

4. Trust: A Predictor For The Growth Of E-Governance In Public Services

Dr. Mukesh Keshari¹

Abstract

In the 21st century, the transformative power of Information and Communication Technology (ICT) is reshaping governance and society. Reformers are increasingly considering e-governance as a crucial mechanism for delivering government services, facilitating information exchange, enhancing communication, enabling transactions, and integrating various standalone systems and services across G2C (Government to Citizen), G2B (Government to Business), G2G (Government to Government), and G2E (Government to Employees) interactions. Additionally, e-governance aims to streamline back-office processes within the entire government framework.

Citizens expect a user-friendly, 24/7 interface for interacting with government services that is accessible in their preferred language and customized to their individual needs. Beyond providing citizen services, e-governance is implemented to enhance public sector efficiency, improve transparency and accountability in government operations, and achieve cost savings in government administration.

This study focuses on measuring the level of trust in e-governance in public services, specifically examining Indore Nagar Nigam. A total of 400 respondents from Indore city were selected for this study.

Keywords: Trust, Efficiency, E-governance, Transparency, Accountability

¹ Associate Professor, Institute Of Commerce, Sage University, Indore, MP

1.1 INTRODUCTION:

E-governance has been defined by various organizations. According to the United Nations, it involves using the Internet and the World Wide Web to provide government information and services to citizens. UNESCO expands on this by describing e-governance as the public sector's application of information and communication technologies (ICT) to enhance service delivery, encourage citizen participation in decision-making, and increase government accountability, transparency, and efficiency. This broader concept can transform how citizens interact with governments and each other, fostering new citizenship concepts focused on engagement, enablement, and empowerment.

1.1.1 Components of E-Governance

The initiatives utilizing ICT in governance began with the National Informatics Centre (NIC) in 1977, initially limited to certain government organizations. Over time, as technology advanced, computers became accessible to everyone, particularly with the launch of NICNET in 1987, a national satellite-based computer network. This advancement propelled e-governance forward, focusing on four main dimensions: Government to Government (G2G), Government to Citizen (G2C), Government to Business (G2B), and Government to Employees (G2E).

1.1.2 Government to Government (G2G)

G2G encompasses the interactions between central and state governments and between various government departments. It includes services like e-administration, e-police, and e-courts. G2G interactions are crucial for planning, decision support, and implementing action plans, aiming to foster partnerships across different government levels. These partnerships enhance collaboration and empower state and local governments to deliver services more effectively, with a primary focus on increasing efficiency, performance, and output.

1.1.3 Government to Citizen (G2C)

G2C refers to the online relationship between government departments and citizens, providing essential services for daily life and emergencies through websites. This interface allows citizens to access a wide range of public services efficiently.

1.1.4 Government to Business (G2B)

To implement various plans and projects, the government requires services from the business community. G2B initiatives can be transactional, such as e-Taxation, e-Licensing, e-Procurement, and e-Payment, as well as promotional and facilitative in trade, tourism, and investment.

t. E-procurement transforms manual government procurement into an efficient electronic system, facilitating seamless interactions between businesses and the government, reducing red tape, saving time, cutting operational costs, and creating a more transparent business environment.

1.1.5 Government to Employees (G2E)

Like any organization, the government regularly interacts with its employees. This two-way communication process is enhanced by ICT tools, making interactions faster and more efficient while increasing employee satisfaction. It includes online conferencing, training, and employee information services.

1.2 Model on Unified Theory of Acceptance & Use of Technology

The Unified Theory of Acceptance and Use of Technology (UTAUT) was introduced by Venkatesh et al. in 2003, synthesizing elements from eight different models: Theory of Reasoned Action (TRA), Technology Acceptance Model (TAM), Motivation Model (MM), Theory of Planned Behavior (TPB), Extended Technology Acceptance Model (TAM2), Diffusion of Innovations (DOI), and Social Cognitive Theory (SCT). The UTAUT framework includes four primary constructs: Performance Expectancy, Effort Expectancy, Social Influence, and Facilitating Conditions.

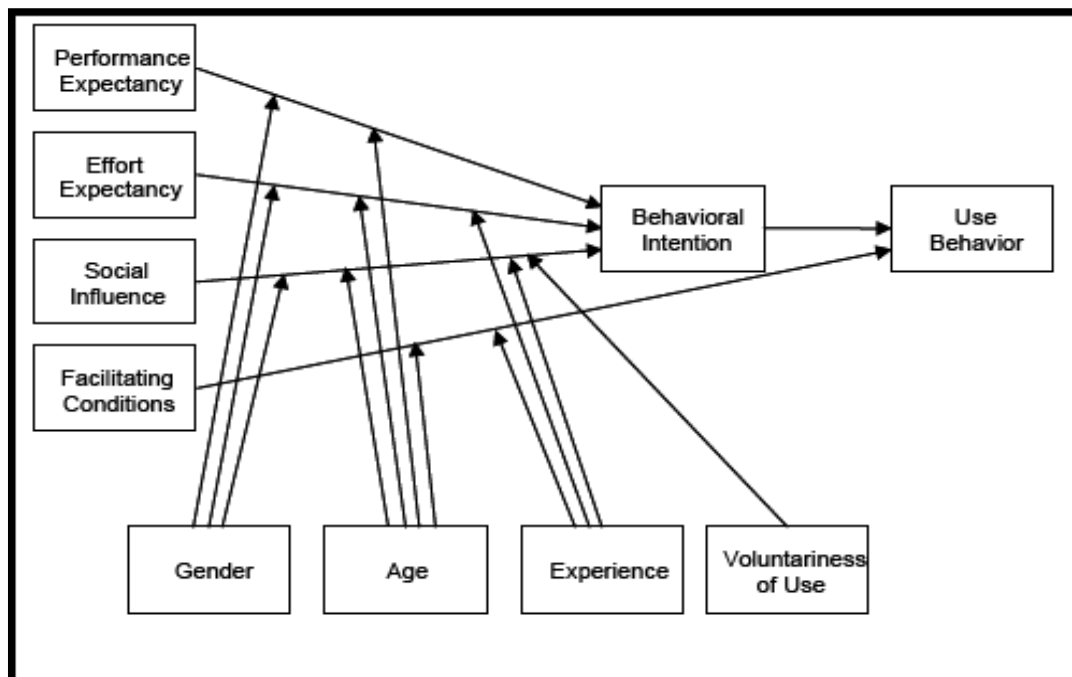


Figure 1.1: UTAUT Model

Source: Venkatesh et al. (2003)

- 1.2.1 Performance Expectancy:** This construct refers to the degree to which an individual believes that using a system will enhance their job performance. It encompasses five factors: perceived usefulness, extrinsic motivation, job fit, relative advantage, and outcome expectations. These factors are influenced by the user's gender and age.
- 1.2.2 Effort Expectancy:** This describes the ease of system use perceived by the individual. It includes three factors: perceived ease of use, complexity, and actual ease of use, moderated by gender, age, and experience.
- 1.2.3 Social Influence:** This indicates the extent to which an individual feels that significant others believe they should use the system. Influences include subjective norms and social factors, with moderating effects from gender, age, voluntariness, and experience.
- 1.2.4 Facilitating Conditions:** This construct assesses the individual's belief in the availability of organizational and technical resources to support system use. It includes perceived behavioral control and facilitating conditions, moderated by age and experience.
- The UTAUT model has been instrumental in understanding technology adoption among users in the Nagar Nigam. By applying this model, it becomes possible to plan future technological integrations effectively, enhancing job performance and potentially leading to better compensation or promotion opportunities.

2. Rationale of the Study

E-Governance in India has evolved significantly, transitioning from the mere computerization of government departments to a more holistic approach that emphasizes citizen-centric services, transparency, and service orientation. Previous studies have primarily focused on the application of information technology (IT) to enhance the efficiency and effectiveness of internal government functions and communications. These internal improvements involve transforming government hierarchies to meet new expectations for efficient and improved services, as well as simplifying and rationalizing business processes to serve stakeholders more transparently and cost-effectively.

In this study, the researcher aims to assess the efficacy and efficiency of e-governance in the context of Nagar Nigam. In the current environment, where public organizations are focused on maintaining comprehensive

3. Literature Reviews

Service Excellence in E-Governance

- **Andrew Gilmore and Clare D' Souza (2006):** Identified user convenience attributes, efficiency attributes, and citizen-centricity attributes as key factors to assess service quality in e-governance.

E-Government Readiness

- **Ahmed Al-Omari and Hussein Al-Omari (2006):** Presented a general framework for E-Government Readiness Assessment, identifying six key factors necessary for successful e-government initiatives worldwide.

E-Governance in University Administration

- **Subrata Kumar Dey and M. Abdus Sobhan (2008):** Highlighted the importance of e-governance applications in university administration, noting that services vary according to the organizational vision, mission, and ICT capacity.

Successful E-Government Adoption

- **Kumar, V., Mukerji, B., Butt, I., and Persaud, A. (2014):** Explained that user characteristics (such as perceived risks, control, and internet experience) and website design (perceived usefulness and ease of use) are crucial for e-government adoption.

E-Governance Efficiency

- **Dubey, R. & Ahmad, E. (2016):** Investigated the use of ICT by the government to improve efficiency and productivity of services. Emphasized the empowerment of faculty and students and the transparency in administration through e-governance.

Factors for Effective E-Governance

- **L. Kumarwad & Kumbhar, R. D. (2016):** Identified factors responsible for creating an effective environment for e-governance services in government offices.

Benefits of E-Governance

- **Sony Hiremath (2016):** Examined benefits such as faster decision-making, reduced duplication of work, detection of corruption, and prevention of knowledge drain.

E-Governance Consequences

- **M. Rezaul Karim (2017):** Suggested that governments should consider both intended and unintended consequences of e-governance initiatives to avoid making people unhappy with services.

4. Research Methodology

4.1 Research Gap

Previous studies have explored factors for implementing e-governance, but few have focused on how to prepare users for its adoption. This study addresses this gap by examining factors such as trust, behavioural intention, self-efficacy, and anxiety, affecting the acceptance of e-governance in Nagar Nigam.

4.2 Objectives of the Study

1. To study the importance of e-Governance in India among users.
2. To measure the trust affecting the growth of e-Governance in India.

4.3 Research Design

4.4 Research Type: Descriptive Research.

4.5 Research Area: Indore city.

4.6 Population: Users from Indore city.

4.7 Sample Size: 400 respondents.

4.8 Sampling Method: Convenience and purposive sampling.

4.9 Data Collection Tools: Self-designed questionnaire based on literature review and expert consultation, using both online (Google Docs) and offline methods.

4.10 Questionnaire: 26 questions on a Likert scale.

4.11 Reliability Analysis: 0.956 reliability for the questionnaire.

4.12 Statistical Tools: Reliability Test, regression test using SPSS 20.0.

4.2.1 Hypothesis:

1. **Null Hypothesis (H01):** There is no significant influence of Trust on the growth of e-Governance in India.

2. **Alternative Hypothesis (H11):** There is a significant influence of Trust on the growth of e-Governance in India.

5. Analysis and Interpretation:

Model Summary on Trust on growth of e-Governance in India

Model	R	Adjusted R Square	R Square	of the Estimate R Square Change	F Change	df1	df2	Sig.	F Change
1	.680a	.462	.461	3.06995	.462	414.692	1	399	.000

a. Predictors: (Constant), Trust

b. Dependent Variable: E-GOVERNANCE

1. **Status:** Null hypothesis rejected.

5.1 Overall Model Summary

Multiple Correlation Coefficient (R): 0.680

- Indicates a strong relationship between trust and the growth of e-governance in India.
- Coefficient of Determination (R²): 0.462
 - Explains that 46.2% of the variation in the growth of e-governance in India is due to trust.
- Adjusted R²: 0.461
 - Confirms that the model is a good fit for the data.
- R² Change: 0.462
 - Signifies that the addition of trust to the model significantly improves its predictive power.

The analysis shows that trust is a significant predictor of the growth of e-governance in India, supporting the conclusion that the slope of the population regression line is not zero. and hence, trust is useful as predictor of growth of e-governance in India.

6. CONCLUSION

The first objective of this study was to examine the significance of e-Governance in India among its users. A comprehensive review of the literature was conducted to understand the necessity and importance of e-Governance. Various journals, case studies, e-Governance projects, and reports across different fields were analyzed to determine their impact on people's lives. The findings revealed that both the government and the public recognize the importance of conducting essential tasks through e-Governance. The study concluded that trust is a crucial factor in the growth of e-Governance in India, particularly in Nagar Nigam, for updating birth and death registrations, billing, and other general information. Users in Indore find it convenient to access relevant information through the website.

6.1 RECOMMENDATIONS:

Based on the study's findings, several recommendations have been suggested to improve the system:

1. The government should develop professionals who are suitable for employment in industry or other sectors to enhance the efficiency of e-Governance.
2. There should be a major focus on increasing awareness and promoting the growth of e-Governance among both beneficiaries and service providers.
3. Proper user authentication and access control mechanisms need to be implemented to ensure that only authorized users can access specific information.
4. E-Governance modules should be designed to be affordable and user-friendly.
5. Adequate domain training programs should be conducted to ensure effective implementation of e-Governance.
6. Sufficient financial resources should be allocated for upgrading the e-Governance system.
7. A constructive legal framework should be established to properly implement e-Governance in the public services sector.

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