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E-government implementation is characterized by online service development and delivery as the first step. As e-government matures, managers face challenges of understanding future challenges and how to address them in order to move e-government to the next step of development. As a contribution to e-government development, the present research took steps in understanding and addressing e-government service evaluation challenges in a least developed country (LDC), Rwanda.

This thesis follows a design science research approach to answer the question: How can e-government service evaluation be improved in Rwanda? The findings are presented in four studies and explain the improvement of e-government service evaluation through an evaluation process redesign. This process redesign consists of changes in the information and social components supported by the technology component. Based on the information systems artifact concept, an evaluation approach called the Rwanda Online Service Evaluation (ROSE) has been designed to convey the proposed changes. ROSE has also been evaluated for suitability in Rwanda.

The theoretical contributions of the present thesis include an e-government maturity model and an e-government service development framework. This thesis also provides practical guidance to practitioners in Rwanda and contributes to the e-government body of knowledge. The findings of this thesis have relevance for other LDC as they have similarities in their socio-economic conditions.

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E-Government Service Evaluation in Rwanda

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## A Design Perspective

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