

Supplementary material for the paper “Towards Identifying Factors Influencing Mobile Government Adoption: An Exploratory Literature Review”

Table 1. Key Factor Quality and Identified Components

Key Factor	Components	References
Quality	Service Quality	[5]; [13]; [9]; [11]; [2]; [7]; [10]; [17]; [32]; [39]
	Outcome Quality	[5]; [10]
	Information Quality	[33]; [6]; [11]; [5]; [2]; [17]
	Service Recovery	[7]
	Reliability	[4]
	Service Ubiquity	[4]; [12]
	Information Accuracy	[14]

Table 2. Key Factor Provision and Identified Components

Key Factor	Components	References
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Provision	Lack of legal framework and structure	[27]; [32]
	Policy Framework	[29]
	Distributive and Interactional Justice	[7]
	Government Support	[23]

Table 3. Key Factor Perceived Value and Identified Components

Key Factor	Components	References
Perceived Value	Citizens expectations	[10]
	Perceived Value	[7]; [38]
	Increased channels for interaction	[7]; [10]
	Enhancing civic engagement among citizens	[2]
	Cost	[20]; [2]; [7]; [17]; [19]; [26]; [32]; [38]; [8]

	Voice opportunity	[14]
	Belief they will benefit by using mGov	[4]; [17]
	Demand for government applications	[28]
	Citizen participation	[10]

Table 4. Key Factor Demographics and Identified Components

Key Factor	Components	References
Demographics	Gender	[1]; [32]
	Age	[1]; [32]
	Household Income	[1]
	Poverty	[25]
	Limited human skills development	[27]; [7]
	Education	[25]; [32]

	Minorities	[25]
	Digital divide	[7]; [12]; [15]; [17]

Table 5. Key Factor Trust and Identified Components

Key Factor	Components	References
Trust	Trust in technology	[8]; [31]; [16]; [24]; [27]; [33]; [9]; [7]
	Trust	[1]; [6]; [9]; [11]; [2]; [7]; [21]; [22]; [32]
	Trust in government	[9]; [7]; [19]
	Transparency	[24]; [33]; [14]; [4]; [38]
	Perceived risk	[7]; [32]
	Perceived reliability	[34]; [14]
	Procedural fairness	[14]

Table 6. Key Factor User Experience and Identified Components

Key Factor	Components	References
User experience	Personalization	[38]
	User centrality	[38]
	Information overload	[32]
	Simplicity	[26]
	Responsiveness	[4]
	Citizen Satisfaction	[9]; [11]; [28]; [2]; [37]
	Perceived effectiveness	[11]; [38]
	Performance expectancy	[6]; [19]; [36]
	Effort expectancy	[2]; [6]; [19]; [36]
	Self-efficacy	[6]; [7]; [32]
	Convenience	[33]; [28]; [17]; [37]

	Perceived Ease of Use (PEOU)	[16]; [18]; [24]; [9]; [14]; [20]; [23]; [34]; [2]; [4]; [17]; [29]
	Perceived Usefulness	[2]; [8]; [9]; [31]; [16]; [24]; [34]
	Trialability	[23]
	Perceived Compatibility	[24]; [6]; [9]; [23]; [2]
	User Acceptance	[8]

Table 7. Key Factor Mobile Strengths and Identified Components

Key Factor	Components	References
Mobile Strengths	Mobility	[24]; [30]; [2]; [10]; [36]; [38]
	Flexibility	[24]
	Immediacy	[30]; [33]; [4]; [10]; [17]
	Real time information	[24]; [30]; [10]; [17]; [19]; [29]; [32]

	Portability	[14]; [10]; [32]
	Location (any)	[21]; [32]; [14]
	Speed	[29]; [32]; [40]
	Convenience	[33]; [28]; [17]; [37]
	Access	[20]; [28]; [4]; [10]; [17]; [32]; [38]; [35]
	Active control	[14]
	Multimedia services	[14]
	Reachability	[22]; [32]; [38]
	Limited computational capacity of mobile devices	[21]; [32]
	Emergency management	[17]; [32]
	Tangible services	[10]

	Service ubiquity	[4]; [12]
	Timeliness	[14]; [10]; [40]; [22]; [2]; [7]; [17]

Table 8. Key Factor Infrastructure and Identified Components

Key Factor	Components	References
Infrastructure	Interoperability	[32]
	Smartphone penetration	[29]; [32]
	Infrastructure	[20]; [2]; [12]; [19]; [21]; [29]; [32]; [31]; [27]
	Facilitating conditions	[6]
	Availability of resources	[6]

Table 9. Key Factor Image and Identified Components

Key Factor	Components	References
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Image	Relative advantage	[23]
	Image	[23]
	Visibility	[23]; [4]
	Result demonstrability	[23]
	Social Influence	[8]; [1]; [7]; [19]

Table 10. Key Factor Attitude and Identified Components

Key Factor	Components	References
Attitude	Attitude	[32]
	Behavioral Intention	[32]; [2]
	Personal Initiative/ Characteristic	[20]; [28]

Table 11. Key Factor Security and Identified Components

Key Factor	Components	References
Security	Security	[31]; [16]; [24]; [27]; [30]; [6]; [20]; [34]; [2]; [12]; [15]; [29]; [32]; [40]
	Privacy	[31]; [27]; [30]; [12]; [21]; [32]
	Confidentiality	[21]

Table 12. Key Factor Awareness and Identified Components

Key Factor	Components	References
Awareness	Weak understanding of mobile government	[31]
	Awareness or lack of awareness	[33]; [3]; [6]; [23]; [2]; [32]

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