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Impact of e-government on user experience: a systematic review

Impacto del gobierno electrónico en la experiencia de los usuarios: una revisión sistemática

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Abstract

E-government has transformed the way citizens interact with government services, driving innovation and optimizing administrative processes. The objective of this research is to systematically analyze the impact of e-government on the user experience, identifying the main factors that affect the adoption, satisfaction and citizen perception of these services. For this purpose, a systematic review of literature published between 2018 and 2025 was conducted by consulting recognized academic databases such as Scopus, SciELO and Web of Science, following the PRISMA protocol. 20 relevant articles were selected under previously defined inclusion and exclusion criteria. The results show that e-government generates mostly positive experiences in users when, in addition to technology, organizational, functional, cultural and contextual factors are considered. Perceived usefulness, ease of use and inclusive design emerge as determinants of citizen satisfaction. Likewise, there has been a sustained increase in research on this topic in recent years, highlighting the importance of customizing and adapting services to users' needs. It is concluded that the effective implementation of e-government requires flexible public policies, active participation of users and strategies aimed at accessibility and transparency to improve the quality of digital services offered by the State.

Keywords: Government electronic, user, experience

Resumen

El gobierno electrónico ha transformado la manera en que los ciudadanos interactúan con los servicios estatales, impulsando la innovación y optimizando procesos administrativos. El objetivo de esta investigación es analizar sistemáticamente el impacto del gobierno electrónico en la experiencia de los usuarios, identificando los principales factores que inciden en la adopción, satisfacción y percepción ciudadana de estos servicios. Para ello, se realizó una revisión sistemática de literatura publicada entre 2018 y 2025, mediante la consulta de bases de datos académicas reconocidas, como Scopus, SciELO y Web of Science, siguiendo el protocolo PRISMA. Se seleccionaron 20 artículos relevantes bajo criterios de inclusión y exclusión previamente definidos. Los resultados evidencian que el gobierno electrónico genera experiencias mayormente positivas en los usuarios cuando se consideran, además de la tecnología, factores organizativos, funcionales, culturales y contextuales. La percepción de utilidad, la facilidad de uso y el diseño inclusivo emergen como determinantes en la satisfacción ciudadana. Asimismo, se observa un aumento sostenido en la investigación sobre este tema en los últimos años, destacando la importancia de personalizar y adaptar los servicios según las necesidades de los usuarios. Se concluye que la implementación efectiva del gobierno electrónico requiere políticas públicas flexibles, la participación activa de los usuarios y estrategias orientadas a la accesibilidad y la transparencia para mejorar la calidad de los servicios digitales ofrecidos por el Estado.

SciELO Venezuela latindex LatinREV CC BY

Palabras clave: Gobierno electrónico, usuario, experiencia

Introduction

The impact of electronic government on the user experience is substantial, as the proper use of virtual tools is the first step toward integrating the web into daily life. The innovation this entails is becoming increasingly attractive. The objective of this study is to analyze evaluation strategies regarding the impact of electronic government, focusing on a comprehensive review of specialized journals that address this topic. These publications originate from governments worldwide. However, their functions are often overshadowed by existing bureaucracy, which leads to delays and loss of time in accessing information, processing requests, or obtaining other necessary services for end users. Even with improved web connections, there remain barriers that hinder equitable access to online services. The digitalization of government must transcend mere process automation; it should promote flexible, inclusive, and data-driven public policies (Preciado et al., 2022).

In a highly connected world, few platforms provide an informative and dynamic experience for users. It is not merely about using computers or acquiring new devices, nor about renting online spaces or installing institutional resource management software. Transitioning to digital requires a fundamental change in mindset among all members of an organization. In the wake of the pandemic, innovative web systems emerged within weeks, adapting to the new realities. Communication platforms became more effective, enabling individuals to manage matters related to their needs more efficiently (Chiriboga et al., 2022). Similarly, many inconsistencies arose, which are crucial for sustaining the digital transformation that has proven to be highly beneficial.

It is essential to understand that today's users are digital natives; they have grown up surrounded by technology and use it with ease. The current generation of students expects access to digital tools during their learning processes, necessitating that public institutions adapt to this new reality. Furthermore, the implementation of digital platforms within these entities will not only enhance connectivity but also increase accessibility. Incorporating digital technologies into institutional processes opens doors to new opportunities, such as the personalization of procedures and transparency in accessing online informational resources, thereby fostering collaboration in digital environments. In recent years, numerous projects and studies have been conducted on digital transformation within government. These precedents are key to understanding the challenges entities face in this domain (Paco, 2023).

The convergence of various transformation processes in a digital government—such as digitization, advancement toward a virtual document management model, and the implementation of management strategies—highlights the need to strengthen cyber-capabilities in this area. In Latin America, government entities need to adapt to technological and social changes. This involves redesigning their regulatory and operational frameworks. Additionally, efficient and transparent management becomes a crucial challenge, underscoring the importance of possessing strong digital competencies to address these challenges (Rivas et al., 2023).

Similarly, the advancement of ICT has transformed governance and public administration management. Today, acquiring and managing these technologies is essential for improving digital connectivity between government and citizens. However, it is not merely about having access to these digital tools; the significant difference lies in the competitiveness with which they are integrated and utilized, always with the goal of satisfying user needs. Many experts caution that entities that do not incorporate ICT into their functions will fall behind in these advancements due to the ongoing progression of technological globalization, which is drastically changing how public entities are managed. Therefore, it is crucial to understand how the government, particularly its dependencies, employs ICT in its activities (Flórez et al., 2024).

In their analysis of transparent governance, various authors note that several public sector entities were unable to provide timely information on their digital transparency portals, primarily due to the limited technical capacity of the responsible teams. It was observed that the standard Transparency Portal of Peruvian municipalities achieved a compliance rate of 37.8% in 2020, while 62.2% of municipalities reported lacking such a portal (INEI, 2020). Consequently, access to key data regarding the use of public funds and institutional management was not provided, thereby undermining governmental clarity (Vizcarra et al., 2018).

In this context, the primary objective of this research is to conduct a systematic review of recent scientific literature to analyze and synthesize the impact of electronic government on user experience. This study aims to identify the main factors influencing citizen perception and satisfaction with digital government services, as well as the strategies, opportunities, and challenges that arise in different national and institutional contexts. The study seeks to provide a comprehensive and updated perspective that can serve as a reference for decision-making and the effective implementation of public policies aimed at improving the quality, accessibility, and efficiency of electronic government services.

Methodology

A qualitative approach was chosen for this study, employing a systematic document review. The aim was to examine the currently available information on how electronic government enhances user satisfaction in state interactions. A thorough review was conducted in the repositories of journals indexed in Scopus, SciELO, and Web of Science. These databases are renowned for their academic rigor and the quality of their publications, allowing access to reliable and relevant information. Studies published between 2018 and 2025 were reviewed using the PRISMA protocol to ensure that the gathered information met quality standards in research.

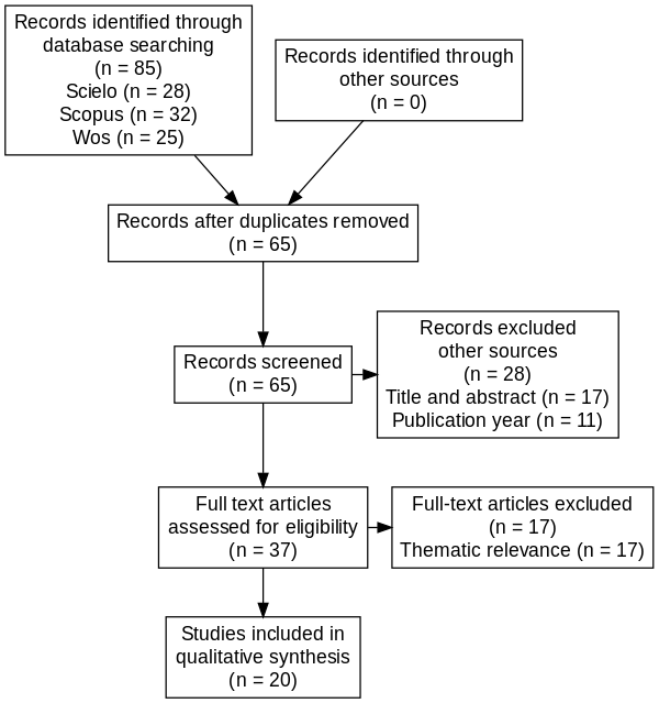
This guide was primarily designed to facilitate comprehensive reviews of studies focused on the impact of various actions on health, regardless of the methods used. However, the key points of this list are equally important when drafting systematic reviews on other types of actions, such as social or educational initiatives. Consequently, this new version of PRISMA becomes a useful and recommended tool for refining outcomes in research endeavors (Barrios et al., 2021).

During the data verification process, inclusion and exclusion criteria were established to gather information aligned with the problem examined in the study. These criteria were systematically applied throughout the information verification process.

At the outset of the verification and selection process, filters based on the research variables, such as "Electronic Government" and "User Experience," along with their English translations, were employed. Thanks to this strategy, a greater amount of valuable and pertinent information was collected. Additionally, Boolean operators (AND, OR, NOT, NEAR, SAME) were utilized to optimize the search.

Figure 1

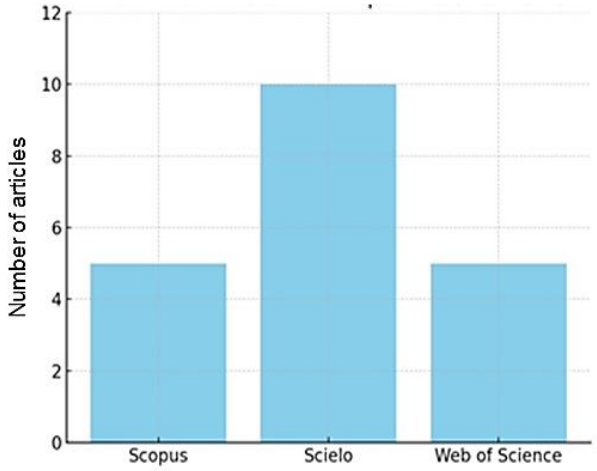
PRISMA flow diagram



Results and discussion

For the analysis of this study, 20 articles were considered that met the previously established selection criteria. Of the total, 5 are from the Scopus database, 10 from SciELO, and 5 from Web of Science, ensuring the inclusion of research backed by academic rigor and high scientific reputation.

Figure 2
Distribution of articles by database



Regarding the chronology, all selected articles are no older than five years, ensuring the information is current and relevant. Specifically, 4 articles are from 2024, 3 from 2025, 3 from 2023, 4 from 2022, 4 from 2021, 1 from 2020, and 1 from 2018. This temporal distribution supports the validity of the findings based on recent and pertinent research in the field. These results indicate that the topic of electronic government has received increasing attention in research globally in recent years.

Figure 3
Distribution of articles by year of publication

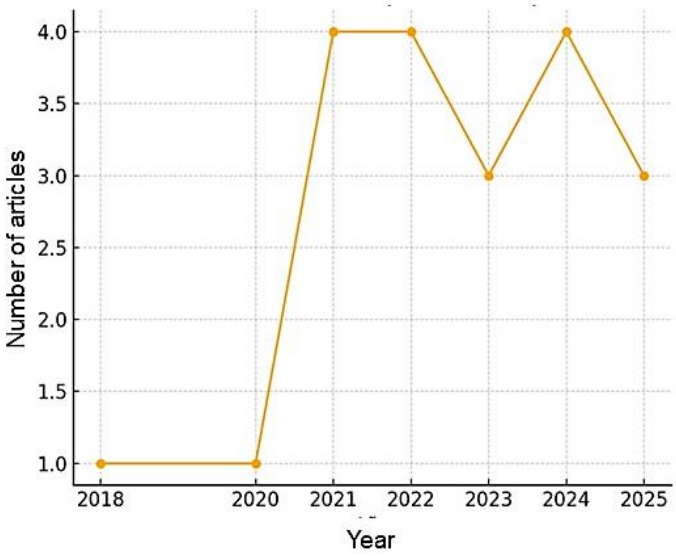


Table 1 summarizes the distribution of the 20 selected articles for this study according to their database of origin and year of publication. This compilation demonstrates the diversity and timeliness of the analyzed sources, thereby ensuring a current and representative view of recent scientific production regarding the impact of electronic government on user experience.

Table 1
Distribution of selected articles by database and year of publication

No.	Author/Year	Title	Database
1	Chan et al. (2025)	*Design characteristics and service experience with e-government services: A public value perspective.*	WOS
2	Liu (2022)	*Design characteristics and service experience with e-government services: A public value perspective*	WOS
3	Singh et al. (2022)	*A citizen-centric approach to understand the effectiveness of e-government web portals: Empirical evidence from India*.	WOS
4	Zhao et al. (2021)	*E-governent, corruption reduction and culture: A study based on panel data of 57 countries*	WOS
5	Ella, (2020)	*Assessing Correlation on E-Government and Trust at Local Level in Developing Countries*	WOS
6	Castro Uceda et al. (2025)	*Effect of electronic government on telemedicine: A narrative review*.	SCIELO
7	Peña Mateo (2024)	*E-government, public management, and its influence on the satisfaction of citizens in the regional government, year 2023*	SCIELO
8	Espinoza Orozco et al. (2023)	*Municipal digital government from the citizens' perspective*	SCIELO
9	Huamán Coronel & Medina Sotelo (2022)	*Digital transformation in public administration: Challenges for active governance in Peru*	SCIELO
10	Orozco et al, (2023)	*Opportunities and new challenges in the digitization of citizen participation in Urban Projects, in Chile and Colombia*	SCIELO
11	Díaz Shupingahua et al. (2022)	*E-government services and user satisfaction in a municipality*	SCOPUS
12	Al Osaimi et al. (2025)	*Enhancing User Experience in E-Government Services: A Study on Service Quality in Saudi Arabia*.	SCOPUS
13	Simonofski et al. (2021)	*What influences citizens' expectations towards digital government? An exploratory survey*	SCOPUS
14	Alarabiat (2024)	*The impact of online learning fatigue on Students' continuous use of online learning*	SCOPUS
15	Shkurti & Mustafa (2024)	*The impact of employee engagement and innovation performance on business success in manufacturing and service enterprises in Albania and Kosovo"*	SCOPUS
16	Armenta Bojórquez (2018)	*Electronic Government in Mexico*	SCIELO
17	Radu & Petcu (2021)	*Adoption and Use of E-Government Services: The Case of Romania*	WOS
18	Jáuregui Iparraguirre (2024)	*The Impact of Digital Government on the Modernization of the State: Systematic Review*	SCIELO
19	Villalobos Risco (2023)	*E-government, the solution to the fight against corruption: Systematic review*	SCIELO
20	Sacoto Romo & Cordero Moscoso, (2021)	*E-justice in Ecuador: Inclusion of ICT in the administration of justice*	SCIELO

The reviewed studies help to understand how electronic government impacts user experience. Chan et al. (2025) firmly assert that the design of technological implementation must consider three dimensions: core service, facilitating services, and supporting service, as these complement each other and create a greater perception of quality, leading to increased user satisfaction. Similarly, Liu et al. (2022) indicate that the attributes of electronic government should include capacity, interaction, orientation, and value distribution, as these influence users'

beliefs about technology, impacting their perception of service quality and determining their willingness to engage with electronic government.

Moreover, Singh et al. (2022) agree, highlighting that user experience with electronic government is a significant outcome of the relationship between systems engineering and citizen-centric design. This perspective illustrates a combination of technique, information relevance, and mechanisms used to build trust. This approach not only seeks to enhance satisfaction but also to solidify the legitimacy and public value of the digital services provided by the government.

On another note, Al Osaimi et al. (2025) and Castro Uceda et al. (2025) complement the studies of the aforementioned authors, indicating that the design of government portals should be functionally robust, useful, efficient, and inclusive, showing a commitment to serving vulnerable groups. They concur that user experience with electronic government is sustainable due to the service's capability to be useful, effective, and accessible. Sacoto Romo and Cordero Moscoso (2021) identify three roles that users wish to adopt in the digital environment: client, participant, and co-producer. User demands are complex, as there are various perceptions and profiles among digital service users. Ella (2020) notes that the adoption of electronic government depends not only on technical factors but also on psychological and cultural factors, particularly tolerance for uncertainty.

Alarabiat et al. (2024) emphasize that the primary components used for the implementation of electronic government are fundamental. Furthermore, evaluating the quality of services as perceived by users is essential for enhancing understanding, thereby aiding in consolidating digital transformation. They share the conclusion that the use of web platforms sometimes enhances user expectations. Orozco (2023) indicates that there are still groups resistant to using digital government due to limitations such as support for digital matters and service credibility, which negatively impact user expectations. Despite employing different methodologies, both authors agree that the most relevant factors are trust and the perception of system utility; these are key aspects for the success of electronic government.

This aligns with Peña Mateo (2024), who indicates that electronic government significantly contributes to improving public satisfaction, although this is conditioned by the existence of technological infrastructure and the capacity of personnel. User experience improves when digital services are designed according to user needs. However, it is important to note that Espinoza Orozco et al. (2023), in their study conducted in a local government context, state that most users have low expectations of digital services, which they rate as inadequate. This indicates that user experience is negatively affected when digital services are provided without considering user needs. Nonetheless, this is not the only factor; organizational, communicational, and accessibility factors also play a role.

The findings from the research conducted reveal that the implementation of electronic government does not guarantee population satisfaction nor does it ensure a positive experience. Based on this premise, Huamán Coronel and Medina Sotelo (2022) conclude that within a public entity in Peru, the digitization of services has had a minimal impact, as technical, regulatory, and communication deficiencies limit its effectiveness and reduce perceived user value. Similarly, Díaz Shupingahua et al. (2022) warn that digital portals have failed to meet public expectations regarding transparency and inclusion, negatively affecting user experience. Both studies indicate that this experience depends not only on the technology available but also on accessibility, trust, and responsiveness. The convergence among these authors highlights that for successful electronic government, several key factors must be considered, primarily user perception.

The analysis by Thi Uyen Nguyen et al. (2024) identifies perceived usefulness as a determining factor for the acceptance of electronic government. In contrast, Armenta Bojórquez (2018) emphasizes that the central axis for a good user experience in digital services is the trust they generate, especially in contexts of uncertainty. Both studies conclude that user experience does not solely depend on access to technology; they diverge on the factors that shape it. This difference suggests that both operational benefits and tangible elements that strengthen legitimacy and user acceptance must be considered.

Moreover, the findings presented in various studies provide a broader understanding of the potential of electronic government as a tool to strengthen governance, reduce corruption, and improve the relationship between the state and its citizens. In this regard, Zhao et al. (2021) contribute relevant empirical evidence by demonstrating that the implementation of e-government can help reduce corruption levels, although its effectiveness is conditioned by cultural factors. This conclusion emphasizes the need to adapt digital strategies to the sociocultural context of each country, recognizing that technology alone does not guarantee uniform results.

On the other hand, analyzing the variables affecting the adoption of electronic government from the citizen perspective offers key elements for its design and implementation. Simonofski et al. (2021) identify sociodemographic factors, such as age, gender, occupation, and frequency of digital use, which condition expectations toward online government services. Interestingly, formal education does not appear to be a decisive

predictor in this process. In this line, Radu and Petcu (2021), utilizing the technology acceptance model, highlight the importance of perceived usefulness and ease of use as primary drivers in the decision to adopt digital state services. However, both studies agree that there is a gap between the development of platforms and their appropriation by the population, indicating the urgency for policies that promote digital literacy and reduce access barriers.

Experiences analyzed by Jáuregui Iparraguirre (2024) in Peru demonstrate significant advances in administrative efficiency and citizen satisfaction through the digitization of services. However, they also reveal persistent challenges related to digital inclusion and knowledge management within the state apparatus. This analysis is complemented by Villalobos Risco's systematic review (2023), which concludes that electronic government can be an effective strategy to combat corruption, optimize resources, and enhance governmental transparency, thereby contributing to the improvement of institutional legitimacy. In a similar direction, the study by Shkurti and Mustafa (2024) indicates that human capital engagement, enhanced by digital environments, is crucial for ensuring organizational success, improving both the quality and sustainability of public services.

Ultimately, these investigations reinforce the idea that electronic government should not be viewed solely as a technological tool, but as a comprehensive policy that requires institutional, cultural, and social conditions for its success. The articulation between technology, citizen participation, and institutional strengthening emerges as the central axis for achieving sustainable transformations in public management.

Conclusions

The systematic analysis conducted leads to the conclusion that the development of digital platforms enhances electronic government and positively influences users, although this influence is not uniform or consolidated. This influence is affected by various elements that transcend the technological aspect, including organizational, functional, cultural, psychological, and contextual factors.

On the other hand, it is clear that a positive user experience is fostered when web platforms are well formulated and their functionality is improved, prioritizing citizens and effectively responding to their needs. Elements such as functionality, efficiency, and accessibility of this service are essential for generating user satisfaction, promoting continual use of these platforms, and reinforcing the perception of technology in daily life. Furthermore, the incorporation of these mechanisms encourages ongoing participation and the inclusion of social groups not directly connected to technological issues, bolstering public management aimed at utilizing web platforms for the benefit of the population.

Additionally, significant restrictions are recognized, such as the lack of sufficient technological infrastructure, limited staff training, inadequate institutional communication, and low trust in digital platforms, which can negatively impact the overall user experience. Resistance to change, cultural differences, unfamiliarity with new technologies, and citizens' willingness to use these services also play a role.

Efforts tend to be insufficient to generate a direct shift toward the use of web platforms; these must be implemented cautiously and consistently, keeping in mind that they should be useful, reliable, accessible, and transparent. How users perceive this change has a direct impact on their acceptance and valuation. Moreover, the experience varies depending on the level of government, the institutional environment, and the degree of knowledge about these services, leading to some initiatives being successful while others generate frustration or distrust.

In conclusion, electronic government has the capacity to significantly enhance the user experience, although its success depends on a comprehensive approach that merges technology with a government management focused on trust, transparency, continuous participation, and, above all, service quality.

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