Continuance Intention in E-Government Use: A Systematic Literature Review of Global Trends, Models, and Determinants

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Abstract

The use of e-government has become a global trend, with government success based on public continuance intention toward useful and reliable services. Systematic literature reviews on continuance intention are still limited in the context of e-government. Therefore, this study was conducted using PRISMA (Preferred Reporting Items for Systematic Reviews and Meta-Analyses). The literature search included four databases: Google Scholar, ACM (Association for Computing Machinery), IEEE (Institute of Electrical and Electronics Engineers), and ScienceDirect, spanning 2021–2025. This yielded 656 initial data points, which were rigorously screened against inclusion and exclusion criteria, leaving 28 articles eligible for analysis. The results show that the global trend in research publications on continuance intention in e-government is relatively stable each year, with the largest contributions coming from China, Indonesia, and Malaysia. Most of the articles were published in reputable Q1 and Q2 journals, demonstrating the high quality and relevance of this topic in the academic world. Among models, the IS Success Model, ECM (Expectation-Confirmation Model), and UTAUT (Unified Theory of Acceptance and Use of Technology) are the most widely used. Meanwhile, a quantitative approach dominates the research method, reflecting the research focus on empirically testing the relationship between variables. Determinant factor analysis shows that Satisfaction, Trust, and System Quality are the most influential variables in the intention to continue using e-government. This finding confirms that the success of e-government implementation depends not only on technology, but also on user experience and trust in digital government services. This research contributes to enriching the literature on e-government by mapping the model used for e-government continuance intention. Practically, it helps the government improve the quality of the system, as well as increase user satisfaction, to continue using government services.

Keywords: Continuance Intention, E-government, PRISMA, Systematic Literature Review, Society.

I. INTRODUCTION

The impact of information technology has become an important aspect of everyday life across all socio-economic spheres [1]. Information technology, especially in the digitalisation of government services, namely e-government, is developing rapidly by building a strong digital ecosystem and providing valuable services to the public [2]. The emergence of e-government opens the way for people to obtain services that are easier, more efficient and transparent [3]. The use of e-government has become a trend throughout the world, the services used are to carry out administrative matters, access government information and gain other public access [4]. The success of government services worldwide may depend on the public's willingness to continue using e-government systems. Continuance intention of e-government services according to [5] can contribute to the sustainable development of government, increase access to services, minimise the use of funding sources and increase transparency. In both developing and developed countries, the success of e-government for public use sustainably is an essential factor in improving service quality, so many countries are investing heavily in

digital infrastructure to ensure public access. However, its implementation worldwide does not always ensure a sustainable level of use by society. Several countries face the challenge of inequality due to differences in regional trends and factors that influence the continuance intention using e-government systems across countries.

Even though research on continuance intention has developed rapidly in recent years, there is still limited systematic literature review research that is truly comprehensive and captures global trends [6]. Several studies were conducted, namely on the topic of a systematic e-government literature review focusing on the adoption of AI technology in government services [7]. The research was conducted, highlighting a systematic literature review

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regarding continuance intention towards the use of government applications, which suggests that trust, satisfaction, and perceived value are the main determinants [8]. Thus, studies of several studies conducted specifically to identify patterns and directions of research development regarding the community's Continuance intention to use e-government are still very limited.

This systematic literature review discusses continuance intention in the context of digital technology. Previous studies have not specifically explained the intention to continue using e-government; they have only identified influencing factors, without considering distribution across countries, journal quality, the theoretical research models used, or the use of bibliometric analysis to observe development trends. Based on this gap, this study makes a new contribution by presenting a global mapping of country distribution, annual publication trends, and journal reputation; comparing the distribution of research models; and analyzing influential factors, all strengthened by a bibliometric analysis of trends in 2021-2025.

Considering the limitations of the previous review, this research, in the form of a comprehensive systematic literature review, was conducted with the aim of supporting researchers in terms of contributing countries, publication reputation, research models, research methods and the most influential factors from various countries in the world. Further research will inspire further e-government research, particularly given the lack of systematic literature specifically examining continuance intention for e-government on a global scale [9]. So it can be concluded that this research conducted a systematic literature review to answer the following questions:

1. What is the distribution pattern by country and year of publication?
2. How is the reputation of publications distributed across countries?
3. What research models are most commonly used?
4. What research methods are used?
5. What are the most significant influencing factors used?

II. RESEARCH METHODOLOGY

In implementing a systematic literature review, the PRISMA (Preferred Reporting Items for Systematic Reviews and Meta-Analyses) standard is used to conduct a measurable study and to avoid bias [10]. The steps for creating a systematic literature review are based on [11] and include determining the literature search strategy, defining inclusion and exclusion criteria, extracting data, and finally compiling the data according to PRISMA. On November 23, 2025, a search was conducted for popular computer science databases using Publish & Perish software, including Google Scholar, ACM *(*Association for Computing Machinery*)*, IEEE (Institute of Electrical and Electronics Engineers), and ScienceDirect. This study utilised title, abstract, and keyword searches, as well as advanced features to obtain good results. This study uses Publish & Perish Software to search the Google Scholar database using keywords focused on a validated, context-adjusted collection, namely, two parts: “Continuance Intention” and “e-government”, with a time span of 2021-2025. The query used is (“continuance intention” OR “continuous intention” OR “continuous intention to use” OR “continued use”) AND (“e-government” OR “e-service*” OR “digital service” OR “electronic government” OR “public service”). Next, we searched the most popular databases, IEEE and ScienceDirect, using an advanced search, entering the same query, omitting the symbol, and using the same time span. This is because both databases would cause errors if a symbol were entered.

The results of the searches were filtered to the 2021-2025 time period, further into the systematic literature review stage, yielding a total of 656. Google Scholar got the largest number of searches, with 500, then ACM got 126, while ScienceDirect got 25 results, and IEEE got 5. Based on the results of this search, further stages will be undertaken to produce a systematic literature review. Table 1 presents the total data retrieved from the databases searched.

Table 1. Number of Records From Each Database

Database	Number of records
Google Scholar	500
ACM	126
ScienceDirect	25
IEEE	5
Total	**656**

The next step is to determine the strict inclusion and exclusion criteria. The following study will be included if the population is e-government users, the study discusses continuance intention in e-government, the time period is 2021-2025, and the language is English. Original Research Article/Proceedings/Conference. Meanwhile, those excluded are not e-government users, do not discuss continuance intention in e-government, book/review/systematic literature review, not in English, no author’s name, and retracted. To create a data extraction plan, data selection needs to be carried out in accordance with the PRISMA (Preferred Reporting Items for Systematic Reviews and Meta-Analyses) guidelines [12], namely screening, eligibility, and inclusion. This process is depicted in a PRISMA flow diagram that shows the amount of data selected at each stage, ensuring transparency and a systematic approach.

A literature search in four databases ACM, ScienceDirect, Google Scholar, and IEEE. Resulted in a total of 656 study records. During the initial identification stage, 150 records were removed before screening. These included duplicate records (n = 13), articles without author information (n = 98), books (n = 30), retracted articles (n = 1), articles not in English (n = 2), and publications in the form of systematic literature review or reviews (n = 6). Thus, 506 records entered the screening stage. During the screening stage, 208 records were removed because they did not meet the title and abstract criteria. A total of 298 articles proceeded to the full-text retrieval stage, of which 54 were inaccessible, leaving 244 for eligibility assessment. In the eligibility stage, an in-depth evaluation of the article content was conducted. A total of 216

articles were excluded for failing to meet the criteria. These included: irrelevant articles (n = 167), articles not addressing continuance intention (n = 9), articles not related to e-government (n = 32), and articles not within the research year range (n = 8). After the entire selection process, 28 articles met the criteria and were deemed suitable for analysis in the synthesis stage. The following is Figure 1, a display of the PRISMA 2020 flow diagram.

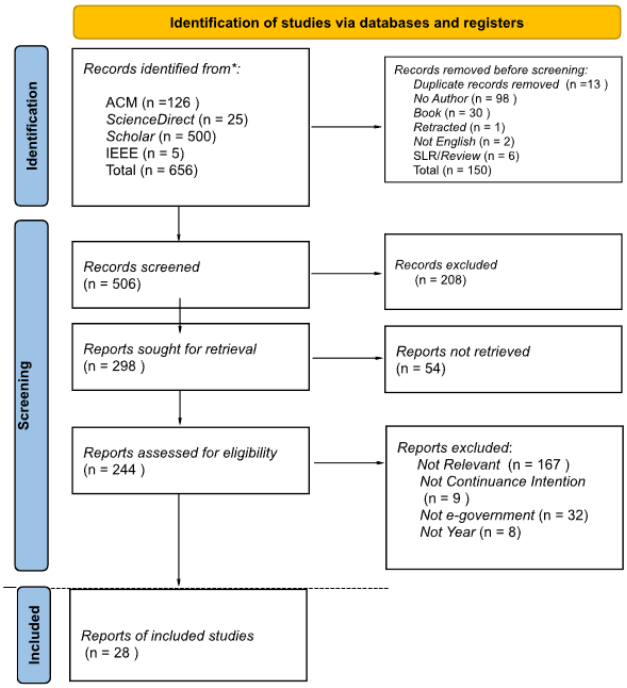


Figure 1. PRISMA Flow Diagram

III. RESULT AND DISCUSSION

The data were obtained from several databases, namely Google Scholar, IEEE, ACM, and ScienceDirect. Data extraction was carried out to capture, collect, and record important information from selected sources. Data that passed the selection process met the established inclusion and exclusion criteria and were selected according to the PRISMA guidelines. From this stage, 28 research data points remained from the extraction results and were used to answer research questions RQ1 to RQ5. The following is Table 2, presented as extracted data, which displays the author's name, year of publication, country of origin, model, and publication database.

Table 2. Research Articles That Meet the Review Criteria

Author	Year	Country	Database Publication
Al-Jamili et al. [13]	2025	Qatar	Emerald Insight
Chan et al. [14]	2025	Hong Kong	Elsevier (ScienceDirect)
Ahmad et al. [15]	2025	Pakistan	Emerald Insight
Liu et al. [16]	2024	China	Elsevier (ScienceDirect)
Rahim et al. [2]	2023	Malaysia	Emerald Insight
Luo et al. [17]	2024	China	Sustainability (MDPI)
Hunneman and Napitupulu [18]	2025	Indonesia	Golden Ratio Journal
Li and Xue [19]	2021	China	Sustainability (MDPI)
Sukma and Leelasantitham [20]	2022	Thailand	Frontiers
Ramli et al. [21]	2025	Jordan	IJSTR Database
Oladimeji et al. [22]	2023	Nigeria	IJSER Database
Biswas et al. [23]	2024	Bangladesh	Taylor & Francis (Cogent)
Alshammari et al. [24]	2022	Arab	Elsevier (ScienceDirect)
Al-Jamili et al. [25]	2022	Malaysia	SAGE Journals
Rahman and Pangendra [26]	2022	Indonesia	Emerald Insight
Zhang and Zhu [27]	2024	China	Sustainability (MDPI)
Yap et al. [28]	2021	Malaysia	Emerald Insight
Mandari and Koloseni [29]	2022	Tanzania	SAGE Journals
Kala et al. [30]	2024	India	Inderscience
Mao et al. [31]	2023	China	Elsevier (ScienceDirect)
Jermsittiparsert and Wongsurawat [32]	2021	Thailand	Elsevier (ScienceDirect)
Rana and Rahman [33]	2022	Bangladesh	IOSR Journals
Hujran and Al-Debei [34]	2023	UAE	IJACSA Database
Sidek et al. [35]	2022	UAE	Elsevier (ScienceDirect)
Pontoh et al. [36]	2024	Indonesia	JATIT Database

Author	Year	Country	Database Publication
Aftab and Myeong [37]	2023	Korea	Sustainability (MDPI)
Hajj et al. [38]	2023	Lebanon	Emerald Insight
Napitupulu et al. [39]	2024	Indonesia	EnPress

The results of RQ1, namely from the analysis of 28 articles, research on continuance intention in the use of e-government shows a relatively stable publication trend over the past five years, with three articles in 2021, increasing to 7 articles in 2022, then decreasing to 6 articles in 2023, increasing again to 7 articles in 2024, and getting five articles in 2025. In terms of countries, China is the largest contributor, with five articles spanning several publication years, followed by Indonesia, with four articles in 2022, 2023, and 2024. Other countries, namely Malaysia 3 articles, Thailand 2 articles, UAE (United Arab Emirates) 2 articles, and Bangladesh 2 articles also contributed in different years. Meanwhile, countries such as Saudi Arabia, Hong Kong, India, Jordan, Korea, Lebanon, Nigeria, Pakistan, Qatar, and Tanzania each provided one article in a given year. These findings indicate that research on e-government continuance intention is widespread across countries and has been consistently published annually during the 2021–2025 period. The following shows Table 3 and Figure 2 for the distribution of data by year in various countries.

Table 3. Number of Publications Distributed by Country

Country	2021	2022	2023	2024	2025	Total
Arab		1				1
Bangladesh		1		1		2
China	1		1	3		5
Hongkong					1	1
India				1		1
Indonesia		1		2	1	4
Jordan					1	1
Korea			1			1
Lebanon			1			1
Malaysia	1	1	1			3
Nigeria			1			1
Pakistan					1	1
Qatar					1	1
Tanzania		1				1
Thailand	1	1				2
UAE		1	1			2
Total	**3**	**7**	**6**	**7**	**5**	**28**

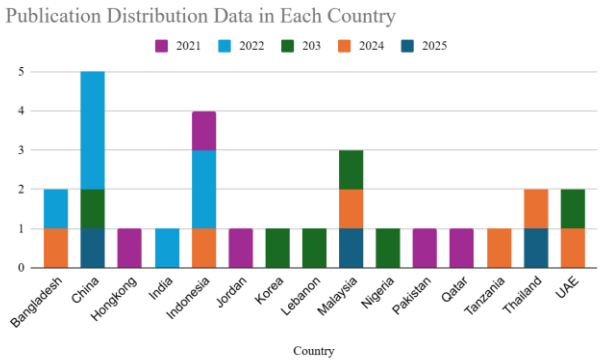


Figure 2. Publication Distribution Data in Each Country

The results of RQ2 revealed 28 data sets examining continuance intention in e-government use across various countries, which displayed several important patterns related to publication quality and the geographic distribution of research. Most articles came from reputable journals, with 10 studies published in Q1 journals and nine studies in Q2 journals, followed by two studies in Q3 journals. Meanwhile, seven studies were published in non-reputable journals. This finding indicates that studies on continuance intention in the e-government context are published in high-quality, internationally recognized scientific journals. In terms of country of origin, China had the greatest impact with five studies, all published in Q1 journals, reflecting the country's strong research volume and quality. Malaysia contributed three studies, all in the Q2 category, while Indonesia contributed four studies, spread across Q2 and non-reputable journals. Several other countries, such as Bangladesh, Thailand, and the United Arab Emirates (UAE), each provided two studies, while Arab countries, Hong Kong, India, Jordan, Korea, Lebanon, Nigeria, Pakistan, Qatar, and Tanzania each provided one study. The following shows Table 4 and Figure 3 for the distribution of publication reputation from various countries.

Table 4. Publication Database Data Used in Various Countries

Country	Q1	Q2	Q3	Not Reputable	Total
Arab	1				1
Bangladesh			1	1	2
China	5				5
Hongkong	1				1
India			1		1
Indonesia		1		3	4
Jordan				1	1
Korea	1				1
Lebanon		1			1
Malaysia		3			3
Nigeria				1	1
Pakistan		1			1
Qatar		1			1

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Tanzania		1			1
Thailand	1	1			2
UAE	1			1	2
Total	**10**	**9**	**2**	**7**	**28**

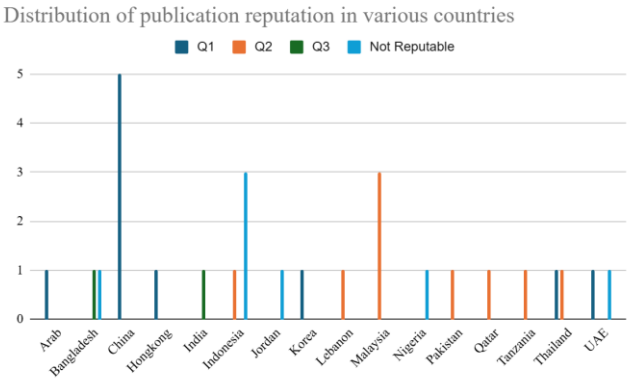


Figure 3. Distribution of Publication in Various Countries

The results of RQ3, namely against 13 research models used for the study of continuance intention of using e-government in various countries, found that the IS Success Model is the most frequently used model with a total of 8 articles, followed by ECM (Expectation-Confirmation Model) with seven articles, and UTAUT (Unified Theory of Acceptance and Use of Technology) with six articles. Furthermore, TAM (Technology Acceptance Model) was used in 5 articles, while ECT (Expectation-Confirmation Theory), TCT (Technology Culture Task), ICT (Information Continuance Theory), and IS Continuance Model were each used between 2 and 3 articles. As for other models, such as the PPM (Push-Pull -Mooring) Model, SDT (Self-Determination Theory), SET (Social Exchange Theory), TPB (Theory of Planned Behavior), and the Trustworthiness Model, they only appeared in 1 article. These findings indicate that research on e-government continuance intention makes more use of classic and tested models such as the IS Success Model, ECM, and UTAUT, which are considered capable of explaining the intention to continue using e-government comprehensively. The following data is displayed in Table 5, and Figure 4 shows a graph of the most widely used research models.

Table 5. Research Model Distribution Data

Model	Total
ECM	7
ECT	3
ICT	2
IS Continuance Model	2
IS Success Model	8
PPM Model	1
SDT	1
SET	1
TAM	5
TCT	2
TPB	1
trustworthiness model	1
UTAUT	6
Total	**40**

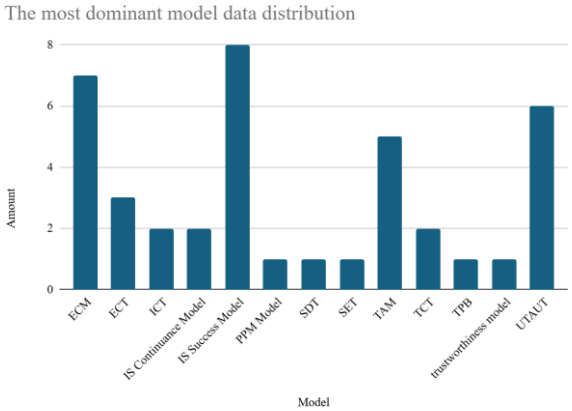


Figure 4. The Most Dominant Model Data Distribution

The results of RQ4 show that, among 28 articles on continuance intention to use e-government across various countries, the most dominant method is quantitative, with 27 articles. Only one article uses mixed methods, and it is from an Arab country. This finding suggests that research in this field relies heavily on survey approaches and statistical analysis. In terms of the distribution of countries in the world, China is the largest contributor with five articles, all using quantitative methods. Indonesia received four articles, also entirely based on quantitative approaches. Other countries, such as Malaysia (3 articles), Thailand (2 articles), the UAE (United Arab Emirates) (2 articles), and Bangladesh (2 articles), show the same consistency in the use of quantitative methods. Meanwhile, most other countries, including Hong Kong, India, Jordan, Korea, Lebanon, Nigeria, Pakistan, Qatar, and Tanzania, each contributed 1 article, all of which used quantitative methods. Below, Table 6 displays the data, and Figure 5 shows a graph of the methods in various countries.

Table 6. Data on the Distribution of Methods by Country

Model	Quantitative	Mix Method	Total
Arab		1	1
Bangladesh	2		2
China	5		5
Hongkong	1		1
India	1		1
Indonesia	4		4
Jordan	1		1
Korea	1		1
Lebanon	1		1
Malaysia	3		3
Nigeria	1		1
Pakistan	1		1
Qatar	1		1
Tanzania	1		1

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Thailand	2		2
UAE	2		2
Total	**27**	**1**	**28**

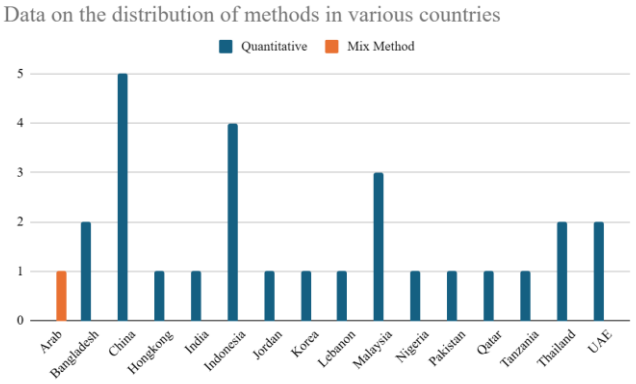


Figure 5. Data on the Distribution of Methods in Various Countries

The results of RQ5 indicate that, among the 28 analyzed findings, Satisfaction emerged as a determining factor, with seven findings, followed by Trust with four, and System Quality with 3. The Perceived Ease of Use and Perceived Usefulness factors each appeared twice. In contrast, other factors such as Attitude, Awareness, Efficiency, Expected Confirmation, Information Quality, Intrinsic Motivation, Perceived Functional Benefit, Perceived Service Quality, Service Convenience, and Service Quality each appeared only once. These findings indicate that Satisfaction, Trust, and system quality are the main factors that most influence the intention to continue with e-government services. The following is in Table 7 showing the data, and Figure 6 displays a graph of the determining factors that frequently appear.

Table 7. Determining Factor Data in the Article

Determining factors	Number of factors
Attitude	1
Awareness	1
Efficiency	1
Expected Confirmation	1
Information Quality	1
Intrinsic motivation	1
Perceived Ease of Use	2
Perceived Functional Benefit	1
Perceived Service Quality,	1
Perceived Usefulness	2
Satisfaction	7
Service Convenience	1
Service Quality	1
System Quality	3
Trust	4
Total	**28**

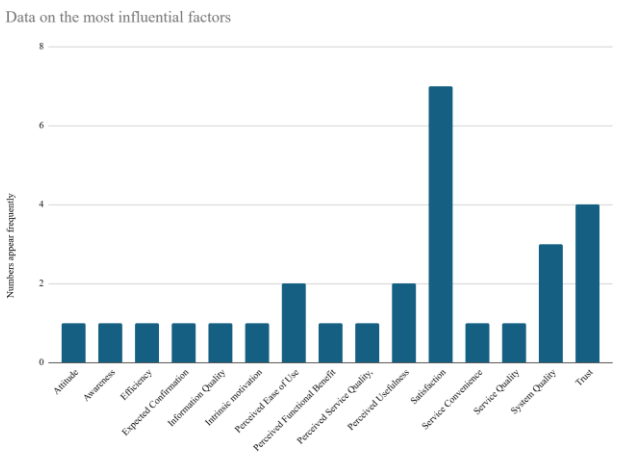


Figure 6. Most Influential Data Graph

The results of bibliometrics, previously taken from combined data from ACM, IEEE, Google Scholar, and ScienceDirect, were then analyzed using VOSviewer software for 656 data points, then arranged with the minimum number of occurrences of a keyword to be included in the analysis (threshold) of 2, while the keyword settings that meet the threshold are 40 items. At the cluster stage, it is divided into 7 clusters based on color. If the color is darker, it means the research period is longer, to see the development or trend of keywords based on time or a certain value. Through color gradation, researchers can find out the keywords that appeared earlier than the most recent, namely, using overlay visualization with a research period between 2022 and 2025. The yellow cluster that appears in the 2025 period is dominated by service quality, e-services, public value, and user satisfaction, indicating a shift in research focus towards improving the quality of government digital services. As a key sector in maintaining e-government use, the dark blue cluster includes concepts such as perceived usefulness, perceived ease of use, and social cognitive theory, which present classic theories in technology studies. These differences suggest that research is evolving from an initial focus on technology adoption toward new trends that further improve service quality, user experience, and public evaluation. The following are the results of the bibliometrics shown in Figure 7.

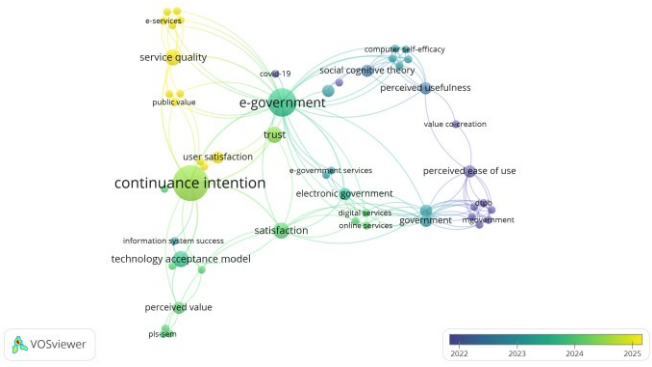


Figure 7. Overlay Visualization in Bibliometrics Analysis

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The discussion of this study aims to provide an overview of developments, global trends, research models, and determinants of continuance intention in e-government use worldwide, based on an analysis of 28 articles that met the inclusion and exclusion criteria. Overall, the findings from RQ1 to RQ5 indicate that research on continuance intention in e-government has experienced steady development, spanning various countries, employing diverse theoretical models, and emphasizing the importance of system quality and user experience in encouraging continued use of government services.

RQ1 concludes that research publications on continuance intention show a relatively consistent trend during the 2021–2025 period. This stable number of publications demonstrates the topic's high relevance as e-government service adoption increases across countries. The geographical distribution of the selected countries, including China, Indonesia, Malaysia, Thailand, the United Arab Emirates, and South Asia and Africa, indicates that the issue of sustainable e-government use is a global concern. The dominance of publications from China and Indonesia suggests that these two countries have higher research intensity, likely due to the acceleration of the digital transformation of the public sector in Asia.

The findings of RQ2 indicate that the publications analyzed show a strong tendency to be published in reputable journals, including those in the Q1 and Q2 categories. This shows that this topic has received serious scientific attention and has developed into a strong area of study. China is the country with the most significant impact in reputable journals, demonstrating not only the high volume of publications but also the quality of the research produced. Meanwhile, Indonesia's contributions, spread across Q2 and non-indexed journals, demonstrate the need to improve research quality to achieve greater inclusion in highly reputable journals. The dominance of China, Indonesia, and Malaysia, and the limited representation of Western and African countries, is still evident, with Nigeria and Tanzania each providing 1 study. Countries in Asia have, in recent years, pushed for the digitalization of the public sector, while Western countries have focused on AI governance research. Then, limited access to international research in several African countries is a factor in the low number of publications.

RQ3 shows that the research models used in the study are quite diverse, but are dominated by proven classical models, such as the IS Success Model, Expectation-Confirmation Model (ECM), and the Unified Theory of Acceptance and Use of Technology (UTAUT). These three models can explain user behavior, from initial expectations and usage experience to the decision to continue using the service. The dominance of classical models suggests that research on continuance intention still relies heavily on strong theories, even as new models such as PPM, SDT, and TCT have emerged. This variety of models enriches researchers' understanding of the factors that influence the sustainability of e-government use. Correlation of research models and journal reputation from 28 articles, namely 19 articles published in Q1 and Q2, with models such as the IS Success Model, ECM, and UTAUT being the main dominant ones. This shows that the model is well validated and strong in the field of e-government, so it is likely to be accepted by international journals. On the other hand, the model combinations used are less common and are often found in non-indexed journals or in lower quartiles.

The findings from RQ4 indicate that the most widely used methodological approaches are quantitative, primarily through surveys and statistical modeling, such as SEM. This shows that research in this area focuses more on measuring relationships between variables and empirically testing theoretical models. The minimal use of qualitative or mixed methods suggests an opportunity for future researchers to explore more in-depth aspects of user experience, such as perceptions, barriers, or socio-cultural contexts that cannot be explained numerically.

In RQ5, the analysis of the determinants of continuance intention revealed that Satisfaction, Trust, and System Quality were the most dominant variables. The dominance of these three factors indicates that continued use of e-government services is strongly influenced by positive user experiences and the level of trust in the system and government. Good system quality encourages the public to believe the service is reliable, and satisfaction and trust further foster user commitment to continue using the service in the long term. Other factors, such as Perceived Usefulness, Ease of Use, and Information Quality, also contribute, but not as strongly as these three main factors.

Bibliometric results show that e-government is the primary area of research and has a strong relationship with various important variables such as trust, satisfaction, service quality, and continuance intention. These findings indicate that continuance intention to use e-government is strongly influenced by service quality, user satisfaction, and the level of trust in the government. Furthermore, theories such as the Technology Acceptance Model (TAM), the IS Success Model, ECM, and Social Cognitive Theory are the most frequently used frameworks in related studies. Perceived usefulness and perceived ease of use also emerge as important determinants explaining the acceptance and continued use of digital government services. On the other hand, variables such as service quality and information quality contribute significantly to the formation of user satisfaction and trust.

Overall, the results of this study show that the most widely used model in research is the IS Success Model, ECM (Expectation-Confirmation Model). This second model is dominant because it explains the intention to use e-Government continuously. The IS Success Model emphasizes system quality, information quality, and service quality in forming satisfaction. ECM (Expectation-Confirmation Model) will deploy the system if the user experience matches or exceeds initial expectations. Then China and Indonesia became the main contributors, dominating publications, because they were active in implementing digital transformation. Increasing population, universities, and international publications also support the high volume of research. The implications of this research show that e-Government development depends on system quality, user satisfaction, and public trust. Therefore, the Government needs to improve the quality of digital services, namely by

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ensuring a system that is stable, safe, and provides real benefits to society.

Apart from the dominance of the IS Success Model, ECM, and UTAUT models, the analysis shows a tendency toward hybrid models, namely the integration of constructs from various theoretical frameworks into a single research model. Constructs such as Satisfaction and Trust are most often combined with the core variables of the IS Success Model (System Quality, Information Quality, Service Quality), ECM (Confirmation, Expectation), and UTAUT (Performance Expectancy, Effort Expectancy). This pattern shows that researchers are seeking to increase the model's explanatory power by simultaneously combining technological and psychological factors. These findings confirm that the continuation of e-government use cannot be explained by a single theory, but requires a multidimensional approach that integrates system quality, user experience, and public trust as the main factors in the continuance intention model.

Most of the 27 of 28 articles adopt a quantitative approach to continuance intention research in e-government and still rely on cross-sectional surveys, which are less able to capture the dynamics of user behavior, especially trust variables that develop over time through user experience, transparency, and system security. Therefore, research is recommended to adopt a longitudinal design and a qualitative or mixed method approach to obtain an in-depth understanding of the formation of trust and continuance intention in e-government.

IV. CONCLUSION

This research contributes theoretically to the field of e-government use by presenting global publication trends, country distributions, journal reputations, research models, research methods, and determinants of continuance intention. Findings indicate that the IS Success Model and the ECM (Expectation-Confirmation Model) are dominant in the research models. This demonstrates that system quality, satisfaction, and expectation confirmation are the foundations for continuance intention among e-Government users. PRISMA and bibliometric analyses also illustrate the direction of research on continuance intention among e-government users globally.

Practically, this research is important for system design and policymakers. The success of e-government is determined by the quality of a stable, secure system that provides benefits to the public. Governments also need to improve the quality of digital services, strengthen personal data protection, ensure transparency, and conduct regular evaluations to bolster public trust.

Future research requires a research development model that incorporates several aspects, including technology, psychology, and socio-cultural aspects. Further research is also recommended to expand the geographic context, particularly in developing countries, where this remains limited. Exploration of the influence of new technologies, such as big data and the Internet of Things, on continuance intention, based on a literature review of e-government.

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