Abstract

The main goal of this research is to measure user’s confidence in information security and transparency in e-Government held by a sample of 1842 of Bahrain citizens and residents, finding out how often Bahrain people use e-Services and how far they trust these services. Their feedback about e-Services in the Kingdom will reflect a clear view about user’s confidence in information security and transparency in e-Government. The objective of the research is to understand the security, to investigate the threats of information security, to determine Bahrain resident’s expectation on e-Government services, and to develop clear views on possible solutions to overcome barriers to e-Government growth. The researcher started with an introduction that includes a background to the research, and then a body of text that aims to review the critical points of current knowledge on information security, later researcher went through topics related to e-Government concepts and e-Government service’s future in the Kingdom.

After the literature part of the research, the researcher explained the methodology, data analysis methods and the results of the survey by figures and statistics. A self-administered questionnaire has been used to gather the data from randomly selected people. Finally, the research has ended with a conclusion of the research and recommendations to improve Kingdom’s e-Government services.