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The influence of digital transformation of the peruvian public sector on citizen trust (Conference Paper)

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Abstract

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Developing countries have been launching e-government projects; a number of them have, however, failed partially or completely, generating distrust in citizens. E-government implies an internal approach, which has been extended with an external view as a consequence of the Digital Transformation in the public sector and its relationship with citizen trust. This paper aims to study the influence of digital transformation of the Peruvian public sector on citizen trust. We propose a quantitative method of research using the structural equation modeling (SEM) technique to assess our proposed model. © 2020 26th Americas Conference on Information Systems, AMCIS 2020. All rights reserved.

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