



## Evaluating the Design of Local Government E-Government Systems – A Human Centred Design Approach

**Klaus vonBackustein & Richard Boateng PhD**

University of Ghana Business School

University of Ghana

Legon, Accra, Ghana

E-mail: kvonbackustein@st.ug.edu.gh, richboateng@st.ug.edu.gh

### ABSTRACT

Electronic government information systems seek to facilitate easier provision of government services to the citizenry. This goal suggests the need for such systems to be designed in a manner that would foster usability and meet user expectations. Unfortunately, existing research about has overlooked ignored using relevant theoretical approaches to evaluate e-government systems to understand the extent to which they meet user expectations. Further, e-government research is focused on central government-based systems, with little attention given to local government efforts at delivering services via electronic channels. This study seeks to bridge these identified gaps by evaluating an existing e-government systems implemented at the local government level. This purpose uses the human centred design approach to evaluate the extent to which local government systems incorporate system design principles like supporting autonomy, promoting creation and representation of self-identify amongst others. This study's contribution would be its pioneering attempt to explain how developing country local e-government systems incorporate system design principles.

**Key words:** *e-government, design, human-centred design, developing countries.*

---

### **iSTEAMS Cross-Border Conference Proceedings Paper Citation Format**

Klaus vonBackustein & Richard Boateng (2018): Evaluating the Design of Local Government E-Government Systems – A Human Centred Design Approach. Proceedings of the 13th iSTEAMS Multidisciplinary Conference, University of Ghana, Legon, Accra, Ghana. Vol. 2, Pp 146

---