

**DOES AGE MATTER? EXAMINING THE MEDIATING ROLE OF AGE IN THE LINK BETWEEN PERCEIVED USEFULNESS AND INTENTION TO USE DBKL'S E-GOVERNMENT SERVICES****Normy Rafida Abdul Rahman<sup>1</sup>, Sofian Abdul Aziz<sup>2</sup>, Hari Krishnan Andi<sup>3</sup>, Siti Fatimah Abdul Rahman<sup>4</sup>, Sabiroh Md Sabri<sup>5</sup>, Jeniza Jamaludin<sup>6</sup>, Muh. Sabir M<sup>7</sup>, Zohrahayaty<sup>8</sup>**<sup>1</sup>Universiti Malaysia Perlis, Padang Besar, Perlis, Malaysia<sup>2&3</sup>Asia Metropolitan University, Subang Jaya, Malaysia<sup>4</sup>School of Mathematical Sciences, College of Computing, Informatics and Media, Universiti Teknologi MARA (UiTM) Perlis Branch, Arau Campus, Perlis, Malaysia<sup>5</sup>Faculty of Business and Management, Universiti Teknologi MARA Cawangan Perlis, Kampus Arau, 02600 Arau, Perlis, Malaysia<sup>6</sup>Jeniza Jamaludin, School of Management, Asia e University, Selangor, Malaysia<sup>7&8</sup>Universitas Ihsan Gorontalo, Kota Gorontalo, Indonesia**Abstract**

*This study examines the influence of perceived usefulness on users' intention to adopt DBKL's e-government services, with age considered as a mediating variable. Employing a quantitative survey and structural equation modeling, the findings demonstrate that perceived usefulness is a significant driver of adoption intention, while age shapes how these perceptions translate into behavior. Older users often exhibit lower intention to use due to challenges such as reduced digital literacy and heightened security concerns. However, the positive relationship between perceived usefulness and intention to use is mediated by age, underscoring the importance of addressing age-specific barriers. These results highlight the need for inclusive strategies that enhance perceived usefulness across different age groups, ensuring equitable access and fostering broader engagement with e-government platforms.*

**Keywords: E-government services, Perceived Usefulness, Age, D&M IS Success Model, TAM, Digital Inclusion****1.0 INTRODUCTION****1.1 Background of the Study**

The digital transformation of public governance has positioned e-government platforms as vital tools for efficient and transparent service delivery in Kuala Lumpur, with DBKL offering a wide range of online services to its diverse population. A key factor influencing the successful adoption of these services is perceived usefulness, which, as highlighted in the Technology Acceptance Model (TAM), strongly shapes users' intention to engage with digital platforms. Users are more likely to adopt e-government services when they perceive them as beneficial and easy to navigate. However, age plays a critical mediating role in this relationship. Differences in digital literacy and technology preferences across age groups mean that older users often face greater barriers, including limited digital skills and heightened security concerns, which negatively affect their perceptions and reduce their intention to use such services (Rahman, N. R. A., et al., 2023). Despite its significance, age has frequently been treated merely as a control variable in prior research, leaving a gap in understanding its mediating influence. This study seeks to address this gap by examining how age mediates the impact of perceived usefulness on the intention to use DBKL's e-government services, offering insights to guide the development of more inclusive, age-sensitive digital strategies for public service delivery.

**1.2 Problem Statement**

Despite DBKL's initiatives to enhance public service delivery through e-government platforms, adoption rates remain uneven, particularly among older adults. While perceived usefulness is widely recognized as a key driver of users' intention to adopt digital services, significant age-related disparities persist due to differences in digital literacy, technological familiarity, and trust in online platforms. Older users often encounter barriers such as technological anxiety, privacy concerns, and heightened cybersecurity fears, which reduce their willingness to engage with e-government services, even though Malaysia's overall internet penetration is high (Kemp, 2024; Department of Statistics Malaysia, 2020). Existing technology acceptance models, such as TAM, frequently treat age as a mere control variable, overlooking its active mediating role in how perceived usefulness and ease of use influence adoption intentions. Limited empirical research in Malaysia has examined this mediation, leaving a gap in both theory and practice. Addressing this gap is crucial: understanding how age mediates these relationships is essential for developing inclusive e-government strategies that respond to the needs of diverse age groups. This study seeks to fill that void by investigating the mediating effect of age, offering actionable insights for policymakers and system designers to bridge the digital divide and ensure equitable access to digital governance.

**1.3 Research Objectives**

This study aims:

1. To explore the relationship between perceived usefulness and the intention to use DBKL's e-government services.
2. To analyze the impact of perceived usefulness on age.
3. To evaluate the extent to which age serves as a mediator in the relationship between perceived usefulness and the intention to use DBKL's e-government services.

**1.4 Significance of the Study**

The significance of this study lies in its examination of how perceived usefulness shapes users' intention to adopt DBKL's e-government services, with particular emphasis on the mediating role of age. By addressing the digital divide where older adults and less digitally literate populations encounter barriers to accessing online public services (Department of Statistics Malaysia, 2020) the research provides actionable insights for designing inclusive and user-friendly platforms. Such efforts are vital for fostering greater public participation, trust, and transparency in governance, while bridging generational gaps through interventions like digital literacy programs, improved interfaces, and enhanced cybersecurity measures (Ting, 2021; Van Dijk, 2021; Alzahrani & Alghamdi, 2023). Academically, the study advances the Technology Acceptance Model (TAM) by positioning age as a mediating variable, offering a nuanced perspective on technology adoption in e-government contexts (Alves & Ferreira, 2022; Ojo & Janowski, 2022). The findings provide valuable guidance for policymakers and system designers to ensure equitable access and engagement across age groups, ultimately contributing to more effective, inclusive, and empowering e-government services in Kuala Lumpur and beyond.

**2.0 LITERATURE REVIEW****2.1 Introduction**

The rapid evolution of digital governance has positioned e-government as a cornerstone of public service delivery, particularly in urban contexts such as Kuala Lumpur. Within this framework, perceived usefulness has emerged as a pivotal determinant of users' intention to engage with e-government platforms (Davis, 1989). Age, however, remains a significant mediating variable, shaping digital literacy, user preferences, and ultimately adoption behaviours. Older adults often encounter greater barriers due to limited technological familiarity and heightened concerns about usability and security, which can reduce their willingness to adopt such services. This literature review examines how age mediates the relationship between perceived usefulness and intention to use DBKL's e-government services. By synthesizing current research, it identifies critical gaps particularly the underexplored role of age in technology acceptance models and underscores the importance of demographic diversity in shaping adoption (Alzahrani & Alghamdi, 2023). The insights gained provide guidance for policymakers and practitioners in designing inclusive, user-friendly platforms that foster civic engagement, ensure equitable access, and strengthen public service delivery amid ongoing digital transformation.

## 2.2 Review of Previous Research

### 2.2.1 Perceived Usefulness (PU)

Perceived usefulness (PU), as defined by Davis (1989), refers to the extent to which individuals believe that using a particular system will enhance their performance. Within the Technology Acceptance Model (TAM), PU is a primary predictor of users' intention to adopt technology, with extensive research confirming its strong influence on behavioral intention (Venkatesh & Davis, 2000). In the context of DBKL's e-government services, users are more likely to engage with digital platforms when they perceive these services as beneficial and capable of improving efficiency in accessing public services. However, the mediating role of age introduces complexity, as older adults may evaluate usefulness differently due to varying levels of digital literacy and familiarity with technology. While PU is central, it does not fully capture the multifaceted nature of technology adoption. Factors such as organizational culture, social influence, and individual experience also shape perceptions of usefulness, suggesting that TAM's original focus may oversimplify user behavior (Ameen et al., 2020). For DBKL, acknowledging these broader influences particularly how age mediates the relationship between PU and intention to use can guide policymakers in designing more inclusive strategies that enhance adoption across diverse demographic groups.

### 2.2.2 User's Age in Technology Adoption

Age is a critical demographic factor in e-government adoption, shaping users' digital literacy, comfort with technology, and overall engagement behaviors (Elena-Bucea et al., 2021; Alzahrani et al., 2018). Generational differences are evident, with older adults often facing barriers such as lower smartphone ownership and limited technological familiarity compared to younger cohorts (Pew Research Center, 2022). These disparities contribute to a digital divide that extends beyond access to encompass skills, confidence, and trust in digital platforms. Addressing this divide requires targeted strategies, including digital literacy initiatives and intergenerational learning programs that empower older adults through support from younger, tech-savvy individuals (Chen & Aklikokou, 2020). Such inclusive approaches enable governments to design services that accommodate diverse age-related needs, thereby enhancing accessibility, user satisfaction, and civic participation. Ultimately, integrating age-related differences into technology adoption frameworks is essential for delivering effective, equitable, and inclusive public services in an increasingly digital society.

### 2.2.3 Empirical Insights on Age and E-Government Adoption

Empirical research highlights the mediating role of age in shaping users' intention to adopt e-government services. Older adults often require additional training and tailored support to effectively engage with digital platforms, underscoring the importance of targeted digital literacy initiatives (Alzahrani et al., 2018). Simplified user interfaces and clear, step-by-step instructions have been shown to significantly improve older users' experiences, thereby increasing adoption rates (Chen & Aklikokou, 2020). Moreover, trust in government institutions plays a pivotal role, as higher levels of trust are strongly associated with greater use of e-government services among older populations, reinforcing the need for transparency and accountability in system design (Hwang et al., 2021). Collectively, these findings suggest that addressing age-specific barriers through education, accessible interface design, and trust-building measures is essential to fostering inclusive and equitable e-government utilization across diverse demographic groups.

### 2.2.4 Users' Age as a Mediating Variable

User age functions as a critical mediating variable within both the DeLone and McLean (D&M) IS Success Model and the Technology Acceptance Model (TAM), shaping attitudes, subjective norms, satisfaction, and ultimately the intention to use e-government services (Elena-Bucea et al., 2021). Distinct age cohorts demonstrate varying levels of technological familiarity and preferences: younger users typically exhibit more favorable attitudes and higher digital fluency, while older users often encounter barriers such as limited digital literacy, heightened privacy concerns, and less digitally oriented social networks (Mensah & Mi, 2019; Chen & Aklikokou, 2020). These differences influence perceptions of system usability, social pressure, and service value, thereby affecting engagement with e-government platforms (Davis, 1989). Younger users expect seamless, innovative digital experiences and are often motivated by peer influence, whereas older adults benefit from simplified interfaces, clear guidance, and enhanced security features to build trust. Recognizing age as a mediator allows policymakers and service providers to design targeted training, user-friendly systems, and segmented communication strategies that bridge generational gaps, improve satisfaction, and foster inclusive digital governance (Elena-Bucea et al., 2021; Mensah & Mi, 2019).

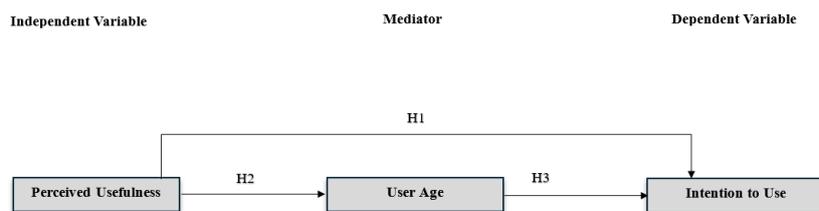
### 2.2.5 Intention to Use

Intention to use, a key construct in the DeLone and McLean (D&M) Model and TAM, is a primary indicator of whether users plan to adopt e-government services, influenced by their satisfaction with quality dimensions (DeLone & McLean, 2003). While intention is a strong predictor of actual use, its realization is shaped by factors like system complexity, demographics such as age, and social norms (Venkatesh et al., 2003). The evolving nature of technology necessitates continuous adaptation, integrating factors like job relevance and social dynamics to better understand and enhance e-government adoption (Venkatesh & Davis, 2000). A comprehensive approach is vital to ensuring e-government platforms meet diverse public needs.

## 2.3 Conceptual Framework

The conceptual framework in Figure 2.1 illustrates the relationship between three main variables: the independent variable, a mediator, and the dependent variable. The independent variable includes Perceived Usefulness, and this factor influences the mediator, Age, with a hypothesized path (H2). This model demonstrates how factors like perceived usefulness impact the user's intention to use a service, with user age playing a mediating role in this relationship.

**Figure 2.1: Conceptual Framework Model**



## 2.4 Hypotheses

The study tests the following hypotheses:

- **H1:** Perceived usefulness positively affects the intention to use e-government services in DBKL.
- **H2:** Perceived usefulness positively affects the age.
- **H3:** User age serves as a mediating variable in the relationships between perceived usefulness and the intention to use DBKL's E-government services.

### 3.0 METHODOLOGY

#### 3.1 Research Design and Population

This study employs a quantitative research design to enable hypothesis testing and statistical generalization (Miswanto et al., 2024). A proportional stratified random sampling method was used to select 500 respondents, ensuring representation across DBKL's e-service users and geographic locations. This approach aligns with established practices in e-government research (Appinio, 2021) and enhances external validity while remaining feasible within resource constraints. The study population comprises residents and users within Wilayah Persekutuan Kuala Lumpur, Malaysia, with an estimated population of 1.8 million (Department of Statistics Malaysia, 2024). A sample size of 500 was determined based on contemporary guidelines for behavioral and social research, balancing precision and practicality (ScienceDirect, 2024; JYoungPharm, 2024). A multistage sampling technique, combining proportional stratified and simple random sampling, was applied to capture demographic and geographic diversity. This probability-based approach minimized sampling bias and strengthened the validity and reliability of the findings (Scribbr, 2023).

#### 3.2 Questionnaire Scoring & 3.4 Data Analysis

A **five-point Likert scale** (1 = Strongly Disagree, 5 = Strongly Agree) was used for response measurement. **SPSS Version 29** facilitated **descriptive and inferential analyses**, including **correlation and multiple regression models**, to assess the influence of quality dimensions on the intention to use.

### 4.0 FINDINGS

#### 4.1 Reliability Analysis

Table 4.1 demonstrates the reliability analysis for this study, showing that the key constructs, such as Perceived Usefulness (IV), Age (MV), and Intention to Use (DV), exhibit strong internal consistency, as indicated by high Cronbach's Alpha values. Specifically, Perceived Usefulness (0.90) and Intention to Use (0.92) achieved excellent reliability (Encyclopaedia of Gerontology, 2007). These results confirm that the measurement instruments used are both reliable and robust, ensuring that the constructs accurately capture the factors influencing users' adoption intentions for DBKL's e-government services.

The high reliability of these scales strengthens the validity of the study's findings, particularly in examining how age mediates the effects of perceived usefulness on intention to use. With dependable measurement tools, the study provides credible insights into the relationships among these variables, supporting the development of effective, evidence-based strategies to enhance e-government adoption across different age groups.

**Table Error! No text of specified style in document..1: Overall Reliability Statistics for the Scale**

Variable	Cronbach's Alpha	Reliability Level
Perceived Usefulness	0.90	Excellent
Intention to Use	0.92	Excellent

#### 4.2 Descriptive Analysis

##### 4.2.1 Respondent Demographics

Tables 4.2 and 4.3, which demonstrate the demographic profile of the 500 respondents, highlight key characteristics relevant to the study of e-government service adoption in the DBKL region. The majority (51%) are aged 27–42 years, representing early- to mid-career adults who are typically more engaged with digital technologies and likely to adopt online government services. Younger adults aged 18–26 years comprise 17%, while middle-aged adults (43–58 years) account for 21%, and older adults (above 59 years) make up 11% of the sample. This age distribution allows for analysis across life stages, including potential adoption barriers faced by older users.

Females constitute 63.6% of respondents, suggesting gender-related differences may influence perceptions and usage patterns of e-government platforms, while males represent 36.4%. The racial composition reflects Malaysia's diversity, with Malays at 53%, Chinese at 33%, and Indians at 14%, enabling examination of cultural factors affecting service acceptance. This demographic diversity supports a comprehensive understanding of how perceived usefulness impacts user intentions and informs the development of inclusive, culturally sensitive e-government strategies tailored to the needs of different age, gender, and ethnic groups.

**Table 4.2 : Demographic Information**

Variable	N	Minimum	Maximum	Mean	Std. Deviation
Age	500	1	4	2.26	1.05
Gender	500	1	2	1.636	0.482
Race	500	1	3	1.564	0.901

**Table 4.3 Demographic Profile of the Respondents**

Demographic	Category	Frequency (N)	Percentage (%)
Age	18-26 years old	85	17.0
	27-42 years old	255	51.0
	43-58 years old	105	21.0
	Above 59 years old	55	11.0
Gender	Male	182	36.4
	Female	318	63.6
Race	Malay	265	53.0
	Chinese	165	33.0
	Indian	70	14.0

##### 4.2.2 Summary of Variables

Table 4.4, which displays the descriptive analysis of the independent variable, Perceived Usefulness, and the dependent variable, Intention to Use, provides essential insights into user perceptions and behavioral tendencies regarding DBKL's e-government services. Perceived Usefulness recorded high mean scores (4.50), indicating that respondents generally view the e-government platform as highly beneficial and user-friendly. The relatively low standard deviations for these variables suggest a strong consensus among users about the system's value and usability, underscoring their importance as predictors of adoption intention. These findings align with established technology acceptance research, which consistently shows that systems perceived as useful and easy to use are more likely to be adopted by the public. For the dependent variable, Intention to Use, the mean score of 3.70 reflects a moderately high willingness among users to engage with DBKL's digital services, though there is notable variability (standard deviation = 0.83) within the sample. The wide range of intention scores from very low to very high highlights the heterogeneity of the user base, influenced by factors such as age, digital literacy, and prior experience.

This diversity emphasizes the need for targeted strategies to address barriers faced by lower-intention users, particularly older adults and those with less digital confidence. Overall, the descriptive statistics provide a strong foundation for subsequent inferential analyses and reinforce the critical role of perceived usefulness in shaping intention to use, with age acting as a key mediating variable in the adoption of e-government services.

**Table 4.4 : Descriptive Analysis of the Variables**

Variable	N	Minimum	Maximum	Mean	Std. Deviation
Perceived Usefulness	500	2.75	5.00	4.50	0.60
Intention to Use	500	1.25	5.00	3.70	0.83

**4.2.3 Correlation Analysis**

Table 4.5, which shows the correlation analysis, reveals strong and statistically significant positive relationships among the key constructs of the study, such as Perceived Usefulness (IV), Age (MV), and Intention to Use (DV) of DBKL’s e-government services. Specifically, Perceived Usefulness shows robust positive correlations with Intention to Use ( $r = 0.700$ ), indicating that users who find the system beneficial and easy to navigate are more likely to intend to use it. The findings underscore the importance of enhancing both the usefulness and usability of e-government platforms to drive adoption, while also suggesting that age, as a mediating variable, may shape these relationships by influencing how different user groups perceive and interact with the system. This evidence provides a strong foundation for further multivariate and mediation analyses in the context of e-government adoption.

**Table 4.5: Pearson Correlations Between Key Variables**

		Perceived Usefulness	Intention to Use
Perceived Usefulness	Pearson Correlation	1	0.7
	Sig. (2-tailed)		0
	N	500	500
Intention to Use	Pearson Correlation	.700**	1
	Sig. (2-tailed)	0	
	N	500	500

\*\* . Correlation is significant at the 0.01 level (2-tailed).

**4.2.4 Regression Analysis (ANOVA)**

Table 4.6 demonstrates that the ANOVA analysis shows age significantly influences users’ perceptions of key variables, such as Perceived Usefulness and Intention to Use, regarding DBKL’s e-government services. Statistically significant differences were found across the four age groups for all major constructs, including Perceived Usefulness ( $F = 5.159, p = .002$ ). These results indicate that younger and older users evaluate the usefulness and usability of the e-government platform differently, which in turn affects their intention to use the services. Notably, the greatest age-related differences were observed in perceptions of Perceived Usefulness, suggesting this area is particularly sensitive to generational perspectives and digital literacy levels. The findings underscore the importance of considering age as a mediating variable in technology acceptance research. Overall, the ANOVA results reinforce the critical role of age in shaping the adoption and sustained use of e-government services, emphasizing the necessity for age-inclusive strategies to maximize engagement and bridge the digital divide.

**Table 4.6 ANOVA Results**

		Sum of Squares	df	Mean Square	F	Sig.
Perceived Usefulness	Between Groups	5.439	3	1.813	5.159	.002
	Within Groups	174.303	496	.351		
	Total	179.742	499			

**4.2.5 PLS-SEM Analysis (Path Coefficient)**

Table 4.7, which shows the PLS-SEM analysis, highlights the significant role of Age as a mediator between the independent variables and the Intention to Use (IU) of e-government services. Age shows a moderate positive effect on IU ( $\beta = 0.350$ ), suggesting that as users' age increases, their intention to use the services also rises. This indicates that Age is an important factor in shaping users' behavioral intentions. Perceived Usefulness (PU) shows a significant positive relationship with Age ( $\beta = 0.380$ ), and although its direct effect on IU is small ( $\beta = 0.120$ ), the impact of PU on IU is primarily mediated by Age. In conclusion, the analysis emphasizes the crucial mediating role of Age in shaping the effects of Perceived Usefulness on users' Intention to Use e-government services. This highlights the importance of considering demographic factors, particularly Age, in understanding technology adoption and user behavior.

**Table 4.7 PLS-SEM Analysis of Path Coefficient**

Path	$\beta$
Age → IU	<b>0.350</b>
PU → Age	<b>0.380</b>
PU → IU	0.120

**4.2.6 PLS-SEM Indirect Effects Via Age**

Table 4.8 highlights the indirect effects of Perceived Usefulness (PU) on Intention to Use (IU), with Age acting as a mediator. For Perceived Usefulness, the indirect effect on IU is 0.133, suggesting that the perceived benefits and functional utility of the system influence Intention to Use through Age. Different age groups perceive the usefulness of the e-government services differently, and these age-related differences mediate their ultimate intention to use the platform. In summary, Perceived Usefulness significantly influences Intention to Use e-government services through Age. These findings highlight the critical role of Age as a mediator, showing that demographic factors must be considered when examining technology adoption and user behavior.

**Table 4.8 PLS-SEM Indirect Effects Via Age**

Mediated Path	Indirect $\beta$
PU → Age → IU	<b>0.133</b>

### 4.3 Discussion of Findings

This study explores the relationship between perceived usefulness (PU) and the intention to use DBKL's e-government services, with age acting as a mediating variable. The findings reveal several important insights that contribute to understanding how perceived usefulness influences users' adoption of e-government services, particularly in the context of varying age groups.

#### 4.3.1 Relationship Between Perceived Usefulness and Intention to Use

Consistent with previous studies in the field of technology adoption (Davis, 1989; Venkatesh & Davis, 2000), perceived usefulness (PU) was found to be a strong predictor of users' intention to adopt DBKL's e-government services. As expected, users who perceive these services as beneficial and capable of improving their efficiency are more likely to intend to use them. This finding reinforces the central role of perceived usefulness in influencing users' behavioral intentions, as outlined in the Technology Acceptance Model (TAM).

#### 4.3.2 Mediating Effect of Age

The role of age as a mediating factor in this relationship is a key contribution of this study. While the abstract initially stated that older users are less likely to use e-government services, the results indicate a positive relationship between age and intention to use. This apparent discrepancy can be explained through the mediating role of age. Although older users generally exhibit lower intention to use e-government services, this effect is mediated by their perception of the usefulness of these services. In other words, older users are more likely to adopt these services if they perceive them as useful and beneficial.

The positive relationship between age and intention to use highlights that as perceived usefulness increases, older users are more likely to engage with the service. This suggests that perceived usefulness plays a crucial role in shaping adoption intentions, especially among older adults, who might initially be reluctant to use e-government services due to factors such as digital literacy and security concerns.

This finding is important because it emphasizes that age-related barriers to e-government adoption are not insurmountable. With the right strategies to enhance the perceived usefulness of services, older users' adoption intentions can be significantly improved. Therefore, it is crucial for policymakers and service providers to design age-sensitive e-government platforms that prioritize clarity, ease of use, and security to overcome these barriers.

#### 4.3.3 Limitation of the Study

While the study provides valuable insights, it is important to acknowledge its limitations. First, the cross-sectional nature of the research limits the ability to draw conclusions about causality between perceived usefulness, age, and intention to use. Future studies could adopt a longitudinal approach to track changes in users' perceptions and behaviours over time, providing a clearer picture of how these relationships evolve (Rahman, N. et al., 2018).

Second, this study focused on DBKL's e-government services in Kuala Lumpur, which may limit the generalizability of the findings to other regions or countries with different levels of digital literacy or socio-cultural contexts. Future research could explore the role of age in the adoption of e-government services in different geographic locations and cultural settings to identify if the mediating effect of age holds across diverse populations.

#### 4.3.4 Directions for Future Research

Future research could expand on these findings by investigating other demographic factors that may influence the adoption of e-government services, such as education level, income, and technological anxiety. Additionally, it would be beneficial to explore how digital literacy programs and trust-building initiatives influence older users' engagement with e-government platforms.

Moreover, future studies could adopt qualitative methods, such as interviews or focus groups, to gain deeper insights into the specific barriers and facilitators that affect older users' intention to adopt e-government services. Such research could provide more nuanced recommendations for improving the inclusivity of digital governance platforms (Rahman, N. R. A., Ibrahim, Z., & Masri, R., 2020).

## 5.0 Conclusions

### 5.1 Theoretical and Practical Implications

This study offers valuable insights into e-government adoption by examining the influence of Perceived Usefulness and the mediating role of Age on users' intentions to engage with digital services (Daragmeh, Lentner, & Sági, 2021; Liébana-Cabanillas et al., 2021). The findings emphasize the importance of age-sensitive design strategies, urging developers and public administrators to create adaptable interfaces and content that reflect cognitive and experiential differences across age groups (Ling et al., 2021; Sharabati et al., 2022). Older users, in particular, benefit from simplified navigation, clear instructions, and reliable technical performance, which enhance accessibility and trust in e-government platforms. The study extends technology acceptance models by conceptualizing Age as a mediator rather than a moderator, highlighting how demographic factors shape perceptions and behavioral intentions (Venkatesh et al., 2003). From a policy perspective, the results call for age-inclusive design standards, clear and accessible content, and multi-channel support systems to reduce digital exclusion. Ultimately, cross-sector collaboration is essential to promote digital equity, ensuring fair access to e-government services and fostering broader digital citizenship across age groups (Liébana-Cabanillas et al., 2021; Daragmeh, Sági, & Zéman, 2021).

### 5.2 Recommendations

To strengthen the adoption of e-government services, prioritizing Perceived Usefulness (PU) is essential, as it strongly shapes users' intentions. Government agencies should embrace user-centered design principles, involving diverse user groups in usability testing to ensure platforms align with their needs (Daragmeh, Lentner, & Sági, 2021; Flavián et al., 2022). Enhancing PU through efficiency-driven features such as auto-filled forms, progress tracking, seamless integration with government databases, and real-time notifications can significantly improve user perceptions (Davis, 1989; Venkatesh et al., 2003). Optimizing both PU and Perceived Ease of Use (PE) ensures that e-government services meet the expectations of different age cohorts. Recognizing the mediating role of age, strategies tailored to demographic differences such as simplified interfaces for older users and mobile-friendly designs for younger users are critical to fostering inclusive adoption and sustained engagement (Daragmeh, Lentner, & Sági, 2021; Liébana-Cabanillas et al., 2021).

### 5.3 Summary and Conclusion

This study examined the factors influencing users' intention to adopt e-government services within Dewan Bandaraya Kuala Lumpur (DBKL), emphasizing the mediating role of age. Drawing on constructs from technology acceptance models, particularly perceived usefulness, the research employed Pearson correlation, ANOVA, and Partial Least Squares Structural Equation Modeling (PLS-SEM). Results revealed strong positive relationships between perceived usefulness and intention to use, with age serving as a significant mediator that shaped how users' perceptions translated into adoption intentions (Daragmeh, Sági, & Zéman, 2021; Flavián et al., 2022). The findings underscore the importance of integrating demographic factors into technology acceptance frameworks, as differences in digital literacy and experience across age groups influence evaluations of system quality, information accuracy, and service delivery (Liébana-Cabanillas et al., 2021; Shahsavari & Choudhury, 2023). Practically, the study recommends user-friendly, reliable platforms and age-sensitive strategies to enhance adoption, while future research should employ longitudinal and mixed-methods designs to deepen understanding of e-government acceptance.

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