Paper's title:

Trusting eGovernment services in developing countries? Privacy concerns and awareness in Rwanda.

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Abstract:

eGovernment is a strong focus in many developing countries. While technically services can benefit from solutions developed elsewhere, organizational development and user trust and acceptance are always local. In LDCs this issue becomes more dramatic as services are transformed quickly from traditional manual procedures to automated ones copying models from most developed countries. One of the most critical trust issues is privacy protection; it is important that e-government services are developed in balance with citizens' privacy view.

In order to understand how to design trusted services in an LDC this study investigates information privacy concerns and awareness of information privacy protection practices in the context of e-government services in Rwanda by means of a survey (n=76).

The study findings show 2/3 of the respondents were concerned about privacy and unaware of existing information privacy protection practices; women more so than men, older more than younger, and private employees more than government staff.