Citizens? decision to use online services is influenced by their trust in technology and the agency involved. Low levels of citizen trust towards e-Government services in Germany create concerns in the Government. However, neither the issue of trust nor its influence on the willingness of citizens for using online public services has been examined thoroughly till now. Literature in similar contexts including e-Commerce and computer mediated transactions has already recognized the importance of considering cultural characteristics in online trust research. This paper reveals results of an extensive literature review screening the existing literature of trust research in e-Government. We conclude that, despite its critical importance, no comprehensive study has been conducted in Germany disclosing the decision making mechanism of citizens for using e-Government services? especially concentrating on the aspect of trust.
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