perceive the platforms as useful, easy to use, trustworthy, and satisfactory. By integrating ISSM, TRI, TAM, and trust, this study provides a stronger theoretical foundation for understanding public satisfaction and continuance intention in UAE e-government services.

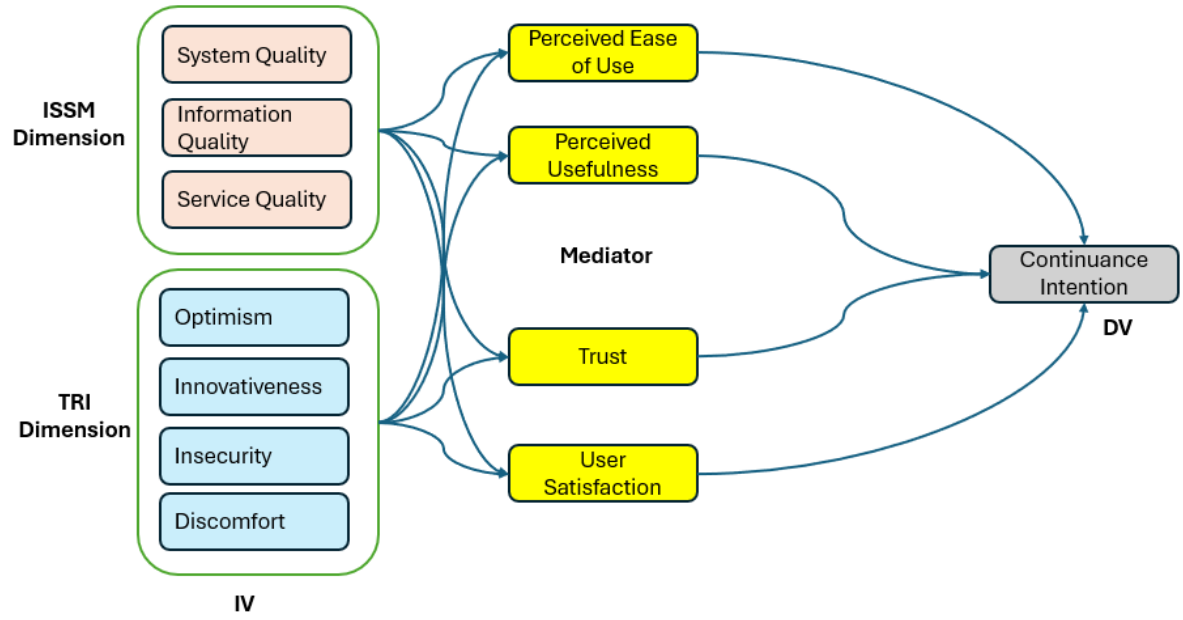

Figure 1. Integrated conceptual framework linking ISSM, TRI, TAM, trust, user satisfaction, and continuance intention in UAE e-government services

3. Modelling Analysis

This study employed Partial Least Squares Structural Equation Modelling (PLS-SEM) to examine the relationships among Information Systems Success Model (ISSM) dimensions, Technology Readiness Index (TRI) dimensions, Technology Acceptance Model (TAM) constructs, trust, user satisfaction, and continuance intention toward UAE e-government services. PLS-SEM was considered appropriate because the study integrates multiple theoretical frameworks and includes several latent constructs and predictive relationships. In addition, PLS-SEM is suitable for exploratory and prediction-oriented research involving complex research models and reflective measurement constructs (Hair et al., 2022).

The data analysis was conducted using SmartPLS software. The modelling procedure followed the two-stage approach commonly recommended in PLS-SEM studies, involving assessment of the measurement model followed by evaluation of the structural model (Hair et al., 2022). The measurement model assessment examined indicator reliability, internal consistency reliability, convergent validity, and discriminant validity. Subsequently, the structural model assessment evaluated collinearity, path coefficients, coefficient of determination (R^2), predictive relevance (Q^2), effect sizes (f^2), and hypothesis testing through bootstrapping procedures.

The conceptual model comprised 12 reflective constructs derived from TAM, ISSM, TRI, and trust literature, namely system quality, information quality, service quality, optimism, innovativeness, insecurity, discomfort, perceived ease of use, perceived usefulness, trust, user satisfaction, and continuance intention. The integration of these constructs provides a

comprehensive explanation of post-adoption behaviour in UAE e-government services by incorporating system-quality factors, cognitive acceptance beliefs, technological predispositions, and trust-related perceptions (Davis, 1989; DeLone & McLean, 2003; Parasuraman & Colby, 2015; Abdulkareem & Ramli, 2022).

3.1 Measurement Model Assessment

Prior to examining the structural relationships, the measurement model was evaluated to ensure the adequacy of the reflective constructs. Following established PLS-SEM procedures, the assessment considered indicator reliability, internal consistency reliability, convergent validity, and discriminant validity (Hair et al., 2022). The model comprised 12 reflective constructs derived from the conceptual framework: system quality, information quality, service quality, optimism, innovativeness, insecurity, discomfort, perceived ease of use, perceived usefulness, trust, user satisfaction, and continuance intention.

The measurement model was assessed using outer loadings, Cronbach's alpha, composite reliability (CR), average variance extracted (AVE), the Fornell–Larcker criterion, and the Heterotrait–Monotrait ratio (HTMT). These measures are widely recommended for evaluating the reliability and validity of reflective constructs in PLS-SEM studies (Hair et al., 2022).

3.1.1 Indicator Reliability

Indicator reliability was examined through the outer loadings of the measurement items on their respective constructs. For reflective constructs, outer loadings of 0.70 or higher are generally considered acceptable, although items with loadings above 0.60 may be retained when composite reliability is satisfactory and the items are theoretically meaningful (Hair et al., 2022). As shown in Table 1, most indicators exceeded the recommended threshold of 0.70, with outer loadings ranging from 0.606 to 0.850.

Table 1. Internal consistency reliability and convergent validity

Construct	Code	Loading range
System Quality	SQ	0.786–0.849
Information Quality	IQ	0.778–0.815
Service Quality	SVQ	0.782–0.817
Optimism	OPT	0.778–0.804
Innovativeness	INN	0.822–0.850
Insecurity	INS	0.721–0.755
Discomfort	DIS	0.606–0.665
Perceived Ease of Use	PEOU	0.723–0.782
Perceived Usefulness	PU	0.779–0.815
Trust	TR	0.734–0.755
User Satisfaction	SAT	0.791–0.807
Continuance Intention	CI	0.830–0.843

The highest loading was recorded for INN1 under innovativeness (0.850), followed by SQ1 under system quality (0.849) and CI2 under continuance intention (0.843). The lowest loading was observed for DIS4 under discomfort (0.606). Although the discomfort construct demonstrated comparatively weaker item loadings, all its indicators exceeded 0.60. Therefore, the items were retained due to their theoretical relevance within the technology readiness framework. Overall, the results indicate that indicator reliability was acceptable. The measurement items generally demonstrated satisfactory loading patterns, supporting their use in representing the respective latent constructs. Figure 2 illustrates the reflective measurement model, including the latent constructs, observed indicators, and corresponding outer loadings.

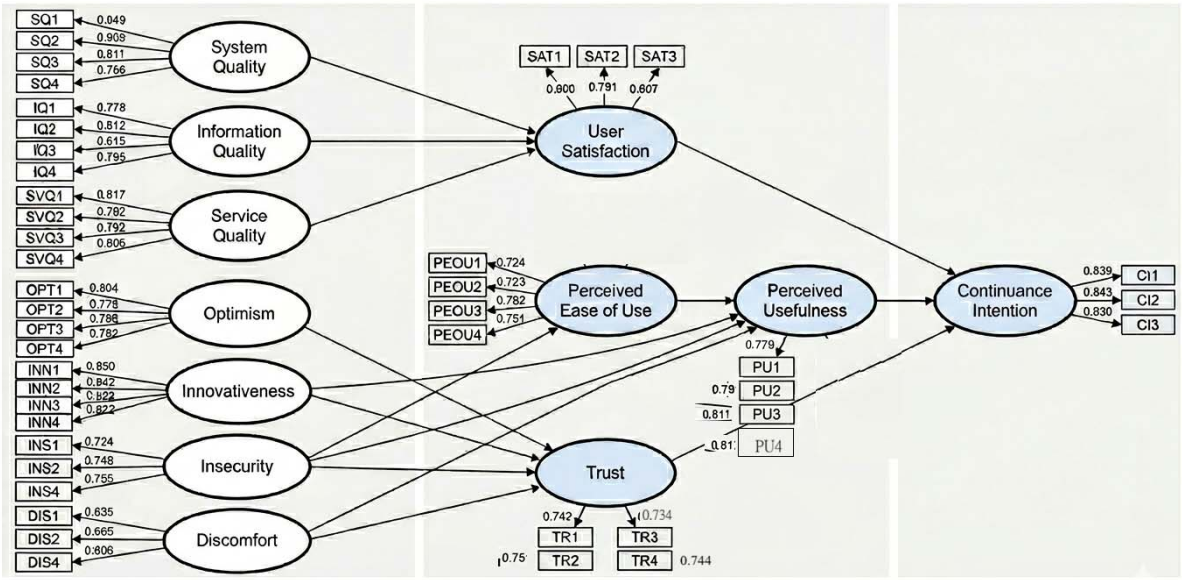

Figure 2. Measurement model assessment

Figure 2 presents the measurement model for public satisfaction and continuance intention in UAE e-government services. The model includes several latent constructs: System Quality, Information Quality, Service Quality, Optimism, Innovativeness, Insecurity, Discomfort, Perceived Ease of Use, Trust, User Satisfaction, Perceived Usefulness, and Continuance Intention. The rectangular items represent observed indicators, while the oval shapes represent latent variables. The values beside the indicators show their factor loadings.

3.1.2 Internal Consistency Reliability and Convergent Validity

Internal consistency reliability was assessed using Cronbach's alpha and composite reliability (CR). Following the recommended threshold of 0.70, the results indicated satisfactory reliability for the measurement model (Hair et al., 2022). As shown in Table 2, all constructs recorded CR values above 0.70, ranging from 0.736 to 0.903. Cronbach's alpha values were also acceptable for most constructs, ranging from 0.716 to 0.857, except for discomfort, which recorded a lower value of 0.522. However, discomfort was retained because its CR

value exceeded the recommended threshold, indicating acceptable reliability.

Convergent validity was evaluated using the average variance extracted (AVE). The results showed that 11 of the 12 constructs achieved AVE values above the recommended threshold of 0.50, confirming adequate convergent validity (Hair et al., 2022). The only exception was discomfort, with an AVE value of 0.411. Although this value was below the recommended level, the construct was retained because its CR was acceptable, its indicators had acceptable loadings, and discomfort is theoretically important within the Technology Readiness Index framework (Parasuraman & Colby, 2015). Therefore, the measurement model demonstrated acceptable internal consistency reliability and convergent validity overall, although discomfort showed comparatively weaker validity.

Table 2. Internal consistency reliability and convergent validity

Construct	Code	Cronbach's alpha	Composite reliability	AVE
System Quality	SQ	0.829	0.886	0.661
Information Quality	IQ	0.813	0.877	0.640
Service Quality	SVQ	0.811	0.876	0.639
Optimism	OPT	0.796	0.867	0.620
Innovativeness	INN	0.857	0.903	0.700
Insecurity	INS	0.719	0.826	0.543
Discomfort	DIS	0.522	0.736	0.411
Perceived Ease of Use	PEOU	0.732	0.833	0.556
Perceived Usefulness	PU	0.812	0.877	0.640
Trust	TR	0.730	0.832	0.553
User Satisfaction	SAT	0.716	0.841	0.639
Continuance Intention	CI	0.787	0.876	0.702

3.1.3 Fornell–Larcker Criterion

Discriminant validity was examined using both the Fornell–Larcker criterion and the Heterotrait–Monotrait ratio (HTMT), as recommended in PLS-SEM assessment procedures (Hair et al., 2022). The Fornell–Larcker criterion requires that the square root of each construct's average variance extracted (AVE) be greater than its correlations with all other constructs in the model (DeLone & McLean, 2003).

As presented in Table 3, the diagonal values, representing the square roots of AVE, were higher than the corresponding inter-construct correlation values in all cases. This finding indicates that each construct shared more variance with its own indicators than with other constructs within the model. Therefore, the constructs demonstrated sufficient distinctiveness from one another.

Table 3. Fornell–Larcker criterion

Construct	SQ	IQ	SVQ	OPT	INN	INS	DIS	PEOU	PU	TR	SAT	CI
SQ	**0.813**											
IQ	0.632	**0.800**										
SVQ	0.171	0.227	**0.800**									
OPT	-0.091	-0.094	0.154	**0.788**								
INN	-0.118	-0.140	0.087	0.396	**0.837**							
INS	-0.123	-0.264	-0.050	0.048	-0.151	**0.737**						
DIS	-0.142	-0.116	-0.061	0.098	0.166	0.214	**0.641**					
PEOU	0.455	0.403	0.339	0.059	-0.037	-0.127	-0.270	**0.746**				
PU	0.463	0.426	0.162	0.140	0.087	-0.282	-0.076	0.409	**0.800**			
TR	0.083	0.057	-0.094	-0.151	0.140	-0.286	-0.052	0.091	0.197	**0.744**		
SAT	0.500	0.565	0.258	-0.080	-0.038	-0.154	-0.042	0.356	0.362	0.060	**0.799**	
CI	0.305	0.399	0.106	-0.162	-0.053	-0.200	-0.099	0.277	0.491	0.148	0.324	**0.838**

Note. SQ = System Quality; IQ = Information Quality; SVQ = Service Quality; OPT = Optimism; INN = Innovativeness; INS = Insecurity; DIS = Discomfort; PEOU = Perceived Ease of Use; PU = Perceived Usefulness; TR = Trust; SAT = User Satisfaction; CI = Continuance Intention.

The results suggest that the reflective constructs adequately captured unique conceptual dimensions associated with system quality, information quality, service quality, technology readiness, technology acceptance, trust, satisfaction, and continuance intention. Consequently, the Fornell–Larcker criterion confirmed satisfactory discriminant validity for the measurement model and provided further support for the adequacy of the reflective measurement structure (Hair et al., 2022).

3.1.4 Heterotrait–Monotrait Ratio

Discriminant validity was further assessed using the Heterotrait–Monotrait ratio (HTMT), which is considered a more rigorous approach for evaluating discriminant validity in PLS-SEM studies (Hair et al., 2022). HTMT values below 0.85 indicate strong evidence of discriminant validity, whereas values below 0.90 are generally regarded as acceptable in less conservative assessments. As reported in Table 4, all HTMT values were below the conservative threshold of 0.85. The highest HTMT value was 0.771 between system quality and information quality, which remained within the acceptable range. These findings indicate that the constructs were empirically distinct and did not exhibit problematic overlap with one another.

Table 4. HTMT ratios

Construct	SQ	IQ	SVQ	OPT	INN	INS	DIS	PEOU	PU	TR	SAT	CI
SQ	—	0.771	0.209	0.114	0.139	0.151	0.186	0.582	0.585	0.104	0.629	0.381
IQ	0.771	—	0.277	0.117	0.168	0.322	0.146	0.518	0.533	0.076	0.712	0.496
SVQ	0.209	0.277	—	0.194	0.104	0.068	0.077	0.435	0.205	0.117	0.324	0.127
OPT	0.114	0.117	0.194	—	0.479	0.055	0.127	0.075	0.178	0.194	0.102	0.207
INN	0.139	0.168	0.104	0.479	—	0.197	0.230	0.048	0.116	0.189	0.050	0.069
INS	0.151	0.322	0.068	0.055	0.197	—	0.285	0.167	0.367	0.372	0.203	0.259
DIS	0.186	0.146	0.077	0.127	0.230	0.285	—	0.375	0.106	0.073	0.054	0.128
PEOU	0.582	0.518	0.435	0.075	0.048	0.167	0.375	—	0.515	0.114	0.455	0.349
PU	0.585	0.533	0.205	0.178	0.116	0.367	0.106	0.515	—	0.254	0.463	0.614
TR	0.104	0.076	0.117	0.194	0.189	0.372	0.073	0.114	0.254	—	0.076	0.190
SAT	0.629	0.712	0.324	0.102	0.050	0.203	0.054	0.455	0.463	0.076	—	0.412
CI	0.381	0.496	0.127	0.207	0.069	0.259	0.128	0.349	0.614	0.190	0.412	—

The HTMT results therefore provide additional support for the discriminant validity of the measurement model. Together with the Fornell–Larcker criterion, the findings confirm that the reflective constructs adequately measured separate theoretical dimensions associated with Information Systems Success Model (ISSM), Technology Acceptance Model (TAM), Technology Readiness Index (TRI), trust, user satisfaction, and continuance intention.

Overall, the measurement model demonstrated satisfactory indicator reliability, internal consistency reliability, convergent validity, and discriminant validity. Consequently, the model was considered appropriate for subsequent structural-model assessment and hypothesis testing (Hair et al., 2022).

3.1.5 Summary of the Measurement Model

Overall, the findings indicate that the measurement model demonstrated acceptable psychometric properties. Indicator reliability was satisfactory, with outer loadings ranging from 0.606 to 0.850. Internal consistency reliability was generally supported by Cronbach's alpha and composite reliability values, while convergent validity was established for 11 of the 12 constructs. Although the discomfort construct reported a comparatively lower AVE and Cronbach's alpha, its indicator loadings exceeded 0.60 and its composite reliability remained above the acceptable threshold. Discriminant validity was also confirmed through the Fornell–Larcker criterion and HTMT ratios. Collectively, these results suggest that the measurement model was sufficiently reliable and valid for subsequent structural model assessment.

3.2 Structural Model Assessment

After confirming the adequacy of the measurement model, the structural model was assessed to examine the hypothesised relationships among the latent constructs. Following established PLS-SEM procedures, the assessment included collinearity diagnostics, path coefficients,

coefficient of determination (R^2), effect size (f^2), predictive relevance (Q^2), model fit, and mediation analysis (Hair et al., 2022). The structural analysis was conducted using the construct composite scores derived from the final dataset of 419 valid responses.

The structural model assessment aimed to evaluate the predictive capability of the integrated framework combining the Information Systems Success Model (ISSM), Technology Acceptance Model (TAM), Technology Readiness Index (TRI), and trust in explaining user satisfaction and continuance intention toward UAE e-government services. Bootstrapping procedures were applied to assess the statistical significance of the hypothesised relationships and indirect effects.

3.2.1 Collinearity Assessment

Before evaluating the structural relationships, collinearity among the predictor constructs was assessed using the variance inflation factor (VIF). Collinearity assessment is important in PLS-SEM because high multicollinearity among predictor constructs may distort path coefficients and reduce the reliability of structural-model estimates (Hair et al., 2022). As presented in Table 5, all VIF values were below the recommended threshold of 3.3, ranging from 1.040 to 1.708. These findings indicate that multicollinearity was not a concern within the structural model and that the predictor constructs did not exhibit problematic overlap.

Table 5. Collinearity assessment using variance inflation factor

Endogenous construct	Predictor	VIF
User Satisfaction	System Quality	1.669
	Information Quality	1.708
	Service Quality	1.056
Perceived Ease of Use	Optimism	1.203
	Innovativeness	1.269
	Insecurity	1.091
	Discomfort	1.082
Perceived Usefulness	Optimism	1.216
	Innovativeness	1.272
	Insecurity	1.100
	Discomfort	1.153
	Perceived Ease of Use	1.097
Trust	Optimism	1.203
	Innovativeness	1.269
	Insecurity	1.091
	Discomfort	1.082
Continuance Intention	Perceived Usefulness	1.193
	Trust	1.040
	User Satisfaction	1.151

The relatively low VIF values suggest that the independent constructs contributed distinct explanatory information to the model. Consequently, the structural path estimates could be interpreted reliably, and the model was considered appropriate for subsequent hypothesis testing and evaluation of structural relationships (Hair et al., 2022).

3.2.2 Path Coefficients and Hypothesis Testing

The hypothesised relationships were assessed using standardised path coefficients (β), t-values, and p-values obtained through the bootstrapping procedure in SmartPLS. Bootstrapping is commonly recommended in PLS-SEM because it enables robust estimation of the statistical significance of structural relationships (Hair et al., 2022). As shown in Table 6, all three Information Systems Success Model (ISSM) dimensions had significant positive effects on user satisfaction. Information quality demonstrated the strongest positive effect on user satisfaction ($\beta = 0.389$, $p < .001$), followed by system quality ($\beta = 0.232$, $p < .001$) and service quality ($\beta = 0.130$, $p = .001$). These findings indicate that users are more satisfied with UAE e-government services when systems provide accurate, reliable, and timely information together with efficient technical performance and responsive support services. The results are consistent with previous ISSM studies emphasising the importance of information quality and system quality in shaping user satisfaction within digital-service environments (DeLone & McLean, 2003; Alkraiji, 2021).

Table 6. Path coefficients and hypothesis testing

Hypothesis	Path	β	t	p	Decision
H1a	System Quality → User Satisfaction	0.232	4.602	< .001	Supported
H1b	Information Quality → User Satisfaction	0.389	7.643	< .001	Supported
H1c	Service Quality → User Satisfaction	0.130	3.250	.001	Supported
H2a	Innovativeness → Perceived Ease of Use	-0.051	0.973	.331	Not supported
H2b	Optimism → Perceived Ease of Use	0.109	2.109	.036	Supported
H2c	Insecurity → Perceived Ease of Use	-0.091	1.866	.063	Not supported
H2d	Discomfort → Perceived Ease of Use	-0.254	5.205	< .001	Supported
H3a	Innovativeness → Perceived Usefulness	0.004	0.089	.929	Not supported
H3b	Optimism → Perceived Usefulness	0.121	2.568	.011	Supported
H3c	Insecurity → Perceived Usefulness	-0.250	5.566	< .001	Supported
H3d	Discomfort → Perceived Usefulness	0.064	1.400	.162	Not supported
H4	Technology Readiness → Trust	0.124	2.561	.011	Supported
H5	Perceived Ease of Use → Perceived Usefulness	0.388	8.634	< .001	Supported
H6	Perceived Usefulness → Continuance Intention	0.419	9.136	< .001	Supported
H7	Trust → Continuance Intention	0.056	1.301	.194	Not supported
H8	User Satisfaction → Continuance Intention	0.169	3.759	< .001	Supported

Among the Technology Readiness Index (TRI) dimensions, optimism had significant positive effects on perceived ease of use (β = 0.109, p = .036) and perceived usefulness (β = 0.121, p = .011). This finding suggests that users with positive attitudes toward technology are more likely to perceive UAE e-government systems as useful and easy to use. In contrast, discomfort had a significant negative effect on perceived ease of use (β = -0.254, p < .001), indicating that feelings of technological uncertainty or lack of control reduce users' perceptions of system usability. Similarly, insecurity had a significant negative effect on perceived usefulness (β = -0.250, p < .001), suggesting that concerns regarding privacy, security, and reliability negatively influence perceptions of the usefulness of e-government services (Parasuraman & Colby, 2015).

However, innovativeness did not significantly influence perceived ease of use (β = -0.051, p = .331) or perceived usefulness (β = 0.004, p = .929). These results imply that users' tendency to experiment with new technologies does not necessarily translate into more favourable evaluations of UAE e-government services. Furthermore, discomfort did not significantly affect perceived usefulness (β = 0.064, p = .162), while insecurity did not significantly influence perceived ease of use (β = -0.091, p = .063). Therefore, hypotheses H2a, H2c, H3a, and H3d were not supported.

The relationship between perceived ease of use and perceived usefulness was positive and significant (β = 0.388, p < .001), supporting the core proposition of the Technology Acceptance Model (Davis, 1989). This finding indicates that users who perceive e-government services as easier to use are more likely to perceive them as useful for completing public-service transactions and administrative tasks.

Technology readiness also demonstrated a significant positive effect on trust (β = 0.124, p = .011), supporting H4. This result suggests that individuals with stronger technological readiness are more likely to trust UAE e-government platforms and digital-service systems.

At the outcome level, perceived usefulness had a strong positive effect on continuance intention (β = 0.419, p < .001), making it the strongest predictor of continuance intention in the model. User satisfaction also significantly influenced continuance intention (β = 0.169, p < .001). These findings indicate that users are more likely to continue using UAE e-government services when they perceive them as useful and when they are satisfied with their service experiences. The results are consistent with prior e-government and TAM studies highlighting the importance of perceived usefulness and satisfaction in explaining post-adoption behaviour and continuance intention (Adeel et al., 2023; Al-Kaabi, 2023).

By contrast, trust did not demonstrate a significant direct effect on continuance intention (β = 0.056, p = .194). Although trust remains theoretically important in digital-government environments, the result suggests that trust alone may not directly determine continuance behaviour once usefulness and satisfaction are considered simultaneously. This finding may indicate that trust influences continuance intention indirectly through users' evaluations of usefulness and satisfaction rather than functioning as a direct predictor.

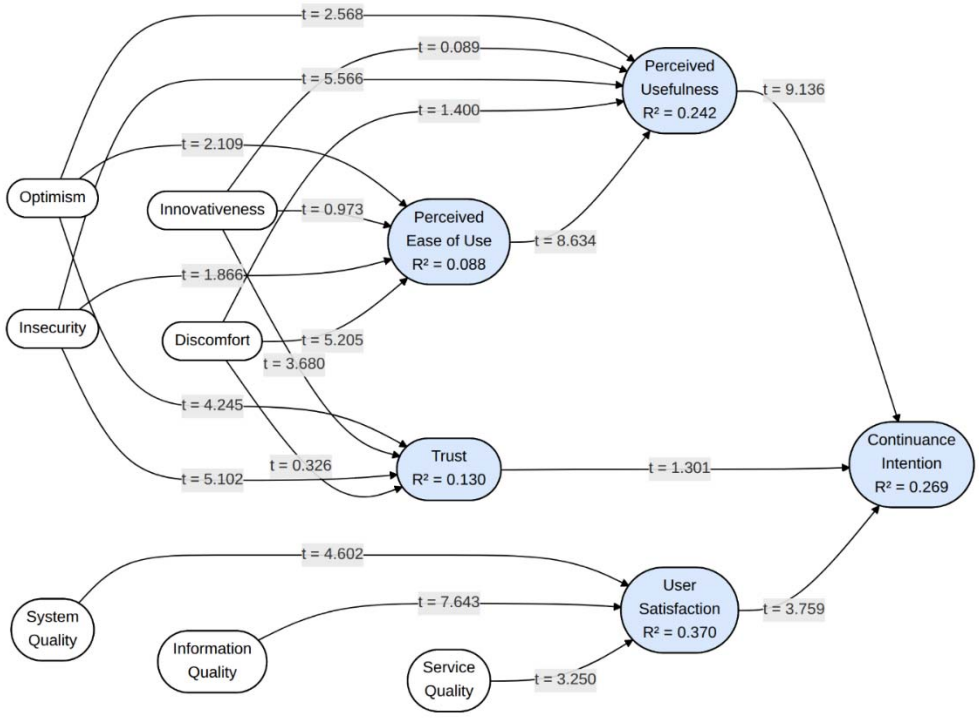

Figure 3. The structured model of the study

Overall, the structural model findings provide substantial support for the integrated framework combining ISSM, TAM, TRI, and trust as illustrated in Figure 3. The results demonstrate that continuance intention toward UAE e-government services is shaped by a combination of system-quality factors, technological readiness, cognitive acceptance beliefs, and user satisfaction (Hair et al., 2022).

3.2.3 Coefficient of Determination

The coefficient of determination was examined to assess the explanatory power of the model for each endogenous construct. The results are shown in Table 7. The model explained 37.0% of the variance in user satisfaction, representing the highest explanatory power among the endogenous constructs. It also explained 26.9% of the variance in continuance intention and 24.2% of the variance in perceived usefulness. The R^2 values for perceived ease of use and trust were lower, indicating that additional factors may be needed to improve the explanatory power of these constructs.

Table 7. Coefficient of determination of endogenous constructs

Endogenous construct	R^2	Interpretation
User Satisfaction	0.370	Weak to moderate
Perceived Ease of Use	0.088	Weak
Perceived Usefulness	0.242	Weak
Trust	0.130	Weak
Continuance Intention	0.269	Weak

3.2.4 Effect Size

Effect size was assessed using f^2 values to determine the contribution of each predictor to the R^2 value of its corresponding endogenous construct. As presented in Table 8, perceived ease of use had a medium effect on perceived usefulness, while perceived usefulness had a medium effect on continuance intention. Information quality showed the largest effect on user satisfaction, although the effect was within the small-to-medium range. Most other predictors demonstrated small, negligible, or below-small effects.

Table 8. Effect size of structural paths

Endogenous construct	Predictor	f^2	Interpretation
User Satisfaction	System Quality	0.051	Small
	Information Quality	0.141	Small to medium
	Service Quality	0.025	Small
Perceived Ease of Use	Optimism	0.011	Below small
	Innovativeness	0.002	Negligible
	Insecurity	0.008	Negligible
	Discomfort	0.065	Small
Perceived Usefulness	Optimism	0.016	Below small
	Innovativeness	0.000	Negligible
	Insecurity	0.075	Small
	Discomfort	0.005	Negligible
	Perceived Ease of Use	0.180	Medium
Trust	Optimism	0.044	Small
	Innovativeness	0.033	Small
	Insecurity	0.063	Small
	Discomfort	0.000	Negligible
Continuance Intention	Perceived Usefulness	0.201	Medium
	Trust	0.004	Negligible
	User Satisfaction	0.034	Small

3.2.5 Predictive Relevance

Predictive relevance was assessed using Q^2 values. As reported in Table 9, all endogenous constructs produced Q^2 values greater than zero. This indicates that the structural model had predictive relevance for user satisfaction, perceived ease of use, perceived usefulness, trust, and continuance intention.

Table 9. Predictive relevance of endogenous constructs

Endogenous construct	Q^2	Interpretation
User Satisfaction	0.359	Predictive relevance established
Perceived Ease of Use	0.057	Predictive relevance established
Perceived Usefulness	0.210	Predictive relevance established
Trust	0.107	Predictive relevance established
Continuance Intention	0.258	Predictive relevance established

3.2.6 Mediation Analysis

Mediation analysis was conducted to examine the indirect effects specified in the conceptual model. The results for the mediation effect of technology readiness on continuance intention are presented in Table 10. The indirect effect was positive and significant, indicating that technology readiness influenced continuance intention through perceived ease of use, perceived usefulness, and trust.

Table 10. Mediation of technology readiness on continuance intention

Hypothesis	Indirect path	Indirect effect	t	p	Decision	Interpretation
H9	Technology Readiness → Perceived Ease of Use / Perceived Usefulness / Trust → Continuance Intention	0.107	5.283	< .001	Supported	Indirect-only mediation

The mediation results for the IS success dimensions are presented in Table 11. System quality, information quality, and service quality each had significant indirect effects on continuance intention through user satisfaction. Among these predictors, information quality produced the strongest indirect effect, suggesting that the quality of information provided through UAE e-government services plays an important role in enhancing satisfaction and, consequently, continuance intention.

Table 11. Mediation of IS success dimensions on continuance intention via user satisfaction

Hypothesis	Indirect path	Indirect effect	t	p	Decision	Interpretation
H10a	System Quality → User Satisfaction → Continuance Intention	0.039	2.951	.003	Supported	Indirect-only mediation
H10b	Information Quality → User Satisfaction → Continuance Intention	0.066	3.117	.002	Supported	Indirect-only mediation
H10c	Service Quality → User Satisfaction → Continuance Intention	0.022	2.549	.011	Supported	Indirect-only mediation

3.2.7 Summary of Hypothesis Testing

A summary of the hypothesis testing results is provided in Table 12. Overall, the findings indicate that the model received substantial empirical support. The strongest supported relationships involved information quality, perceived ease of use, perceived usefulness, and user satisfaction. In contrast, several technology readiness paths were not significant, and trust did not directly influence continuance intention. These findings suggest that users' continued use of UAE e-government services is driven primarily by perceived usefulness and satisfaction rather than by trust alone.

Table 12. Summary of hypothesis testing

Hypothesis	Result	Decision
H1a: System Quality → User Satisfaction	Significant positive effect	Supported
H1b: Information Quality → User Satisfaction	Significant positive effect	Supported
H1c: Service Quality → User Satisfaction	Significant positive effect	Supported
H2a: Innovativeness → Perceived Ease of Use	Negative, not significant	Not supported
H2b: Optimism → Perceived Ease of Use	Significant positive effect	Supported
H2c: Insecurity → Perceived Ease of Use	Negative, not significant at .05	Not supported
H2d: Discomfort → Perceived Ease of Use	Significant negative effect	Supported
H3a: Innovativeness → Perceived Usefulness	Positive, not significant	Not supported
H3b: Optimism → Perceived Usefulness	Significant positive effect	Supported
H3c: Insecurity → Perceived Usefulness	Significant negative effect	Supported
H3d: Discomfort → Perceived Usefulness	Positive, not significant	Not supported
H4: Technology Readiness → Trust	Significant positive effect	Supported
H5: Perceived Ease of Use → Perceived Usefulness	Significant positive effect	Supported
H6: Perceived Usefulness → Continuance Intention	Significant positive effect	Supported
H7: Trust → Continuance Intention	Positive, not significant	Not supported
H8: User Satisfaction → Continuance Intention	Significant positive effect	Supported
H9: Technology Readiness → Continuance Intention through PEOU, PU, and Trust	Significant indirect effect	Supported
H10: IS Success dimensions → Continuance Intention through User Satisfaction	Significant indirect effects	Supported

4. Discussion of the Findings

This study examined public satisfaction and continuance intention toward UAE e-government services using an integrated framework combining ISSM, TAM, TRI, and trust. Overall, the findings support the view that continuance intention is shaped by multiple factors, including system quality, information quality, service quality, technology readiness, perceived usefulness, perceived ease of use, trust, and satisfaction. This confirms that users' post-use behaviour in digital government services cannot be fully explained by a single theoretical model (Bhattacherjee, 2001; Davis, 1989; DeLone & McLean, 2003).

The results showed that system quality, information quality, and service quality had significant positive effects on user satisfaction. Among these, information quality was the strongest predictor. This suggests that users of UAE e-government services place particular importance on accurate, complete, relevant, and timely information. Since many e-government services involve important transactions such as identity verification, payments, appointments, and official document submission, high-quality information is essential for building positive user experiences. This finding supports the Information Systems Success Model and is consistent with previous e-government studies that identify information quality as a key driver of satisfaction (DeLone & McLean, 2003; Kala et al., 2024).

System quality and service quality also contributed significantly to user satisfaction, indicating that users value reliable platforms, accessible interfaces, and responsive support. In the UAE context, where digital government services are widely promoted and increasingly integrated, technical stability and service responsiveness are important for maintaining positive perceptions of e-government platforms. These findings align with prior research showing that effective digital service delivery depends on both technological performance and service support (Al Sayegh et al., 2023; Government of the United Arab Emirates, 2024).

The findings related to technology readiness provide further insight into users' acceptance of UAE e-government services. Optimism had a significant positive effect on perceived ease of use and perceived usefulness, indicating that users with positive views of technology were more likely to evaluate e-government platforms favourably. This supports TRI literature, which identifies optimism as an important driver of technology acceptance (Parasuraman & Colby, 2015). In contrast, insecurity negatively affected perceived usefulness, while discomfort negatively affected perceived ease of use. These results suggest that users who feel uncertain, insecure, or uncomfortable with technology may be less likely to perceive e-government services as useful or easy to use. This highlights the importance of cybersecurity assurance, transparent communication, user guidance, and simplified platform design (Carter & Bélanger, 2005; Pavlou, 2003).

Interestingly, innovativeness did not significantly influence perceived ease of use or perceived usefulness. This may indicate that, in the UAE context, e-government services are no longer viewed as novel technologies used mainly by early adopters. Instead, they have become mainstream public services. As a result, continuance intention may depend more on practical usefulness, service quality, and satisfaction than on users' personal tendency to experiment with new technologies.

Consistent with TAM, perceived ease of use significantly influenced perceived usefulness. This confirms that users are more likely to recognise the value of UAE e-government platforms when they find them simple, clear, and easy to operate (Davis, 1989). At the outcome level, perceived usefulness and user satisfaction significantly influenced continuance intention. Perceived usefulness was the strongest direct predictor, suggesting that users are more likely to continue using e-government services when they believe these platforms improve efficiency, convenience, and task completion. User satisfaction also played an important role, confirming that positive post-use experiences encourage continued engagement with digital government platforms (Bhattacherjee, 2001; Li & Shang, 2020; Luo et al., 2024).

Trust did not have a significant direct effect on continuance intention. This finding differs from studies that identify trust as a strong predictor of digital service use (Carter & Bélanger, 2005; Pavlou, 2003). One possible explanation is that trust in UAE government digital platforms may already be relatively established, making usefulness and satisfaction more influential in explaining continued use. However, trust remains important because privacy, security, and reliability concerns can still shape users' confidence and perceptions of digital public services (Luo et al., 2024).

Overall, the findings support the integration of ISSM, TAM, TRI, and trust in explaining continuance intention toward UAE e-government services. The study shows that continued use is influenced by interconnected system-related, user-related, and cognitive factors. This integrated framework provides a more comprehensive explanation of post-use behaviour than any single model alone and contributes to the literature on digital government continuance in the UAE context.

5. Conclusion

This study examined public satisfaction and continuance intention toward UAE e-government services by integrating the Information Systems Success Model, the Technology Acceptance Model, the Technology Readiness Index, and trust into a unified framework. The findings showed that continuance intention was shaped by a combination of system-related factors, technology acceptance beliefs, user readiness, trust, and satisfaction.

The results confirmed that system quality, information quality, and service quality significantly influenced user satisfaction, with information quality emerging as the strongest predictor. This indicates that accurate, reliable, relevant, and timely information is essential for improving users' satisfaction with UAE e-government platforms. The findings also supported the Technology Acceptance Model, as perceived ease of use significantly influenced perceived usefulness, while perceived usefulness significantly influenced continuance intention. This suggests that users are more likely to continue using e-government services when they perceive them as easy to use, useful, efficient, and beneficial for completing government-related tasks.

The study also showed that technology readiness played an important role in shaping users' perceptions of e-government services. Optimism positively influenced perceived ease of use and perceived usefulness, while insecurity and discomfort negatively affected users' evaluations of digital government platforms. These findings highlight the need to improve users' digital confidence and reduce technology-related concerns. However, innovativeness did not significantly affect perceived ease of use or perceived usefulness, suggesting that in the UAE e-government context, practical functionality and service experience may be more important than users' personal tendency to try new technologies.

Although trust did not have a significant direct effect on continuance intention, it remains an important element of the digital government environment. In a mature digital-government context such as the UAE, trust may operate more as a basic expectation than as a direct driver of continued use. Therefore, usefulness and satisfaction appeared to be stronger predictors of continuance intention.

The study contributes theoretically by demonstrating the value of integrating ISSM, TAM, TRI, and trust to explain e-government continuance intention. It also provides practical insights for UAE government entities. To encourage continued use, digital service providers should improve information quality, system reliability, usability, service responsiveness, cybersecurity assurance, and user support. These improvements can enhance user satisfaction and strengthen long-term engagement with e-government services.

This study has some limitations. It used a cross-sectional design, which limits the ability to examine changes in user behaviour over time. Future studies could adopt longitudinal designs, include moderating variables such as age, digital literacy, or nationality, and compare different types of e-government services. Future research could also examine the role of emerging technologies such as artificial intelligence, blockchain, and smart government systems in shaping satisfaction and continuance intention.

In conclusion, the continued use of UAE e-government services depends not only on digital infrastructure, but also on users' perceptions, satisfaction, readiness, and service experience. By improving service quality and designing more user-centred digital platforms, UAE government entities can strengthen public satisfaction and support the long-term success of digital government transformation..

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