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การยืนยันและพฤติกรรมการใช้รัฐบาลอิเล็กทรอนิกส์เป็นตัวกลางระหว่างมิติคุณภาพและความต่อเนื่องของการใช้รัฐบาลอิเล็กทรอนิกส์: การศึกษาเชิงประจักษ์ในประเทศไทย

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บทคัดย่อ

บทความนี้มีวัตถุประสงค์เพื่อทราบผลกระทบของคุณภาพระบบของรัฐบาลอิเล็กทรอนิกส์ (**SQEG**) คุณภาพข้อมูลของรัฐบาลอิเล็กทรอนิกส์ (**IQEG**) คุณภาพการบริการของรัฐบาลอิเล็กทรอนิกส์ (**SQG**) ต่อการใช้งานรัฐบาลอิเล็กทรอนิกส์อย่างต่อเนื่อง (**CUEG**) นอกจากนี้ ยังมีจุดมุ่งหมายที่จะเรียนรู้ว่า พฤติกรรมและการยืนยันเป็นตัวกลางในความสัมพันธ์นี้อย่างไร ซึ่งการศึกษานี้แสดงให้เห็นนัยสำคัญของความสำเร็จของการดำเนินการนี้ และแสดงให้รัฐบาลเห็นว่า **SQEG** ไม่ได้มีผลประนีประนอมกับ **IQEG** และ **SQG** ในการใช้งานโดยอิงจากความไว้วางใจและความน่าเชื่อถือ เมื่อผู้เขียนพูดถึงบทบาทการส่งผ่านของตัวแปรนั้น ไม่สามารถพบนัยสำคัญได้ระหว่าง **IQEG** และ **CUEG** ซึ่งได้พิสูจน์ให้เห็นว่า การใช้งานอย่างต่อเนื่องจะขึ้นอยู่กับคุณภาพที่ระบบได้จัดหาให้ ไม่ใช่โดย **IQEG**

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CONFIRMATION AND HABIT OF USING E-GOVERNMENT MEDIATE BETWEEN QUALITY DIMENSIONS AND CONTINUANCE USAGE OF E-GOVERNMENT: AN EMPIRICAL STUDY IN THAILAND

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Abstract

The aim of this paper was to know the impact of system quality of e-government (SQEG), information quality of e-government (IQEG), service quality of e-government (SQG) on continuance usage of e-government (CUEG). The aim was also to know that how habit and confirmation mediate this relationship. This study has shown the significance of the successfulness of this operation introducing the government that SQEG is not compromising on IQEG and SQG on the usage based on trust and reliability. When the authors talk about mediating roles, the significance cannot be seen in between IQEG and CUEG. It has proven the detailed analysis that continuity will always depend on the quality which is provided by any system and not by IQEG.

Keywords: Confirmation, Habit, E-Government, Quality Dimensions, Continuance Usage

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Introduction

The impact of ICT is seen in all socio-economic aspects of daily life (Godil, Sharif, Agha, & Jermsittiparsert, 2020). It has changed the way our society is run. The rapid growth of e-commerce has led the developing countries to adopt the e-government trends blooming in developed countries (Santhanamery & Ramayah, 2016). E-government can be defined as use of computing technologies by the government agencies for service and information delivery to all its stakeholders (Nam, 2014). Government agencies are rapidly adopting these technologies due to the realization of how important the provision of efficient and transparent government services is for the maintenance of citizen trust and satisfaction levels (Saengchai, Sriyakul, & Jermsittiparsert, 2020; Sriyakul, & Jermsittiparsert, 2020).

In developing countries like Thailand, the adoption rate of e-governance technologies by citizens is much lower as compared to developed states (Jareonsubphayanont & Narot, 2016; Sagarik, Chansukree, Cho, & Berman, 2018). The reasons for this low adoption rate vary with socio-demographic differences. However, once these adoption issues are tackled, the issue of usage behavior arises. If the user is not developing a continued-usage behavior, then the system will fail even after citizen adoption. Santhanamery and Ramayah (2016) define continued-usage as the development of continuous intent to use a service, after fully accepting and learning it. Continued-usage is affected by multiple factors. These factors are, in most models, the quality dimensions of e-government systems. These dimensions mainly include system quality, service quality and quality of information (Figure 1).

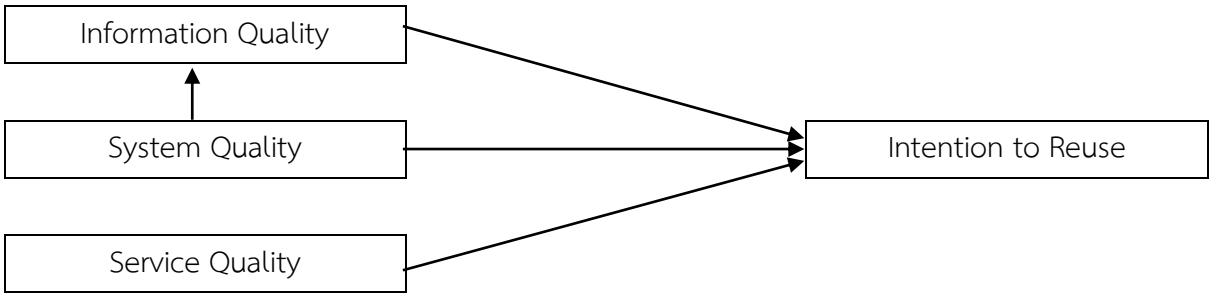

Figure 1 Quality dimensions affecting continued intention to use
Source: Suryanto, Setyohadi, & Faroqi (2016)

System quality can be explained as the arrangement of physical constituents of e-government web portals in a user-friendly manner to induce usability, easy navigability and usefulness (Omar, Scheepers, & Stockdale, 2011). Design features make a great impact on the user experience as a whole (Tan, Benbasat, & Cenfetelli, 2013). According to Blut (2016), these

features are the first step in early-stage user adaptation. Information quality is the provision of concise, relevant and accurate information by an online portal. This information is based on the customer's requirements or need and must be provided in efficient time (Li & Shang, 2019). Service quality is the provision of reliability and variety of services provided by e-government portals (Qutaishat, 2013).

User confirmation is defined as the affirmation that the user has accepted and adapted to a system. User habit is the term used to explain the habitual behavior of a user. Confirmation and habit are the variables that show that the stages of acceptance and learning of the user have ended successfully and they have entered the behavior learning stage of usage. Positive confirmation and habit will result in continued usage (Naranjo-Zolotov, Oliveira, Casteleyn, & Irani, 2019; Rey-Moreno & Medina-Molina, 2017).

Thailand, like other developing countries, wishes to have a successful e-governance system. However, it is faced with issues like the digital divide which causes hindrance in the way of developing a prolonged usage habit in the citizens. This study aims to map a relation between quality dimensions of e-service portals and the continued behavior of usage in the citizens by looking at the mediating effects of confirmation and habit. Following are the objectives for this paper:

- To analyze the impact of quality dimensions of e-government on the continued-use of e-government services in Thailand.
- To analyze the mediating effect of confirmation in the relationship between quality dimensions of e-government and the continued use of e-government services in Thailand.
- To analyze the mediating effect of habit of using in the relationship between quality dimensions of e-government and the continued use of e-government services in Thailand.

The scope of this study is to discuss how habit and confirmation of use affect the continued usage behavior in the citizens of Thailand. Where on one hand, theoretical frameworks presented in literature and empirical studies have added value to this research area, previous researches on continued usage (Alruwaie, El-Haddadeh, & Weerakkody, 2012; Belanche, Casaló, Flavián, & Schepers, 2014; Sung, Liu, Liao, & Liu, 2009), have practically helped the governments of developing countries to design better policies to shape the

adoption and usage behavior in their citizens. In this research paper, the authors will discuss a theoretical model for information system usage and build a research model based upon it.

Literature Review

IS continuance model and ECT theory

The D&M IS success model (Delone & McLean, 2003) is the basis for the development of the model discussed by Nguyen (2015). The IS continuance model explains what makes a user to continue using a technology post the adoption stage. According to this framework, the main driver of continued usage behavior is user satisfaction with past usage. User satisfaction is driven by confirmation and perceived usefulness. Numerous studies have used this model to show user's post-adoption IS usage behavior (Chen, Meservy, & Gillenson, 2012; Hong, Kim, & Lee, 2008).

IS continuance model lays its groundwork in the theoretical framework of expectation-confirmation theory. ECT was originally proposed in 1980 to explain repurchase behavior but it was adopted by Bhattacherjee (2001) to show the post-acceptance phenomenon in technology terms. Nguyen (2015) explains continued usage intention with help of ECT in the following steps; expectation formation, acceptance and usage, development of perceived usefulness, confirmation, user satisfaction and development of continued-use intention.

Quality dimensions and continued-use of e-governance systems

Three quality dimensions have an effect on the continued-usage of e-government, as mentioned above. These quality dimensions are the backbone of a successful e-system and with any of them missing, the system may fail and the user may lose interest in usage.

- Quality of system is defined in terms of reliability, adaptability, availability, usability and responsiveness. It is the provision of easy and quick access to required information, while maintaining security and system reliability of an IS (Teo, Srivastava, & Jiang, 2008). There are a number of studies that show quality of system to interact with the user's satisfaction and continued usage intention. Yang, Shao, Liu, and Liu (2017) show empirical evidence of linking continued behavior of usage with perceived system quality, thus it can be hypothesized that:

H1: Quality of system of e-government services has a significant effect on the continued-use of e-government.

- Information quality represents both objective and subjective perspective of consumed information (Veeramootoo, Nunkoo, & Dwivedi, 2018). IQ is usually measured by the completeness, relevance, accuracy and consistency of information across the system. From the user's perspective, it is the information based on his usage experience of the IS. A number of researches map a relation between continued usage and information quality (Chiu, Chiu, & Chang, 2007; Yang et al., 2017; Zheng, Zhao, & Stylianou, 2013).

H2: Quality of information of e-government services has a significant effect on the continued-use of e-government.

- Service quality can be explained as services that the user receive from the IS technical support team (Stefanovic, Marjanovic, Delić, Culibrk, & Lalic, 2016). It is measured from the perspective of readiness of personal to provide accurate services to the system users, safe transaction of data, availability of system and individual level user experience. Service quality has proved to be a driving force of user loyalty creation and thus studies show that it positively affect users' continued-use intention for e-government systems (Abou-Shouk & Khalifa, 2017; Pee, Jiang, & Klein, 2019).

H3: Quality of service in e-government systems has a significant effect on the continued-use of e-government.

According to the IS success model, the success of these quality dimensions do not only affect continued intention of usage in the citizens, but in fact also have an effect on each other. The information quality drastically affects both system and service quality. If the information in the system is inconsistent at any point, then the quality of service will decline as well. Similarly, a poorly designed system will not attract the user and the employees will be frustrated with it as well, causing a drop in service quality. Thus, it is vital to maintain each of these influencing quality factors to keep the user's satisfaction and involvement levels high and to induce a continuous-usage behavior.

Mediating role of habit between quality dimensions and continuance usage

Very few studies about IS model discuss the concept of habit (Karahanna, Straub, & Chervany, 1999; Limayem, Hirt, & Chin, 2001; Thompson, Higgins, & Howell, 1991). In layman's terms habit is any learned behavior that does not require effort of recall. It is anything that a person does automatically without giving it much thought. In terms of IS, Limayenm, Hirt, and Cheung (2003) defined habit as the extent to which usage of IS has become an automatic action in response to a particular situation. In IS continuance model, habit is not the same as intention.

The quality dimensions discussed in above sections can have a positive impact on the habitual nature of the e-government users. A system of high quality design and infrastructure will make the perceive usefulness and a sense of ease of use. This will allow the user to learn the system without feeling any pressure or frustration. This learned behavior and intention to use will slowly develop into a habit. Similarly, quality services and quality information will have the same effects on the user behavior. These quality constraints, thus, contribute significantly in developing the user's habitual behavior. Once the habitual behavior is established, the user will always involuntarily repeat the usage of IS in time of need. A habitual user will almost never try to change his behavior of usage. Thus, habit impacts continued-use of e-government directly. We can clearly hypothesize that habit plays a mediating role between continued use of e-government and their quality dimensions.

H4: Habit plays a mediating role between quality dimensions and the continued-use of e-government systems.

Mediating role of confirmation between quality dimensions and continuance usage

The IS continuance model discussed above suggests that the initial usage of a system does not result automatically into continued usage, but in fact, it is governed by factors like confirmation, perceived usefulness, expectations and habit. Confirmation can be defined as the degree to which a user's initial expectations from a system were met after having an initial interaction with the said information system (Bhattacherjee, 2001). User will form a satisfaction level that is based upon their degree of confirmation. This will finally affect the usage behavior of the user i.e. Will result in continued usage or rejection of IS.

The quality dimensions of an e-government portal can have a significant impact on the level of confirmation or disconfirmation. It is a vital duty of the e-government developers to have an insight about the citizens' expectations from the portals. The user expectation, nature and habitual behavior varies with the varying geographical and socio-economic and political changes. Thus it is necessary that the quality constraints of a system must conform to the user's changing nature. Otherwise, unavailability of required services and system quality will result in higher levels of disconfirmation. It is therefore, evident that quality constraints have a significant effect on the confirmation levels. The level of confirmation is directly linked to user satisfaction in many studies (Ayanso, Herath, & O'Brien, 2015; Bae, 2018; Hsu & Lin, 2015).

This linkage makes it clear that confirmation is a necessary element to lead a user to satisfaction and continued usage. Thus, we can hypothesize that confirmation plays a mediating role between continued use of e-government and their quality dimensions.

H5: Confirmation plays a mediating role between quality dimensions and the continued-use of e-government systems.

Research Model

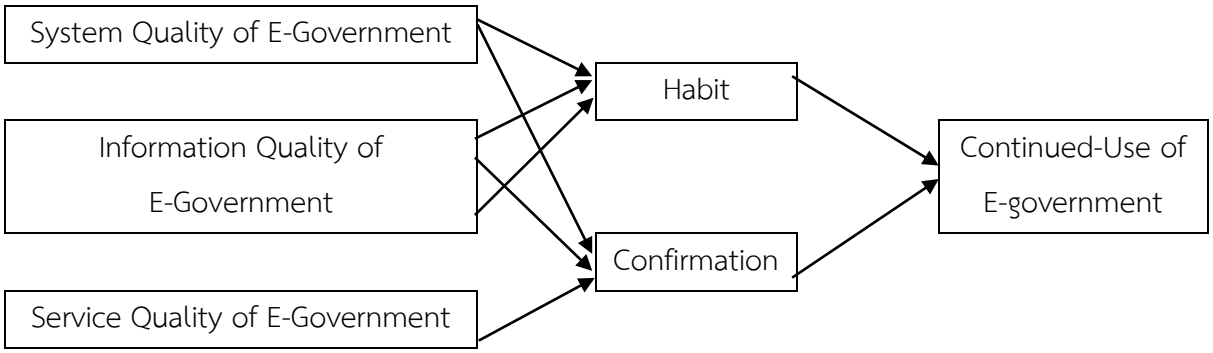

Figure 2: Research model

Research Methodology

Population and Sample

Researchers conduct this proposed study for observing the impact of stakeholder involvement in E-Governance on continuous use intention of E-Governance, in mediating effect of government performance. Researchers select the Thai citizens as population of study because Thailand has incorporated the E-Governance policies in their government since 1990's that's why it's beneficial to collect the data from people of Thailand. Sampling frame of proposed study composed of those government organizations, which incorporate and implement the E-Governance policies for ensuring the effectiveness, efficiency in business operations and for easier public participation. Sample respondent such as managerial employees has been selected through purposive sampling technique because it enables to selects those respondents which have knowledge about E-Governance. Sample size in proposed study is 450 which was calculated through thumb rule (number of questions x 10). Researchers distribute the questionnaire among 450 respondents but only 345 responses have been considered valid and authentic.

Data Collection Procedure

Survey questionnaire has been selected as most suitable data collection procedure because researchers desired to collect numeric data, which can be analyzed through statistical technique. Questionnaire has to be composed of closed ended questions because research objective is to collect the objective opinions of respondents. As the survey items have been adapted from previous literature that's why content validity of measures has to be verified

through industrial practitioner. Moreover, researchers accompanied pilot study in order to collect perspective of selected respondents about the wording, format and ordering of questions. Before finalizing the questionnaire, researchers have to ensured that questionnaire must be in Thai language for collecting response from people of Thailand. Researchers administered the questionnaire through self-administering technique because sometime respondents come across difficulty in understanding the specific terms, so researchers can help them regarding theses queries.

Measurement Model

For the assessment of reliability of measurement model, researchers used the SPSS by examining the two criteria such as composite reliability and Cronbach's α. Researchers have to ensured that both of them have values greater than 0.70 because internal consistency and items reliability can only be satisfied above threshold limit 0.70. On the other hand, validity of measurement model has been evaluated with AMOS by examining the different criteria. Criteria to evaluate convergent validity are (1) factor loading λ, its values have to exceed the 0.70 limit and (2) average variance extracted, threshold limit for its values is greater than 0.50. Coming towards assessment of discriminant validity, square root of AVE has to exceed when it related to other constructs.

Harman's single factor test has been used for checking the existence of CMB in the proposed study, criterion on the basis of which test has been conducted is that not more than 50% of variance accounted by single factor for the inexistence of CMB. After applying the test, it has been reported that only 13% of variance interpreted by single factor and 85% of variance accounted by different factors. Therefore, it has been confirmed that risk of CMB is not present in proposed study.

Measures

Researchers measured all the variables of proposed study on the basis of those survey items which researchers adapt from other authors research work in previous literature. As these measures were already verified by the other professionals that's why these are more reliable. For the assessment of variables such as stakeholder involvement in E-Gov (have six dimension such as Resources, Early involvement, Degree of influence, Transparent processes, incentives, Voluntariness) researchers have been adapted the 18 measures (3 for each dimensions) from research work of Abelson & Gauvin (2006) & Rowe & Frewer (2005), for E-Gov performance 14 items have been adapted from Gonzalez, Gasco, & Llopis (2007) & Millard (2008) and for continuous use intention 3 items have been adapted from (Wangpipatwong,

Chutimaskul, & Papasratorn, 2008) . Researchers collect the responses of respondents about these survey items and record in the form of 5-point Likert scale, in which responses ranges from 1 strongly disagree to 5 strongly agree.

Hypothesis Testing

It is mandatory to narrates the relationship among hypotheses of proposed study because hypotheses can only be accepted or rejected on the bases of positive and negative relationship between hypotheses. For fulfilling this objective, researchers accompanied structural equation modeling, which helps to test the hypotheses of designated research study. As the SEM runs on AMOS that's why researchers used path analysis approach under AMOS. In the path analysis approach, researchers performed the hypothesis testing in two steps such as checking the standardization of paths and relative significance of influenced paths. On the bases of outcomes researchers entail the acceptance or rejection status.

Research Results

Demographical details of the respondents

The aims of this study were to know the impact that System Quality of E-Government, Information Quality of E-Government and Service Quality of E-Government cast on Continued-Use of E-government. The aims were also to know the mediating impact of Habit between System Quality of E-Government, Information Quality of E-Government, Service Quality of E-Government and Continued-Use of E-government. Moreover, the aim was also to know the mediating impact of Confirmation between System Quality of E-Government, Information Quality of E-Government, Service Quality of E-Government and Continued-Use of E-government. This study was conducted in Thailand. Out of the total 301 respondents of this research, one hundred and twenty-four respondents were male, and one hundred and seventy-seven respondents were females, which means that majority of the respondents were females. Out of the total 301 respondents of this research, twenty-three of the respondents had completed their graduation, one hundred and forty-three respondents had completed their post-graduation, one hundred and sixteen respondents had completed their masters and nine respondents had other degrees. Out of the total 301 respondents of this research, 79 of the respondents were between the age of 21 to 30 years, 90 of the respondents were in the age range of 31 to 40 years, 101 of the respondents were between the age of 41 to 50 years, and lastly 31 of the respondents were more than 50 years old in age.

Descriptive Statistics

Table 1 Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation	Skewness	
	Statistic	Statistic	Statistic	Statistic	Statistic	Statistic	Std. Error
Sysq	301	1.00	5.00	3.5851	1.07222	-.866	.140
Infoq	301	1.00	5.00	3.4551	1.10763	-.543	.140
Servq	301	1.00	5.00	3.4610	1.14357	-.504	.140
Confo	301	1.00	5.75	3.4037	1.05882	-.266	.140
Habit	301	1.00	5.00	3.5694	1.08092	-.809	.140
Conuseeg	301	1.00	5.00	3.7010	1.18879	-.674	.140
Valid N (listwise)	301						

The above table 1. Is showing the descriptive statistics of the study. The descriptive statistics are a detailed description about the variables, and they show descriptive coefficients that give a summary. This set of given data represents the entire sample of the population. The data is showing that there is no outlier in given data because maximum values are in the threshold range of 5-point Likert scale and skewness value is between -1 to +1, which is the threshold range of normality so, the data is normal and valid. The data is valid to go for further testing.

Rotated Component Matrix

Table 2 Rotated Component Matrix

	Component					
	1	2	3	4	5	6
SY1			.696			
SY2			.749			
SY3			.831			
SY4			.820			
SY5			.826			
SY6			.811			
SY7			.820			
SY8			.805			
IN1	.818					
IN2	.854					

Table 3 Rotated Component Matrix (Cont.)

	Component					
	1	2	3	4	5	6
IN3	.857					
IN4	.852					
IN5	.860					
IN6	.871					
IN7	.838					
IN8	.791					
SE1		.835				
SE2		.835				
SE3		.838				
SE4		.813				
SE5		.834				
SE6		.834				
SE7		.838				
SE8		.814				
CO1						.693
CO2						.750
CO3						.790
CO4						.695
HA1					.791	
HA2					.807	
HA3					.830	
HA4					.787	
HA5					.735	
CU1				.908		
CU2				.905		
CU3				.904		
CU4				.905		
CU5				.902		

Extraction Method: Principal Component Analysis.

Rotation Method: Varimax with Kaiser Normalization.

A. Rotation converged in 6 iterations.

Above table 2. of rotated components matrix is showing that almost all of the indicators are having factor loading more than 0.7, it means that all the indicators are eligible to be exposed to further hypothesis testing techniques, because all the factors are in suitable threshold level and all are in suitable and valid sequence and range, this data is good to go for further testing techniques, there is no cross loading in the data shown in the RCM. So, the data is reliable.

Convergent and discriminant validity

Table 4 Convergent and discriminant validity

	CR	AVE	MSV	Maxr(H)	HA	SY	IN	SE	CO	CU
HA	0.936	0.746	0.312	0.939	**0.864**					
SY	0.917	0.737	0.309	0.975	0.526	**0.858**				
IN	0.922	0.761	0.489	0.986	0.439	0.495	**0.872**			
SE	0.921	0.754	0.312	0.990	0.559	0.520	0.322	**0.868**		
CO	0.902	0.697	0.489	0.991	0.431	0.556	0.699	0.371	**0.835**	
CU	0.903	0.865	0.254	0.996	0.504	0.457	0.442	0.444	0.393	**0.982**

Validity master sheet was used to confirm the convergent and discriminant validity of the research model variables. Discriminate validity provided the discrimination between variables while the convergent validity was measured with the help of composite reliability and average variance extracted. The results of the validities are shown in the table 3. The results and convergent and discriminant validity show that the overall model is a good fit because the composite reliability of each variable is more than 70% and average variances extracted is more than 50% while the discriminant validity showed that loading of each variable discriminates from others. Every variable has maximum loading with itself as compared with others so, these validities prove the authenticity of the collected data.

Confirmatory Factor Analysis

Table 5 CFA

Indicators	Threshold range	Current values
CMIN/DF	Less or equal 3	2.290
GFI	Equal or greater .80	.803
CFI	Equal or greater .90	.944
IFI	Equal or greater .90	.944
RMSEA	Less or equal .08	.066

Table 4 is of CFA. Confirmatory factor analysis is used to confirm the fitness of hypothetical model before structural equation modeling. Current results are showing that CMIN is less than 3, GFI is more than 0.80, CFI is greater than 0.90, IFI is greater than 0.90, and RMSEA is less than 0.08. So, the data is in a valid range and is good to go for further testing. Following is the screenshot of CFA in Figure. 3.

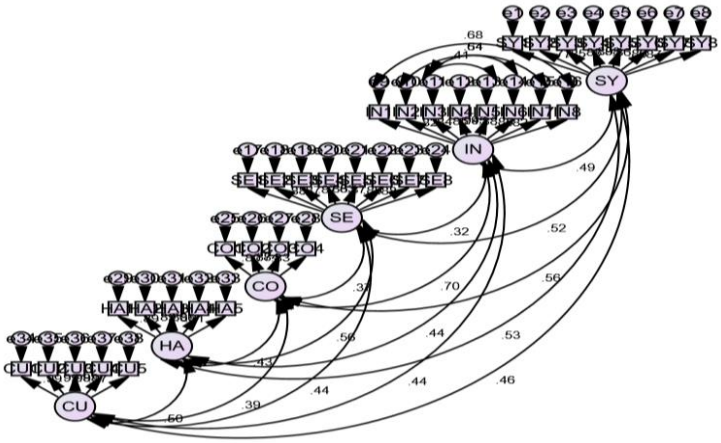

Figure 3 CFA

Structural equation modeling

Table 6 SEM

Total	Servq	Infoq	Sysq	Habit	Confo
Habit	.360***	.206***	.219**	.000	.000
Confo	.065	.521***	.244***	.000	.000
Conuseeg	.248***	.263***	.199**	.231**	.021
Direct	Servq	Infoq	Sysq	Habit	Confo
Habit	.360***	.206***	.219**	.000	.000
Confo	.065	.521***	.244**	.000	.000
Conuseeg	.164**	.204***	.143**	.231**	.021
Indirect	Servq	Infoq	Sysq	Habit	Confo
Habit	.000	.000	.000	.000	.000
Confo	.000	.000	.000	.000	.000
Conuseeg	.085*	.059*	.056*	.000	.000

The SEM is showing the impact and the relationships between the different variables. It is elaborating that what kind of impact; one variable is casting on the other one. Servq has a significant and positive impact on Habit. Servq has a significant and positive impact on

conuseeg. Servq has an insignificant impact on Confo. Infoq has a significant and positive impact on Habit. Infoq has a significant and positive impact on Confo. Infoq has a significant and positive impact on conuseeg. Sysq has a significant and positive impact on habit. Sysq has a significant and positive impact on Confo. Sysq has a significant and positive impact on conuseeg. Moreover, Habit has a significant and positive impact on conuseeg. Whereas, Confo has an insignificant impact on conuseeg. Following is the snapshot of SEM in figure 4.

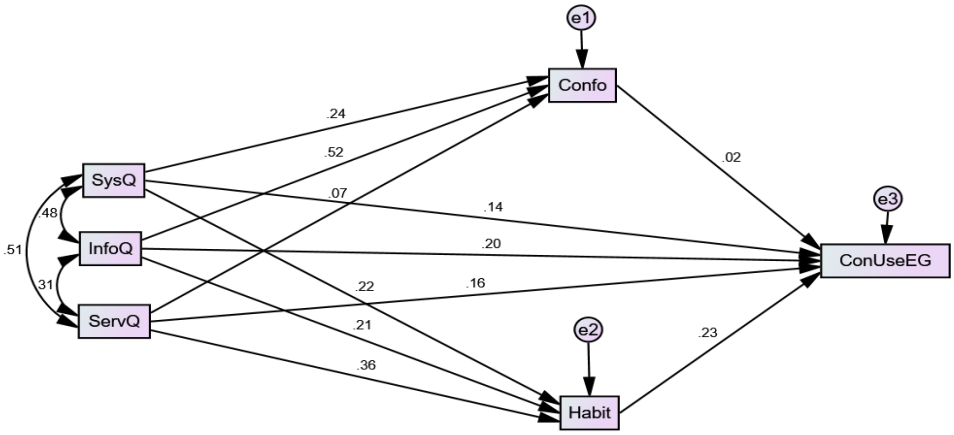

Figure 4 SEM

Discussion and Conclusion

Discussion

The aim of this paper was to know the impact of System Quality of E-Government (SQEG), Information Quality of E-Government (IQEG), Service Quality of E-Government (SQG) on Continued Use of E-Government (CUEG). The aim was also to know that how habit and confirmation mediate this relationship. The first hypothesis proposed was that, “The impact of SQEG on CUEG.” According to the study of (Bannister & Connolly, 2012), this hypothesis was accepted with positive and significant relationship. The second hypothesis was that, “the impact of IQEG on CUEG is significant.” According to the study of Bhuiyan (2011) this hypothesis is accepted by positive and significant relationship as an increase in CUEG is identified by the implementation of SQEG. The third hypothesis was that, “the mediating role of habit between SQEG and CUEG is significant” This hypothesis is accepted with positive and significant relationship according to research work of Cacciolatti & Lee (2016). Fourth hypothesis was that, “the mediating role of habit between IQEG and CUEG is significant.” According to the study of D'agostino, Schwester, Carrizales, & Melitski (2011), this hypothesis is accepted by positive and significant results. The fifth hypothesis proposed was that, “The mediating role of habit

between SQG and CUEG is significant." According to the study of Meijer (2015), this hypothesis is accepted by positive and significant results. Sixth hypothesis was that, "The mediating role of confirmation between SQEG and CUEG is significant." According to the study of Patrutiu-Baltes (2016), this hypothesis is rejected by insignificant results because it is proved that SQEG and CUEG are not impacted by the mediation of confirmation. Seventh hypothesis was that, "the mediating role of confirmation between IQEG and CUEG is significant." According to the study of Prabhu (2013), it is rejected by an insignificant relationship as the mediation is seen to be insignificant according to a lot of studies done. Eighth hypothesis was that, "the mediating role of confirmation between SQEG and CUEG is significant." This hypothesis is rejected by insignificant results as well. Ninth hypothesis was that, "the mediating role of confirmation between IQEG and CUEG is significant." According to the study of Rajput, Aharwal, Dubey, Saxena, & Raghuvanshi (2011) this hypothesis is also rejected by insignificant results because the study also proves that the mediation of confirmation in the present is very weak and almost insignificant.

Conclusion

This study has shown the significance of the successfulness of this operation introduced the Government that SQEG is not compromising on IQEG and SQG on the usage based on trust and reliability. When the writer talks about mediating roles the significance cannot be seen in between IQEG and CUEG it has proven the detailed analysis that continuity will always depend on the quality which is provided by any system and not by IQEG. It has proven that the confirmation and continuity will always depend on the services which are being provided to the government. It is generally accepted in every system not just EGI that in whatever system there is system and quality of information the system is a huge success of its time and it also commands trust and reliability of the general public. The writer claims that any system needs continuity and connectivity in order to perform better because it's not naturally possible to perfect in initiative time of your system. The more the continuity will prevail the more efficiency will come in the system and more chances of utilization and practice will rose up to ensure the effective system management. The relationship is sometimes favorable and sometimes not favorable it means that every variable is interlinked to one another and everything need to be intact regardless the variables.

Implications of the study

This study emphasizes on the implementation if this system is going to be another benchmark for Thailand and not only just for Thailand but also any other country of the world. The new regulations and proper system guards ensure the safety and continuous working of the system and will also attract so many other countries to learn and prostate these changes in their country as well. The extradition laws are also predicted to be improved with this coming system by going through this study.

Limitations of the study

Every system can only come into practice when it is being practiced on regular basis and everyone is familiar when the system. If Thailand wants this system to be in practice it should start some training sessions for the general public so they can know how to operate the system so it can be very easily operated by layman also but then it demands practice and continuity which the state has to ensure by conducting training session or a demo for the public. It also necessary of the general public to be enthusiastic about the new reforms. But the present study does not highlight such problems of the implementation process and the paper also does not highlight that how the people of Thailand are exactly reacting to this change. Moreover, the sample size of this research was also very small so the results cannot be generalized widely to the whole population.

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