

Financing Sustainable E-Government: Economic Value Creation Through Technological, Social, and Environmental Investments

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Abstract

This study aim is to examine how technological, social, and environmental sustainability dimensions influence citizen satisfaction with e-government services in Lithuania. As digital governance becomes central to public service delivery, understanding the role of sustainability is essential for ensuring long-term business effectiveness, trust, and user engagement. The research adopts a quantitative approach based on a survey of 412 Lithuanian citizens who actively use e-government platforms. Data were analysed using correlation, regression, and mediation techniques to evaluate relationships between sustainability dimensions, perceived value, and citizen satisfaction. The findings reveal that technological sustainability, including system stability, security, and adaptability, has the strongest positive impact on perceived value and satisfaction. Social sustainability, reflected in inclusiveness, accessibility, and citizen participation, also significantly enhances user perceptions and trust in digital services. Environmental sustainability contributes positively, particularly through reduced paper use and lower travel needs, although its effect is primarily indirect and mediated by perceived value. The results confirm that perceived value plays a key mediating role linking sustainability factors to overall citizen satisfaction. The study highlights that usability, security, reliability, and accessibility are the most critical priorities for users of digital public services. It concludes that integrating sustainability into e-government strategies strengthens citizen trust, improves service quality, and aligns digital transformation with broader social and environmental goals. The findings provide practical implications for policymakers, emphasizing the importance of sustained investment in technological infrastructure, inclusive design, and visible environmental initiatives to enhance the long-term success of e-government systems.

Keywords: e-government, business sustainability, citizen satisfaction, perceived value, digital governance

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