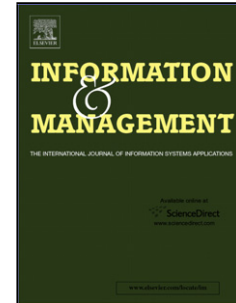


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Trust transfer in the continued usage of public e-services

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- We include trust in an a continuance intention framework
- We decompose trust according to its different referents
- Trust transfers to the e-service from provider and technology characteristics
- Trust in the e-service positively impacts users' continuance intentions
- Time conscious individuals construct trust in the e-service differently

Abstract

We investigate how public administrations can influence citizens' continued usage of public e-services and focus on the role of different trust elements. We review prior literature and derive a model of trust transfer and continued usage. Our results show that trust in the public e-service mediates the influence of trust in the public administration on continuance intentions. Trust in the Internet also mediated this relationship. Trust was influenced by e-service quality and recommendations from public administrations and interpersonal sources. The relationship between interpersonal recommendations and trust in the e-service was nonsignificant; we found a strong moderating influence of time consciousness.

Keywords: Trust transfer; e-service; e-government; continuance intention

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