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Using an extended UTAUT Model to investigate the adoption of 'Distant Office' services in Chlef Province, Algeria

Abad Benkaddour
Department of Commerce, Hassiba Benbouali University (Algeria)
Corresponding author email: a.benkaddour@univ-chlef.dz
ORCID: https://orcid.org/0000-0001-9301-1806

Hamid Kara Achira
Department of Commerce, Hassiba Benbouali University (Algeria)
Email: h.karaachira@univ-chlef.dz

***Abstract*---**This study investigates the determinants of citizens' adoption of "Distant Office" (Guichet Distant) services in Chlef Province, Algeria, by extending the Unified Theory of Acceptance and Use of Technology (UTAUT model) with trust in e-government as an additional explanatory variable. Data were collected through a face-to-face survey of 213 respondents and analyzed using structural equation modeling (SEM). The results show that performance expectancy, effort expectancy, facilitating conditions, and trust significantly and positively influence behavioural intention. Facilitating conditions and behavioural intention also significantly predict actual use behaviour. Social influence was found to positively affect performance expectancy, indicating its indirect role in shaping perceived usefulness. In contrast to prior studies, social influence exhibited a significant negative effect on behavioural intention. The findings further confirm that gender, age, and experience moderate several relationships within the model, highlighting heterogeneity among users. Overall, the study emphasizes the importance of trust and interaction effects in explaining e-government adoption in developing country contexts and contributes to extending UTAUT by improving its explanatory relevance for digital public service adoption.

Keywords---UTAUT, Distant office services, Algerian's e-government, trust.
Jel Classification: G18, M15, D12.

***Corresponding author**: Benkaddour, A., Email: a.benkaddour@univ-chlef.dz*
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I. Introduction

Governments worldwide are increasingly leveraging information and communication technologies (ICTs) to transform the delivery of public services. This transformation, commonly conceptualized as e-government, refers to the use of digital technologies by public administrations to provide services and information to citizens and businesses in an efficient, accessible, and timely manner (Fang, 2002; Verkijika & De Wet, 2018). Beyond service delivery, e-government is also expected to enhance transparency, administrative efficiency, and citizen engagement in public governance.

In Algeria, significant efforts have been made since the early 2000s to develop e-government infrastructure, including investments in broadband networks, digital platforms, and administrative information systems. A major milestone was the e-Algeria 2013 initiative, which aimed to modernize public administration through digitization, interoperability of databases, and expansion of ICT infrastructure. More recently, the Government Portal of Public Services (GPPS), launched in December 2022, consolidated access to more than 450 administrative services across 25 ministerial departments (Bawabatic, 2023). However, despite this apparent progress, only a limited share of services is fully transactional online, while most still require physical interaction for completion (Sakhri, 2023), indicating a persistent implementation gap.

This gap is further reflected in international benchmarks. Despite substantial ICT investments estimated at 22 billion USD between 2015 and 2019, Algeria ranked 112th in the United Nations E-Government Development Index and 148th in the e-participation index in 2022 (United Nations, 2022). These indicators suggest that the challenge is no longer limited to technological availability but extends to effective adoption and meaningful citizen engagement with digital government services.

Within this context, the “Distant Office” (Guichet Distant) platform, launched in 2021 by the Ministry of Interior, Local Collectivities and Territory Planning, represents a key initiative in Algeria’s digital government strategy. The platform enables citizens to submit administrative requests related to socio-economic documents and procedures, thereby aiming to reduce administrative burden and physical interaction with public offices (MILCTP, 2021). Despite its potential, its actual adoption remains insufficient, particularly at the local level, such as in Chlef province.

Against this backdrop, the purpose of this study is to examine the determinants of citizens’ intention to adopt and use the Distant Office e-government services in Chlef province, Algeria. The study is motivated by the persistent gap between the availability of e-government services and their actual utilization, which remains a major barrier to achieving the expected benefits of digital government reforms. Understanding the factors that shape user acceptance is therefore critical for improving the effectiveness of e-government initiatives in developing country contexts.

To address this issue, the study extends the Unified Theory of Acceptance and Use of Technology (UTAUT) model (Venkatesh et al., 2003), which is widely recognized for its strong explanatory power in technology adoption research. While the model has been extensively validated, prior research suggests the need for contextual adaptation when applied to e-government settings. Accordingly, this study incorporates e-government trust as an additional construct and examines previously underexplored relationships among core UTAUT variables.

Methodologically, the study adopts a quantitative approach based on survey data collected from citizens in Chlef province. Structural equation modeling (SEM) is used to test the proposed hypotheses and assess the effects of performance expectancy, effort expectancy, facilitating conditions, social influence, and trust on behavioral intention to use the platform.

This study contributes to the e-government literature in three ways. First, it provides empirical evidence from a developing-country context where adoption barriers remain underexplored. Second, it extends the UTAUT framework by integrating trust as a key explanatory factor in e-government adoption. Third, it examines additional structural relationships within the UTAUT model that have received limited empirical attention, thereby offering refined theoretical insights into citizen acceptance of digital government services.

II. Literature Review

A substantial body of research has examined the determinants of e-government adoption in developing countries, with most studies building on established technology acceptance frameworks such as TAM, UTAUT, and their extensions (Al-Awadhi & Morris, 2008; Al-Shafi et al., 2009; Rodrigues et al., 2016; Al Mansoori et al., 2018; Rai et al., 2020). Overall, these studies consistently demonstrate that e-government adoption is shaped by a combination of technological perceptions, contextual conditions, and socio-cultural factors.

A recurring finding across the literature is the strong explanatory power of performance expectancy and effort expectancy. For instance, Al-Awadhi and Morris (2008) and Al-Imarah et al. (2013) reported that these constructs significantly influence citizens' behavioral intentions to adopt e-government services in educational contexts, indicating that perceived usefulness and ease of use remain central determinants of acceptance.

Similarly, empirical evidence from Saudi Arabia confirms the relevance of UTAUT constructs in explaining adoption behavior. Alshehri et al. (2013), through qualitative field interviews conducted in diverse public spaces, found that performance expectancy, effort expectancy, and facilitating conditions significantly influence adoption intentions. However, social influence was not found to be significant in their study, suggesting that its effect may vary depending on contextual and demographic characteristics. The same study also highlighted the moderating role of internet experience, emphasizing the importance of users' digital literacy in shaping adoption outcomes.

Contextual and cultural factors have also been shown to play a critical role in shaping e-government acceptance. In Jordan, Rabaa'i (2017) extended UTAUT by incorporating Hofstede's cultural dimensions and demonstrated that culture significantly moderates adoption relationships. In particular, social influence was found to be stronger in high power-distance and collectivist cultural settings, highlighting the importance of socio-cultural context in shaping technology acceptance mechanisms.

Beyond UTAUT-based studies, TAM-related research further confirms the relevance of core perceptual constructs in developing countries. Lin et al. (2011), in the context of Gambia, found that TAM variables significantly influence citizens' intention to use e-government systems. However, their findings also emphasized that infrastructural constraints, particularly weak ICT infrastructure, can limit the practical benefits of e-government adoption, even when individual intentions are favorable.

Trust and security concerns have also emerged as critical determinants of e-government adoption. Rodrigues et al. (2016), in their study of the United Arab Emirates, demonstrated that trust and perceived security are central to user satisfaction and intention to use e-government services. Their findings suggest that concerns about data protection and privacy significantly shape citizens' willingness to engage with digital government platforms.

In North African contexts, similar patterns have been observed. Chaouali et al. (2016), using a modified UTAUT model in Tunisia, found that trust and its antecedents significantly explain citizens' intentions to adopt e-filing systems, accounting for a high proportion of variance in behavioral intention. Nasri (2019), also in Tunisia, extended the TAM framework by incorporating social influence, awareness, and internet quality, and reported that effort expectancy and social influence significantly affect perceived usefulness and adoption intentions.

In a broader Sub-Saharan African context, Verkijika and De Wet (2018), using a modified UMEGA model, found that performance expectancy, social influence, perceived risk, and computer self-efficacy significantly influence attitudes toward e-government adoption. Their study also highlighted the importance of trust in government and internet systems as direct predictors of behavioral intention, reinforcing the multidimensional nature of adoption behavior in developing regions.

At the institutional level, Rai et al. (2020), focusing on government-to-government (G2G) systems in Nepal, emphasized that successful implementation of e-government requires not only user acceptance but also organizational commitment, leadership support, and awareness among senior public officials within a transparent governance framework.

Taken together, these studies suggest that while classical technology acceptance constructs such as performance expectancy and effort expectancy remains consistently important, e-government adoption in developing countries is better explained through extended models that incorporate trust, risk, infrastructure quality, cultural context, and institutional factors. This body of literature

underscores the need for context-specific adaptations of adoption models to adequately capture the complexity of e-government usage in emerging economies.

III. Research Model and Hypotheses Development

This study adopts the Unified Theory of Acceptance and Use of Technology (UTAUT) proposed by Venkatesh et al. (2003) as the theoretical foundation, with several context-specific modifications. In line with prior e-government research, the model is extended by incorporating **trust in e-government services** as an additional determinant of behavioral intention. Furthermore, the study explores selected interaction effects among the original UTAUT constructs in order to capture more nuanced relationships in the context of e-government adoption in Algeria.

III.1. Performance Expectancy:

Performance expectancy refers to the degree to which individuals believe that using a technology will provide benefits in performing specific activities (Venkatesh et al., 2003; Venkatesh et al., 2012). In the context of this study, it reflects citizens' perceptions that using the Distant Office (Guichet Distant) system will improve the efficiency and effectiveness of completing administrative procedures (Verkijika & De Wet, 2018). This construct integrates elements such as perceived usefulness, relative advantage, and outcome expectations.

Extant literature consistently identifies performance expectancy as a key predictor of technology adoption (Venkatesh et al., 2003; Rabaa'i, 2017). However, empirical findings are not entirely consistent, as some studies report non-significant effects in specific contexts (e.g., Krishnaraju et al., 2018). Despite such inconsistencies, this study posits that citizens who perceive higher benefits from using e-government services are more likely to form favorable behavioral intentions.

H1: Performance expectancy has a positive effect on behavioral intention to use Distant Office services.

III.2. Effort Expectancy

Effort expectancy refers to the degree of ease associated with the use of a technology (Venkatesh et al., 2012). In this study, it reflects the perceived ease of learning and using the Distant Office platform (Rabaa'i, 2017). When citizens perceive the system as easy to use, they are more likely to adopt it.

Previous studies generally confirm a positive relationship between effort expectancy and behavioral intention in e-government contexts (Wang & Shih, 2009; Alshehri et al., 2013; Alalwan et al., 2017). However, some studies report insignificant effects (Herrero et al., 2017; Verkijika & De Wet, 2018), suggesting contextual variability.

H2: Effort expectancy has a positive effect on behavioral intention to use Distant Office services.

III.3. Facilitating Conditions

Facilitating conditions refer to the extent to which individuals perceive that organizational and technical resources exist to support system use (Venkatesh et al., 2003; Rodrigues et al., 2016). In this study, it reflects the availability of

infrastructure, support, and resources enabling citizens to use the Distant Office system.

Prior research indicates that facilitating conditions influence both behavioral intention and actual usage behavior, although findings are sometimes mixed across contexts (Dwivedi et al., 2017; Verkijika & De Wet, 2018; Sichone et al., 2017).
Accordingly, the following hypotheses are proposed:
H3a: Facilitating conditions positively affect effort expectancy.
H3b: Facilitating conditions positively affect behavioral intention to use Distant Office services.
H3c: Facilitating conditions positively affect use behavior of Distant Office services.

III.4. Social Influence
Social influence refers to the extent to which individuals perceive that important others believe they should use a particular technology (Venkatesh et al., 2003; 2012). It reflects normative pressure from family, friends, and peers.
Although some studies confirm its relevance in shaping adoption behavior, evidence remains mixed in e-government contexts, particularly in voluntary usage settings (Alshehri et al., 2013; Chaouali et al., 2016). Nevertheless, social influence may also shape users' perceptions of system usefulness.
H4a: Social influence positively affects performance expectancy.
H4b: Social influence positively affects behavioral intention to use Distant Office services.

III.5. Trust in E-Government
Trust is conceptualized as users' belief in the reliability, integrity, and security of the e-government system and its providers (McKnight & Chervany, 2001). In e-government contexts, trust reduces perceived uncertainty and risk, thereby facilitating adoption.
Prior studies consistently highlight trust as a critical determinant of e-government acceptance (Schaupp et al., 2010; Belanche et al., 2012; Abu-Shanab, 2014). Accordingly, higher levels of trust in government digital services are expected to enhance citizens' willingness to use such platforms.
H5: Trust has a positive effect on behavioral intention to use Distant Office services.

III.6. Behavioral Intention and Use Behavior
Behavioral intention refers to individuals' conscious plans to perform a behavior in the future (Warshaw & Davis, 1985). It is widely recognized as the most immediate predictor of actual system use (Venkatesh et al., 2003; 2012). In this study, behavioral intention is expected to significantly influence actual use of the Distant Office platform.
H6: Behavioral intention has a positive effect on use behavior of Distant Office services.

III.7. Moderating Effects
Following the original UTAUT framework (Venkatesh et al., 2003), this study examines the moderating effects of **gender, age, and experience** on key

relationships in the model. The voluntary nature of e-government use in Algeria justifies the exclusion of the "voluntariness of use" moderator.

Prior empirical findings on moderating effects remain mixed, with some studies reporting significant effects (Al Mansoori, 2016), while others find limited or no moderating influence (Al Shahri et al., 2012). Accordingly, the following moderating hypotheses are proposed:

H7a: Gender moderates the effect of performance expectancy on behavioral intention.
H7b: Age moderates the effect of performance expectancy on behavioral intention.
H8a: Gender moderates the effect of effort expectancy on behavioral intention.
H8b: Age moderates the effect of effort expectancy on behavioral intention.
H8c: Experience moderates the effect of effort expectancy on behavioral intention.
H9a: Gender moderates the effect of social influence on behavioral intention.
H9b: Age moderates the effect of social influence on behavioral intention.
H9c: Experience moderates the effect of social influence on behavioral intention.
H10a: Age moderates the effect of facilitating conditions on use behavior.
H10b: Experience moderates the effect of facilitating conditions on use behavior.

The proposed research model is illustrated in Figure 1, integrating the extended UTAUT framework with trust and the specified moderating effects.

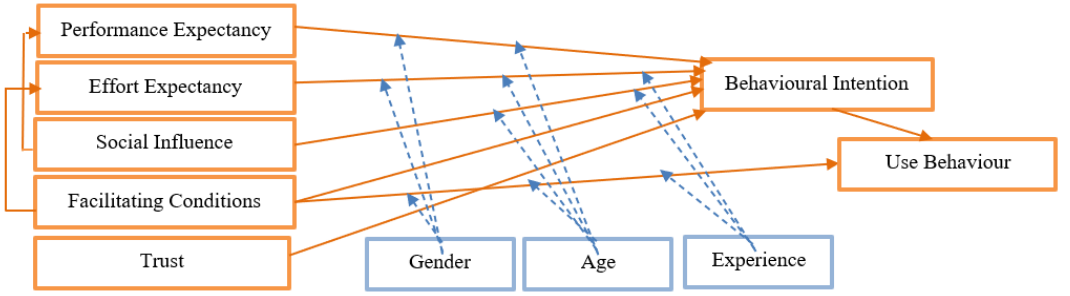

Figure (1): Modified UTAUT model for distant Office adoption showing direct and moderating relationships
Source: Adapted from Venkatesh *et al.* (2003, P. 447)

IV. Research Methodology

To validate the proposed research model, a structured survey was developed and administered to collect data from a convenience sample of citizens residing in Chlef Province, Algeria. The study focused specifically on Chlef city due to the adoption of a face-to-face survey administration approach, which was considered more suitable for reaching and engaging the target population.

The questionnaire items were drawn from established literature. Measures for performance expectancy, effort expectancy, facilitating conditions, and behavioural intention were adapted from UTAUT model, as well as studies by Dwivedi et al. (2017), Kurfali et al. (2017), and Verkijika and De Wet (2018). Items measuring trust and attitude were adapted from Dwivedi et al. (2017) and Mensah et al. (2020). Sociability-related items were adapted from Spake and

Megehee (2010) and Agyei et al. (2020). All constructs were measured using a five-point Likert scale ranging from 1 (strongly disagree) to 5 (strongly agree).

A pilot study was first conducted with 33 respondents to assess the clarity, relevance, and appropriateness of the instrument for the target population. Based on respondents' feedback, minor modifications were made, particularly in the wording of several items to improve clarity and comprehension.

In the main survey, 226 questionnaires were distributed. A total of 219 responses were collected, of which 6 were excluded due to inconsistencies and incomplete answers, resulting in 213 valid responses for the final analysis. According to Hair et al. (2018), an appropriate sample size for multivariate analysis typically ranges between 15 and 20 observations per variable. Given that the study included ten constructs, the final sample size was deemed adequate for the purposes of this research.

V. Results and Discussion:

Appendix A presents the demographic profile of the respondents. The sample was predominantly male (79.8%). Most respondents (80.3%) were younger than 41 years old. In terms of employment status, 42.3% were employed and 21.6% were self-employed. Regarding digital experience, 53% of respondents reported five years or more of internet usage experience, while only 8% had less than one year of experience. Additionally, the majority of respondents (76.1%) were aware of the existence of the distant office (Guichet distant) services.

To assess the measurement model, the analytical framework proposed by Akinnuwesi et al. (2022) was followed. Exploratory Factor Analysis (EFA) was conducted using Principal Component Analysis (PCA) with Varimax rotation in IBM SPSS 26. The Kaiser-Meyer-Olkin (KMO) measure and Bartlett's Test of Sphericity confirmed the adequacy of the sample and the suitability of the data for factor analysis (Field, 2018).

Following the analysis, two items from the performance expectancy construct were removed due to high cross-loadings across multiple latent variables. After this adjustment, all remaining factor loadings exceeded the recommended threshold of 0.60 (Ofosu-Ampong et al., 2023). The extracted components demonstrated acceptable internal consistency, with Cronbach's alpha coefficients exceeding 0.50, indicating a satisfactory level of reliability for exploratory research purposes.

Table (1): Results of exploratory factor analysis and reliability.

Items	**Factor loading**	Mean	S. D.	Cronbach's Alpha (∝)
PE1	0.825	4.29	0.769	0.530
PE2	0.625	3.76	0.997	
EE1	0.775	3.35	1.174	0.797
EE2	0.675	4.08	0.928	
EE3	0.772	3.72	1.053	
EE4	0.807	3.98	0.998	

FC1	0.839	4.00	0.888	0.734
FC2	0.843	3.76	0.832	
FC3	0.669	3.27	1.041	
SI1	0.658	4.31	0.628	0.628
SI2	0.764	4.29	0.549	
SI3	0.798	4.18	0.574	
TR1	0.784	3.43	0.976	0.760
TR2	0.790	2.95	1.100	
TR3	0.816	3.10	1.126	
BI1	0.636	4.24	0.610	0.685
BI2	0.784	4.29	0.628	
BI3	0.826	4.30	0.632	
KMO= 0.702; Bartlett's test of sphericity $[\mathcal{X}^2(153) = 1199.016; p < .0001]$				

Source: Extracts from SPSS 27 Outputs

Table (2): Path coefficients, significance Levels, and hypotheses testing results for GD adoption model

Direct effects:	**β***	**t – value**	**p – value**	**Conclusion**
PE → BI	0.080	3.638	.000	H1 supported
EE → BI	0.488	21.559	.000	H2 supported
FC → EE	0.254	3.820	.000	H3a supported
FC → BI	-0.007	-0.303	.762	H3b not supported
FC → UB	0.142	2.155	.031	H3c supported
SI → PE	0.126	1.851	.064	H4a supported
SI → BI	-0.218	-9.965	.000	H4 not supported
TR → BI	0.064	2.898	.004	H5 supported
BI → UB	0.191	2.883	.004	H6 supported
Moderating effects:				
Gender: PE → BI	0.045	2.051	.040	H7a supported
Gender: EE → BI	-0.426	-19.428	.000	H8a supported
Gender: SI → BI	0.346	15.788	.000	H9a supported
Age: PE → BI	-0.137	-6.266	.000	H7b supported
Age: EE → BI	-0.239	-10.906	.000	H8b supported
Age: SI → BI	0.354	16.136	.000	H9b supported

FC —(Age)→ UB	0.097	1.476	.140	H10a not supported
EE —(Age)→ BI	-0.234	-10.669	.000	H8c supported
SI —(Experience)→ BI	0.211	9.637	.000	H9c supported
FC —(Experience)→ UB	0.129	1.973	.049	H10b supported

*: Standardized coefficients; $R^2_{BI} = 0.898$; $R^2_{UB} = 0.090$

Source: Extracts from AMOS 24 Outputs.

Table (2) indicates that the exogenous variables included in the model jointly explain 89.8% of the variance in behavioural intention (BI) to adopt e-government services. In contrast, the overall model explains only 9% of the variance in actual use behaviour (UB) of the Guichet Distant services. This disparity in explanatory power is consistent with previous literature suggesting that technology acceptance models—originally developed and validated in developed economies—tend to exhibit reduced explanatory power when applied in developing country contexts (Al-Shafi et al., 2009; Sichone, 2017).

For exemple, Rai et al. (2020) reported that only 12% of the variance in effort expectancy was explained by facilitating conditions, while Sichone et al. (2017) found that UTAUT constructs accounted for only 18.8% of behavioural intention to adopt e-filing systems in Tanzania. Similarly, Al Mansoori et al. (2018) observed that only 6% of actual e-government use in Abu Dhabi was explained by the model. These findings reinforce the contextual sensitivity of technology adoption models, particularly in emerging economies where infrastructural, institutional, and socio-cultural constraints may weaken predictive relationships.

Structural equation modeling using AMOS 24 revealed a significant positive effect of performance expectancy (PE) on behavioural intention (BI) ($\beta = 0.080, p < .001$). This result is consistent with prior research confirming that perceived usefulness and expected benefits are key determinants of e-government adoption. For instance, Rabaa'i (2017) found that PE significantly influences Jordanian citizens' intention to adopt e-government services, while Al Mansoori et al. (2018) reported similar findings in the UAE context.

Moreover, the relationship between PE and adoption intention was found to be significantly moderated by gender ($\beta = 0.045, p < .05$) and age ($\beta = -0.137, p < .0001$). Specifically, the effect of PE on BI was stronger among males and younger respondents, suggesting that perceived utility plays a more decisive role for these groups in shaping adoption intentions toward Guichet Distant services.

The effect of effort expectancy (EE) on behavioural intention emerged as the strongest among all predictors in the model ($\beta = 0.488, p < .0001$). This finding aligns with studies such as Wang (2014) and Al-Hujran et al. (2015), which suggest that ease of use is particularly influential during the early stages of technology adoption, when users are still forming perceptions about system complexity.

In addition, gender ($\beta = -0.426, p < .0001$), age ($\beta = -0.239, p < .0001$), and experience ($\beta = -0.234, p < .0001$) were found to negatively moderate the relationship between EE and BI. This indicates that the influence of effort expectancy is stronger among males, younger users, and those with limited experience, highlighting that perceived ease of use is particularly critical at early stages of exposure to e-government services.

Trust (TR) exhibited a positive and statistically significant effect on behavioural intention ($\beta = 0.064, p < .05$), thereby supporting the corresponding hypothesis. This finding is consistent with a large body of literature emphasizing the importance of trust in e-government adoption (Wu et al., 2011; Chaouali et al., 2016; Alharbi, 2016; Hooda et al., 2022). Trust has also been identified as a central determinant in other digital contexts (Pavlou and Fygenson, 2006; Rahmiati, 2019).

The importance of trust becomes even more critical in relatively new systems such as Guichet Distant, which was introduced only two years prior to this study. Consequently, governments must actively develop trustworthy institutional environments before and during the deployment of e-government systems (Abu-Shanab, 2014). However, according to the Networked Readiness Index (2022), Algeria ranked 100th out of 131 countries, and even lower (114th) in the trust sub-index, highlighting a significant trust deficit. This suggests the need for sustained public communication campaigns and institutional transparency to strengthen citizens' confidence in digital government services.

Facilitating conditions (FC) did not show a statistically significant direct effect on behavioural intention ($\beta = -0.007, p > .05$). However, FC was found to significantly influence effort expectancy, consistent with previous studies (Dwivedi et al., 2017; Rai et al., 2020; Mensah et al., 2020). In addition, FC had a significant positive effect on actual use behaviour ($\beta = 0.142, p < .05$), confirming its role as a direct predictor of system usage (Al-Shafi et al., 2009).

These results suggest that facilitating conditions operate both indirectly—by reducing perceived complexity—and directly—by enabling actual usage. Investment in infrastructure, technical support, and training programs can therefore enhance users' perceptions of ease of use and increase system adoption (Dwivedi et al., 2017).

Furthermore, experience was found to positively moderate the relationship between FC and use behaviour ($\beta = 0.129, p < .05$), indicating that the influence of facilitating conditions becomes stronger as users gain more experience with the system. However, the moderating effect of age on this relationship was not supported.

Social influence (SI) had a positive effect on performance expectancy ($\beta = 0.126, p < .10$), indicating that interpersonal networks play an important role in shaping citizens' perceptions of the usefulness of e-government services. In other words, individuals are more likely to perceive Guichet Distant services as valuable when they observe peers and family members using them.

Interestingly, the effect of social influence on behavioural intention was significantly negative ($\beta = -0.218, p < .0001$), a finding that contrasts with several previous studies (Al-Shafi et al., 2009; Gupta et al., 2022). However, inconsistent or negative relationships between SI and BI have also been reported in developing country contexts (Alshehri et al., 2012; Jacob and Darmawan, 2018; Akinnuwesi et al., 2022).

This unexpected result may be explained by the relatively early stage of diffusion of Guichet Distant services, where users rely less on social pressure and more on personal evaluation or institutional trust. Moreover, the moderating effects of gender ($\beta = 0.346, p < .0001$), age ($\beta = 0.354, p < .0001$), and experience ($\beta = 0.211, p < .0001$) suggest that the influence of social networks on usage becomes stronger among younger, more experienced female users.

Finally, behavioural intention had a strong and statistically significant positive effect on actual use behaviour ($\beta = 0.191, p < .05$), supporting the proposed hypothesis. This finding is consistent with prior research (Venkatesh et al., 2012; Al-Hujran et al., 2015; Rabaa'i, 2017; Dwivedi et al., 2019), confirming that intention remains a key antecedent of actual technology use across e-government contexts.

VI. Conclusion and Limitations:

This study aimed to identify the determinants of citizens' behavioural intentions to adopt Guichet Distant services in Chlef Province, Algeria. By extending the UTAUT model with the inclusion of trust in e-government, the study highlights the critical role of trust in shaping both behavioural intention and actual usage of e-government services.

The findings emphasize that trust, alongside performance expectancy and effort expectancy plays a central role in influencing adoption behaviour. Accordingly, policymakers should prioritize trust-building strategies, including transparency, communication, and service reliability, to enhance citizen engagement with digital government platforms.

A key contribution of this study lies in its examination of interaction effects among core UTAUT constructs, an aspect that remains underexplored in the literature, with only a limited number of studies addressing such relationships (e.g., Herrero et al., 2017; Verkijika and De Wet, 2018). Notably, the study reveals a negative relationship between social influence and behavioural intention, suggesting that in the early stages of technology diffusion, citizens may rely more on personal judgment than on social pressure.

Despite these contributions, the study has several limitations. First, the explanatory power of the model is considerably lower for actual use behaviour compared to behavioural intention, indicating the presence of additional contextual or institutional factors not captured in the model. Second, trust was conceptualized as a unidimensional construct, whereas previous research suggests it is inherently multidimensional. Finally, the relatively limited sample size and geographic focus on Chlef Province may restrict the generalizability of the findings to the broader Algerian population.

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VII. Appendix

Table (3): The demographic profile of the sample

Characteristics		Frequency	Percentage (%)
Gender	Male	170	79.8
	Female	43	20.2
Age	18-30	81	38
	31-40	90	42.3
	41 years and older	42	19.7
Position	Employee	90	42.3
	Unemployed	23	10.8
	Self-employed	46	21.6
	In education stage	34	16
	retired	20	9.4
Internet experience	Under one year	17	8
	1-4 years	83	39
	5-9 years	81	38
	More than 9 years	32	15
Guichet distant awareness	Yes	162	76.1
	No	48	22.5
	Without answer	3	1.4

Source: Extracts from SPSS 25 Outputs