

E – Governance Awareness and Satisfaction among Indian Citizens

Rajesh Kumar Yadav, Scholar, Amity Business School, Amity University Uttar Pradesh, Noida

Teena Bagga, Professor, Amity Business School, Amity University Uttar Pradesh, Noida

Arpan Sinha, Scholar, Amity Business School, Amity University Uttar Pradesh, Noida

ShriyaKaul, Student, Amity Business School, Amity University Uttar Pradesh, Noida

Article Info

Volume 83

Page Number: 9213 - 9227

Publication Issue:

May - June 2020

Article History

Article Received: 19 November 2019

Revised: 27 January 2020

Accepted: 24 February 2020

Publication: 18 May 2020

Abstract:

Many studies have tested and discussed models and factors for understanding the adoption of e-Government, but how are the services of e-Government satisfying the citizens still remains a key research theme. E-governance is a mode of communication and information technology through which government provides services. It is the medium through which government exchange information, transactions and integration of services which already exists. Only few research and studies have attempted to analyze and understand the link between provisions of digital transaction and its awareness and usage and has contributed to a widening gap between implementation of e-Government services and its usage as well as awareness. To fill this gap, this study “E – Governance Awareness and Satisfaction among Indian Citizens” was conducted to investigate the relationship between the user’s satisfaction level, user’s interaction and the usage of e-government services. Many research works have been conducted related to e-Government on an international level. This study is based on Indian states. The data was collected through a structured questionnaire. The study can help researchers to add more valuable findings to it and this can also help the government to understand the perspective of business person better.

Keywords: e-Government, citizen’s satisfaction, citizen’s awareness.

Introduction

Since 1980s when internet emerged, across the globe governments are actively implementing the tools and techniques of Information Technology in order to reduce their cost, increase efficiency in operational work and data management (Norris & Kraemer 1996; Brown 1999). According to West (2005) the use of public sector information as digital services through the platform of internet is e-governance. It also states that e-governance is the use of democracy through

internetwork. Howard (2001) states that e-governance focus on reduction of cost and increasing the efficiency by implementing techniques of e-commerce that helps to create an interface between the government and its stakeholders whereas Lin, Aboulhosen, Lau, and Atkin (2008) states that e-governance helps to connect the citizens with the government digitally and defines it as a process where citizen of a country can access the services and information offered by the government or different government agencies digitally.

In India Digital India is project which is produced under e-governance. But e-governance was introduced in 1970s, when government of India established the “Department of Electronics” under the National Informative center. This was the major step to introduce concept of e-governance in India and the first state which adopted complete e-governance practices and policy was Maharashtra. Yadav and Singh (2012) stated that in 1987 District information system of the National Information Centre (DISNIC) offered the state government free software and hardware and computerized all manual tasks at all districts offices. Keruwala (2013), stated that Digital India aims at making India into “digitally empowered society” where the focus is on connecting more than two lakh villages, schools and post offices and converting them into internet hubs, through which all the citizen can get facilities of the government. With this he also stated that in January, 2015 government of India also provided free wi-fi internet connections in more than two thousand cities.

Literature Review

Gomez and Ruelas, in their paper “E-Government as a factor to determine competitiveness of municipality” (Gomez and Ruelas, 2015), defined the concept of e-governance as delivering all government information and services to its citizens through electronic medium so that one can access government services and information from anywhere and anytime through comparative research. World Bank, in its paper “E-development: from excitement to effectiveness” (World Bank, 2012) states that e-governance is utilizing information technologies of government which build relations between government and its citizens, businesses and other government department through having and giving access to services and information.

Bhatnagar, in his paper “Assessing the impact of e governance: a study of projects in India” (Bhatnagar,

2004), defined e-governance as delivering services to citizens and business enterprises through utilizing information and communication technology where the process becomes speedy and transparent. West, in paper “E-government and the transformation of service delivery and citizen attitude” (West, 2005) defined e-governance as the use of public sector information, their digital services through internet. It also states that e-governance is the use of democracy through inter network to provide services to its people.

Nielsen, in the paper “E-governance and stages models: Analysis of identified models and selected Eurasian experiences in digitizing citizen service delivery” (Nielsen, 2016), states that e-governance is delivering all government information and services to its citizens through electronic medium so that one can access government services and information from anywhere and anytime.

Lin, Aboulhosen, Lau, and Atkin in their paper “Adoption of e-government in three Latin American countries: Argentina, Brazil and Mexico” (Lin, Aboulhosen, Lau, and Atkin ,2008) states that e-governance is mode through which it helps to connect the citizens with the government digitally and defines it as a process where citizen of a country can access the services and information offered by the government or different government agencies digitally.

Kumar, in his paper “E-governance: Good Governance in India” (Kumar, 2017) defined e-governance as the effective mode of providing and delivering public information and services to the citizens of the particular country. Kumar and Kumar, in their paper “E-governance in India” (Kumar and Kumar, 2014) defined e-governance as the process of utilizing digital portal to deliver all government services, data and information to the users of services.

Kumar and Kumar, in their paper “E-governance in India” (Kumar and Kumar, 2014) mentioned the

challenges of e-governance like lack of planning, lack of resources, lack of motivation and awareness, lack of trust and low quality technical design which somehow restrict the concept of e-governance to be successful in India.

Singh and Singh, in their paper "Impact of e-governance in India: Opportunities and challenges" (Singh and Singh, 2018) focused on challenges like Building adequate e-infrastructure in rural regions, removal of obsolete laws, constitution of single window delivery system, updating data in local language, budget allocation, non-availability of proper skilled human research.

Malik, Dhillon and Verma in their research paper "Challenges and future prospects for E-governance in India" (Malik, Dhillon and Verma, 2014) mentioned that Costly affairs for the poor (poverty), lack of technical literacy, English language on internet becomes barrier for non-English speaking population (language dominance), lack of awareness, inequality, lack of infrastructure are the challenges of e-governance.

Khan K and Kumari in their paper "Implementation of E-governance: Issues and challenges" (Khan K and Kumari, 2016) mentioned the challenges of e-governance as Low literacy rate, low computer literacy rate, awareness services, high rate of population, geographical problems, low per capita income, lack of awareness, language barriers.

Sridevi, Kumar and Radhikhaashree in their paper "E-governance in India: Opportunities and Challenges" (Sridevi, Kumar and Radhikhaashree, 2017) mentioned conformity of the system, ensuring compliances, language barrier, poverty, lack of literacy, lack of awareness, lack of infrastructure as challenges of e-governance. Rao and Krishna in their paper "Challenges and Future trends in E-governance" (Rao and Krishna, 2013) mentioned Different language, low literacy rate, low information technology literacy, lack of awareness of e-services,

user friendliness of government websites, services availability as the e-governance challenges.

Paramashivaiah and Suresh in their "E-governance: Issues and challenges in India" (Paramashivaiah and Suresh, 2012) mentioned challenges of e-governance are Costly affairs for the poor (poverty), lack of technical literacy, English language on internet becomes barrier for non-English speaking population (language dominance), lack of awareness, inequality, lack of infrastructure.

Krishna in his paper "E-governance impact on India: Challenges" (Krishna, 2014) mentioned Lack of awareness, language barriers, low literacy rate, low computer literacy rate, awareness services, high rate of population, geographical problems and low per capita income as challenges of e-governance.

Singh and Singh in their paper "Impact of e-governance in India: Opportunities and challenges" (Singh and Singh, 2018) mentioned speeds up the process, convenient to the users, easily accessible, economical in terms of money, high rate of transparency and accountability between government and its citizens as the benefits of the e-governance.

Malik, Dhillon and Verma in their paper "Challenges and future prospects for E-governance in India" (Malik, Dhillon and Verma, 2014) mentioned transparent process, citizen centric, effective and efficient process, easily accessible, strengthens and improves sustainability of the process, safe and secure with confidential data as the benefits of the e-governance.

Singh and Bhaskar in their paper "A Conceptual framework for measuring benefits of e-governance" (Singh and Bhaskar, 2015) mentioned anytime-anywhere accessibility, less time consuming, economical in terms of cost, accurate and reliability,

transparency and low level of corruption as the benefits of the e-governance.

Kaur and Singh in their paper “E-government: study of factors affects adoption and acceptance” (Kaur and Singh, 2015) mentioned benefits of e-governance like perceived usefulness, easy to use, trustworthiness, accessibility, high security level, less corruption and transparency.

Andersson in her paper “The public value of e-governance” (Andersson, 2019) mentioned benefits of e-governance as convenient to the users, easily accessible, economical in terms of money, safe and secure with confidential data, transparency and low level of corruption.

Dhindsa, Narang and Choudhary in their paper “Benefits and challenges of e-governance portal” (Dhindsa, Narang and Choudhary, 2013) focused on benefits of e-governance like user friendly, effective delivery time, low level of corruption, high level of transparency, high level of reliability, trustworthiness, easily accessible and economical in terms of money.

Parmar in his paper “Review Article: E-governance strategies- An overview” (Parmar, 2017) elaborated on benefits of e-governance like convenient to the users, easily accessible, economical in terms of money, safe and secure with confidential data, transparency and low level of corruption. Yadav and Singh in their paper “E-governance: past, present and future in India” (Yadav and Singh, 2012) mentioned economical in terms of cost, accurate and reliability, transparency, low level of corruption, accountability between government and its citizens as benefits of e-governance.

Research Methodology

Objective of this study is to know the awareness and satisfaction level of e-governance services provided by government amongst the citizens of India.

A sample of 201 users of e-governance application and services was collected using convenience sampling. Demographic aspects like age, gender, income groups, occupation, educational background were also taken into consideration.

Data Analysis and Interpretation Demographic Profile

TABLE NO. 1 - DEMOGRAPHIC PROFILE

PARAMETER	CLASSIFICATIONS	FREQUENCY	PERCENTAGE
GENDER	Male	130	64.7
	Female	71	35.3
AGE	Under 20 years old	47	23.4
	20 – 30 years old	54	26.9
	31 – 40 years old	47	23.4
	41 – 50 years old	29	14.4
	50 years old and above	24	12
QUALIFICATION	No	14	7
	up to 10 th	51	25.4
	up to 12 th	32	15.9

	Bachelor's degree	91	45.3
	Master's degree and above	13	6.5
INCOME	Not applicable	49	24.4
	Less than 10,000	49	24.4
	10,000 to 30,000	36	17.9
	31,000 to 50,000	56	27.9
	51,000 and above	11	5.5
CITY	Metropolitan	175	87.1
	Non-metropolitan	26	12.9
PROFESSION	Homemaker	6	3
	Business man / women	11	5.5
	Government employee	29	14.4
	Non-government employee	93	46.3
	Student	62	30.8

The age of respondents indicates that 26.9 percent, who belonged to 20 to 30 years age group, followed by 23.4 percent which were under 20 years old and 31 to years age group, whereas 14.4 percent were form the age group of 41 to 50 years old and 12 percent belonged to 50 year and above age group. 64.7 percent of respondents were male were as 35.3 percent were female. The educational level or qualification of respondents consists of 45.3 percent who were graduates, followed by 25.4 percent who held qualification up to 10th class where as 15.9 percent were up to 12th class and 7 percent were uneducated. 27.9 percent of respondent's monthly income was Rs. 31,000 to 50,000 followed by 24.4 percent whose monthly income was less than 10,000

and of those who were not earning whereas, 17.9 percent of respondents fell in the category of 10,000 to 30,000 and 5.5 percent monthly income was 51,000 and above. 87.1 percent of respondents belonged to metropolitan city where as 12.9 percent belong to non-metropolitan city. 46.3 percent of the respondents were non-government employees followed by students, and government employees, which constituted 30.8 percent and 14.4 percent respectively, whereas 5.5 percent were business man/ women followed by 3 percent

Awareness and Usage of E-Governance Services

TABLE NO. 2 – AWARENESS AND USAGE OF E-GOVERNANCE SERVICES

PARAMETER	CLASSIFICATIONS	FREQUENCY	PERCENTAGE
Are you aware of e-governance services?	Yes	118	58.7
	No	83	41.3
Have you ever used e-governance services?	Yes	81	40.3
	No	120	59.7
Which medium do you	Computer/ laptop	38	18.9

prefer to use e-governance services?	Smart Phone	163	81.1
--------------------------------------	-------------	-----	------

Table 2 represents the awareness and usage of e-governance services. Where, a maximum of 58.7 percent of respondents were aware of the e-governance services provided by the government of India whereas 41.3 percent of respondents were not aware of the e-governance services. 40.3 percent of the respondents have used the e-governance services,

whereas 59.7 percent haven't used any. 81.1 percent of the respondents preferred smart phones as the medium to use e-governance services, whereas 18.9 percent of the respondents preferred computer or laptop as the medium to use e-governance services.

Types of E-governance Services

TABLE NO. 3 – E-GOVERNANCE SERVICES

PARAMETER	CLASSIFICATIONS	FREQUENCY	PERCENTAGE
Banking service	Aware and used	84	41.8
	Aware but not used	50	24.9
	Not aware	67	33.3
Tax service	Aware and used	40	19.9
	Aware but not used	80	39.8
	Not aware	81	40.3
Bill payment service	Aware and used	83	41.3
	Aware but not used	47	23.4
	Not aware	71	35.3
Digi locker service	Aware and used	39	19.4
	Aware but not used	76	37.8
	Not aware	86	42.8
Aadhar card service	Aware and used	106	52.7
	Aware but not used	34	16.9
	Not aware	61	30.3
Pan card service	Aware and used	83	41.3
	Aware but not used	48	23.9
	Not aware	70	34.8
Driving licenses service	Aware and used	76	37.8
	Aware but not used	57	28.4
	Not aware	68	33.8
Passport Seva service	Aware and used	70	34.8
	Aware but not used	63	31.3
	Not aware	68	33.8

Pensioner portal service	Aware and used	18	9
	Aware but not used	77	38.3
	Not aware	106	52.7
Educational service	Aware and used	51	25.4
	Aware but not used	61	30.3
	Not aware	89	44.3

This table represents the awareness and utilization level of different types of e-governance services which are provided by the government. A maximum of 41.8 percent of the respondents were aware and used banking services provided by government on its digital portal, followed by 24.9 percent were aware of the services but never used and 33.3 percent of the respondent were not aware of the service. 40.3 percent of the respondents were not aware of taxation services provided by government on its digital portal, followed by 39.8 percent were aware of the services but never used and 19.9 percent of the respondent were aware of the service and as well as used the service. 41.3 percent of the respondents were aware and have used of online bill payment services provided by government on its digital portal, followed by 35.3 percent were not at all aware of the services whereas, 23.4 percent of the respondent were aware of the service but haven't used the service. About 42.8 percent of the respondents were not aware of Digi-locker facility provided by government, followed by 37.8 percent were aware of the services but never used and 19.4 percent of the respondent were aware as well as used the facility of Digi-locker where they can keep their documents safe. About 52.7 percent of the respondents were aware and have used Aadhar card facilities provided by government, followed by 30.3 percent were not aware of the services and 16.9 percent of the respondent were aware but not used the facility of Aadhar card which gives each and every citizen of India a unique identity on the portal. 41.3

percent of the respondents were aware and have used Pan card facilities provided by government, followed by 34.8 percent were not aware of the services and 23.9 percent of the respondent were aware but not used the facility of managing and applying for Pan card on the portal. Similarly, only 37.8 percent of the respondents were aware and have used driving license facilities provided by government, followed by 33.8 percent were not aware of the services, whereas 28.4 percent of the respondent were aware but not used the facility of managing, applying or renewable for driving license on the portal. 34.8 percent of the respondents were aware and have used Passport seva facilities provided by government, followed by 33.8 percent were not aware of the services, whereas 31.3 percent of the respondent were aware but not used the facility of managing, applying or renewing passports on the portal. 52.7 percent of the respondent were not aware of the facilities of pension which were provided on the e-governance portal, followed by 38.3 percent were aware but never used the service, whereas only 9 percent of the respondents were aware and have used facilities of pensioner on the digital portal. 44.3 percent of the respondent were not aware of the educational services which were provided on the e-governance portal, followed by 30.3 percent were aware but never used the service, whereas only 25.4 percent of the respondents were aware and have used facilities of educational services on the digital portal.

Satisfaction with E-Governance Services

TABLE NO 4: ONE SAMPLE STATISTICS

Parameters	Mean	SD	t-Value	p-value
The e-gov. services I use is user friendly/ easy to use.	3.83	1.993	5.911	.000
I find e-gov. services easy to navigate.	3.84	1.796	6.638	.000
I can access e-gov. services anytime and from everywhere.	3.97	1.801	7.598	.000
The e-gov. services have adequate FAQ.	3.83	1.622	7.262	.000
My complaints are responded quickly.	3.52	1.622	4.523	.000
E-gov. services quickly responds to my data access.	3.68	1.622	6.306	.000
I am confident that my private information will be respected on e-gov. services.	3.80	1.790	9.603	.000
I am confident that transaction I make with my e-government services are secured.	4.14	1.689	5.911	.000
I can easily find the information I need in e-government services.	4.00	1.804	6.638	.000

The first statement 'The e-government services I use is user friendly/ easy to use.' with the significance value is less than 0.05 whereas the mean difference is (0.831) is positive. Therefore, this shows that the respondents agree that the e-governance services they are using are easy to use. Similarly, second statement 'I find e government services easy to navigate.' with the significance value is less than 0.05 whereas the mean difference is (0.841) is positive. Therefore, this shows that the respondents agree that they were able to navigate the e-governance services without any guidance. The third statement 'I can access e government services anytime and from everywhere.' with the significance value is less than 0.05 whereas the mean difference is (0.965) is positive. Therefore, this shows that the respondents agree that respondent can access e-governance services according to their convenience. The fourth statement 'The e-government services have adequate FAQ.' with the significance value is less than 0.05 whereas the mean

difference is (0.831) is positive. Therefore, this shows that the respondents agree that e-governance services provide adequate number of frequently asked question to its users. The fifth statement 'My complaints are responded quickly.' with the significance value is less than 0.05 whereas the mean difference is (0.517) is positive. Therefore, this shows that the respondents agree that their complaints and problems are efficiently solved on e-governance services portal. The sixth statement 'I am confident that my private information will be respected on e-government services.' with the significance value is less than 0.05 whereas the mean difference is (0.796) is positive. Therefore, this shows that the respondents agree that they are highly confident that their private information is secured on e-governance portal. The seventh statement 'I am confident that transaction I make with my e-government service are secured.' with the significance value is less than 0.05 whereas the mean difference is (0.796) is positive. Therefore, this shows

that the respondents agree that they are highly confident that their private information is secured on e-governance portal.

Gender and E-governance services

The research results reveal that the male respondents are more aware and have used banking services which are provided at the e-governance portal than female respondents. Similarly, the percentage of male respondents who were aware but have not used the banking service was also more than female respondents. Whereas, the female respondents have a lack of awareness about the e-governance banking services. Therefore, it can be inferred that females have less awareness about e-governance banking services than males.

Regarding income tax services, the male respondents are more aware and have used tax services which are provided at the e-governance portal than female respondents. Similarly, the percentage of male respondents who were aware but have not used the tax service was also more than female respondents. Whereas, the percentage of female respondents who have a lack of awareness about the e-governance tax services was slightly more than female respondent. Therefore, it can be inferred that females have less awareness about e-governance tax services than males.

The research results reveal that male respondents are more aware and have used bill payment services which are provided at the e-governance portal than female respondents. Similarly, the percentage of male respondents who were aware but have not used the bill payment service was also more than female respondents. Whereas, the female respondents have a lack of awareness about the e-governance bill payment services. Therefore, it can be inferred that females have less awareness about e-governance bill payment services than males.

For Digi-locker services male respondents are more aware and have used Digi-locker services which are provided at the e-governance portal than female respondents. Similarly, the percentage of male respondents who were aware but have not used the Digi-locker service was also more than female respondents. Whereas, the percentage of male respondents who have a lack of awareness about the e-governance Digi-locker services were slightly more than female respondent. Therefore, it can be inferred that females have less awareness about e-governance Digi-locker services than males.

For Aadhar card services the research results reveal that male respondents are more aware and have used Aadhar card services which are provided at the e-governance portal than female respondents. Similarly, the percentage of male respondents who were aware but have not used the Aadhar card service was also more than female respondents. Whereas, the female respondents have a lack of awareness about the e-governance banking services. Therefore, it can be inferred that females have less awareness about e-governance Aadhar card services than males.

The research results reveal that male respondents are more aware and have used Pancard services which are provided at the e-governance portal than female respondents. Similarly, the percentage of male respondents who were aware but have not used the Pancard service was also more than female respondents. However, the percentage of male respondents who had a lack of awareness about the e-governance Pan card services was slightly more female respondent. Therefore, it can be inferred that females have less awareness about e-governance Pancard services than males. For services of driving licenses, male respondents are more aware and have used driving licenses services which are provided at the e-governance portal than female respondents. Similarly, the percentage of male respondents who were aware but have not used the driving licenses

service was also more than female respondents. However, the percentage of male respondents who had a lack of awareness about the e-governance driving licenses services was slightly more female respondent. Therefore, it can be inferred that females have less awareness about e-governance driving licenses services than males.

For passport seva services, male respondents are more aware and have used passport seva services which are provided at the e-governance portal than female respondents. Similarly, the percentage of male respondents who were aware but have not used the passport seva service was also more than female respondents. However, the percentage of male respondents who had a lack of awareness about the e-governance passport seva services was slightly more female respondent. Therefore, it can be inferred that females have less awareness about e-governance passport seva services than males.

The research results reveal that male respondents are more aware and have used pensioner services which are provided at the e-governance portal than female respondents. Similarly, the percentage of male respondents who were aware but have not used the pensioner service was also more than female respondents. However, the percentage of male respondents who had a lack of awareness about the e-governance pensioner services was more female respondent. Therefore, it can be inferred that females have less awareness about e-governance passport seva services than males. For educational services it was found that, male respondents are more aware and have used educational services which are provided at the e-governance portal than female respondents. Similarly, the percentage of male respondents who were aware but have not used the educational service was also more than female respondents. However, the percentage of male respondents who had a lack of awareness about the e-governance educational services was more female respondent. Therefore, it

can be inferred that females have less awareness about e-governance educational services than males.

Income and E-governance services

The research results reveal that the percentage of respondents who fall in the monthly income group of Rs. 31,000 to 50,000 are more aware of banking service which are provided at the e-governance portal followed by the respondents who are not earning. The percentage of respondents who fall in the monthly income group of Rs. 10,000 to 30,000 was very low in comparison to the respondents who fall in the monthly income group of Rs. 31,000 to 50,000. Whereas respondents who are earning less than Rs. 10,000 were not at all aware of the e-governance banking services. Therefore, it can be inferred that there is lack of awareness about e-governance banking services in respondents who are earning less than Rs. 10,000.

For tax services, the percentage of respondents who fall in the monthly income group of Rs. 31,000 to 50,000 are more aware of tax service which are provided at the e-governance portal followed by the respondents who are not earning. The percentage of respondents who fall in the monthly income group of Rs. 10,000 to 30,000 was very low in comparison to the respondents who fall in the monthly income group of Rs. 31,000 to 50,000. Whereas respondents who are earning less than Rs. 10,000 were not at all aware of the e-governance tax services. Therefore, it can be inferred that there is lack of awareness about e-governance tax services in respondents who are earning less than Rs. 10,000.

Regarding bill payment services, the percentage of respondents who fall in the monthly income group of Rs. 31,000 to 50,000 are more aware of bill payment service which are provided at the e-governance portal followed by the respondents who are not earning. The percentage of respondents who fall in the monthly income group of Rs. 10,000 to 30,000 was very low in

comparison to the respondents who fall in the monthly income group of Rs. 31,000 to 50,000. Whereas respondents who are earning less than Rs. 10,000 were not at all aware of the e-governance bill payment services. Therefore, it can be inferred that there is lack of awareness about e-governance bill payment services in respondents who are earning less than Rs. 10,000.

Whereas for Digi-locker services the percentage of respondents who fall in the monthly income group of Rs. 31,000 to 50,000 are more aware of Digi-locker service which are provided at the e-governance portal followed by the respondents who are not earning. The percentage of respondents who fall in the monthly income group of Rs. 10,000 to 30,000 was very low in comparison to the respondents who fall in the monthly income group of Rs. 31,000 to 50,000. Whereas respondents who are earning less than Rs. 10,000 were not at all aware of the e-governance Digi-locker services. Therefore, it can be inferred that there is lack of awareness about e-governance Digi-locker services in respondents who are earning less than Rs. 10,000.

The percentage of respondents who fall in the monthly income group of Rs. 31,000 to 50,000 are more aware of Aadhar card service which are provided at the e-governance portal followed by the respondents who are not earning. The percentage of respondents who fall in the monthly income group of Rs. 10,000 to 30,000 was very low in comparison to the respondents who fall in the monthly income group of Rs. 31,000 to 50,000. Whereas respondents who are earning less than Rs. 10,000 were not at all aware of the e-governance Aadhar card services. Therefore, it can be inferred that there is lack of awareness about e-governance Aadhar card services in respondents who are earning less than Rs. 10,000.

For Pan card services, the percentage of respondents who fall in the monthly income group of Rs. 31,000 to 50,000 are more aware of Pan card service which are provided at the e-governance portal followed by the

respondents who are not earning. The percentage of respondents who fall in the monthly income group of Rs. 10,000 to 30,000 was very low in comparison to the respondents who fall in the monthly income group of Rs. 31,000 to 50,000. Whereas respondents who are earning less than Rs. 10,000 were not at all aware of the e-governance Pan card services. Therefore, it can be inferred that there is lack of awareness about e-governance Pan card services in respondents who are earning less than Rs. 10,000.

Whereas as the results for driving licenses services showed, the percentage of respondents who fall in the monthly income group of Rs. 31,000 to 50,000 are more aware of driving licenses service which are provided at the e-governance portal followed by the respondents who are not earning. The percentage of respondents who fall in the monthly income group of Rs. 10,000 to 30,000 was very low in comparison to the respondents who fall in the monthly income group of Rs. 31,000 to 50,000. Whereas respondents who are earning less than Rs. 10,000 were not at all aware of the e-governance driving licenses services. Therefore, it can be inferred that there is lack of awareness about e-governance driving licenses services in respondents who are earning less than Rs. 10,000.

The results for passport seva services showed that the percentage of respondents who fall in the monthly income group of Rs. 31,000 to 50,000 are less aware of passport seva service which are provided at the e-governance portal than by the respondents who are not earning. The percentage of respondents who fall in the monthly income group of Rs. 10,000 to 30,000 was very low in comparison to the respondents who fall in the monthly income group of Rs. 31,000 to 50,000. Whereas respondents who are earning less than Rs. 10,000 were not at all aware of the e-governance passport seva services. Therefore, it can be inferred that there is lack of awareness about e-governance passport seva services in respondents who are earning less than Rs. 10,000.

Whereas for pensioner services the percentage of respondents who are not earning are aware of pensioner service which are provided at the e-governance portal than by the respondents followed by the respondents who fall in the monthly income group of Rs. 10,000 to 30,000. The percentage of respondents who fall in the monthly income group of Rs. 10,000 to 30,000 was high in comparison to the respondents who fall in the monthly income group of Rs. 51,000 and above followed by 31,000 to 50,000. Whereas respondents who are earning less than Rs. 10,000 were not at all aware of the e-governance pensioner services. Therefore, it can be inferred that there is lack of awareness about e-governance pensioner services in respondents who are earning less than Rs. 10,000.

For educational service, the percentage of respondents who fall in the monthly income group of Rs. 31,000 to 50,000 were less aware of educational service which are provided at the e-governance portal than by the respondents who are not earning. The percentage of respondents who fall in the monthly income group of Rs. 10,000 to 30,000 was very low in comparison to the respondents who fall in the monthly income group of Rs. 31,000 to 50,000. Whereas respondents who are earning less than Rs. 10,000 were not at all aware of the e-governance educational services. Therefore, it can be inferred that there is lack of awareness about e-governance educational services in respondents who are earning less than Rs. 10,000.

City and E-Governance services

The result for city and banking services revealed that respondents who belonged to metropolitan city have more awareness about banking e-governance service than the respondents who belonged to non-metropolitan city. Therefore, it can be inferred that there is more awareness in metropolitan city than non-metropolitan city.

For tax services, respondents who belonged to metropolitan city have more awareness about tax e-governance service than the respondents who belonged to non-metropolitan city. Therefore, it can be inferred that there is more awareness in metropolitan city than non-metropolitan city.

For bill payment services, respondents who belonged to metropolitan city have more awareness about bill payment e-governance service than the respondents who belonged to non-metropolitan city. Therefore, it can be inferred that there is more awareness in metropolitan city than non-metropolitan city.

The results for Digi-locker services showed respondents who belonged to metropolitan city have more awareness about Digi-locker e-governance service than the respondents who belonged to non-metropolitan city. Therefore, it can be inferred that there is more awareness in metropolitan city than non-metropolitan city.

Whereas for Aadhar card, respondents who belonged to metropolitan city have more awareness about Aadhar card e-governance service than the respondents who belonged to non-metropolitan city. Therefore, it can be inferred that there is more awareness in metropolitan city than non-metropolitan city.

For Pan card services, respondents who belonged to metropolitan city have more awareness about Pan card e-governance service than the respondents who belonged to non-metropolitan city. Therefore, it can be inferred that there is more awareness in metropolitan city than non-metropolitan city.

The results for driving licenses services showed that respondents who belonged to metropolitan city have more awareness about driving licenses e-governance service and the respondents who belonged to non-metropolitan city. Therefore, it can be inferred that there is more awareness in metropolitan city than non-metropolitan city.

For passport seva, respondents who belonged to metropolitan city have more awareness about passport seva e-governance service and the respondents who belonged to non-metropolitan city. Therefore, it can be inferred that there is more awareness in metropolitan city than non-metropolitan city.

Whereas for pensioner services, respondents who belonged to metropolitan city have more awareness about pensioner e-governance service and the respondents who belonged to non-metropolitan city. Therefore, it can be inferred that there is more awareness in metropolitan city than non-metropolitan city.

The results for educational services showed that, respondents who belonged to metropolitan city have more awareness about educational e-governance service and the respondents who belonged to non-metropolitan city. Therefore, it can be inferred that there is more awareness in metropolitan city than non-metropolitan city.

Findings and Recommendations

The concept of e-Governance is important for the developing nations and is the outmost capable service delivery mechanism of interaction of government with citizens, government with businesses and government with government offices. The benefits that e-Governance delivers comes with huge cost of implementing. The cost benefit analysis of the system which is so vast to spread across the country is really a toughest task to perform. The objective and purpose of this study was to determine the awareness and satisfaction level of e-governance service's users. For this study a structured questionnaire was developed in order to depict the awareness and satisfaction level of e-governance service's users. It was found that the percentage of respondent who were aware of the e-governance services provided by the government of

India was more than those who were not aware but the percentage of respondents who haven't used the any e-governance was more than those who have used. Whereas, the respondents who were aware and have used e-governance services provided by the government of India were highly satisfied with the services. The respondents found that e-governance services are user friendly, ease to navigate, easily accessible, has customer support system and reliable. It was found that male respondents were more aware of e-governance services than female respondents. The percentage for the male respondents who were aware of the e-governance services and have not used services differed for each service but number of male respondents were more than female respondents. The respondents who fall in the monthly income group of Rs. 31,000 to 50,000 and respondents who were not earning had more awareness of service which are provided at the e-governance portals than respondents who fall in category of Rs. 10,000 to Rs. 30,000 and Rs. 51,000 and above respectively. Whereas the major percentage of the respondents who fall in the category of less than Rs. 10,000 were not at all aware of the e-governance services provided in comparison to other monthly income group. Similarly, respondents who belonged to metropolitan city was more than the respondents who belonged to non-metropolitan city regarding the awareness about e-governance service. There are few challenges which are faced by government in order to make e-governance services a success. First is reliability, the users of any new software or technology should be confident, comfortable and trustworthy in nature. The citizens who are using e-governance services are trusting the innovations of e-governance to some extent. The chances of fraudulent activities done by any other entity definitely erodes trust for e-governance services among all citizens of the economy. The second challenge is digital divide, even in the era of science and technology, there is still huge gap which exists

between users and nonusers of e-governance services. There are majority of the masses, who living below poverty line and are deprived of government services. In contrast, some portion of people are immensely using the e-services of government. However, this gap needs to be made narrow, then only, the benefits of e-governance would be utilized equally. The third challenge is cost, one of the difficult tasks of the government is to spend on implementation of e-governance initiatives to which government has to bear huge cost. The fourth challenge is infrastructure, it is essentially required for implementation of e-governance. Electricity, internet and poor adaptability of technology will retard the progress of e-governance. The fifth is language barrier, the e-governance constrains the access of non-English-speaking population. In the case of India, 95 percent of the population does not speak English. Due to such overwhelming dominance of English over e-governance services are quite useless in Indian villages.

In concordance with this research the main suggestion in order to harness true developmental potential of functional electronic governance system is to build awareness. There is need for creating pervasive awareness amongst the general public. E-governance demands an escalating number of electronic interactions between the general public and the concerned government department and not merely in building the infrastructure or an environment conducive for e-Governance. The Government needs increase general awareness amongst public towards e-governance. This can be done through educating the people about the advantages of e-governance over physical governance. This can also be done through raising awareness of the leaders who can motivate the people to go online. The second strategy could be to build technical infrastructure. India does not have comprehensive information and communication technology set up for achieving successful

implementation of e-governance. Complete implementation of E-governance in India should ensure accessibility, user-friendly interface, cost-effectiveness, reliability and security. It will also include better and faster connectivity options. Newer connectivity options will include faster Broadband connections and faster wireless networks such as 3G and 4G.

Conclusion

In conclusion, inspite of extensive recognition of the potential of e-governance services in a country, both practitioner and research teams have less knowledge about dimensions of e-governance and their effects. To start the work in this field, first step is to raise awareness about e-Governance services. In this study, we examined and investigated the user's satisfaction level, user's interaction and the usage of e-government services. In sum, the results indicate that half of the population is satisfied as well as aware of e-governance services. It is also important for the country economically, politically and technically. Whereas, in order to make e-governance a success level of awareness should be increased and government should develop better technical infrastructure so that every citizen can access the services. India being a developing country should focus on such factors that could help it to be a developed nation in near future. Such studies and research work will definitely help researchers to come up with more valuable findings.

References

1. IBRD. 2002. *Building Institutions for Markets*, World Development Report, New York: Oxford University Press.

2. World Bank (2015). *“Doing Business 2016 – Measuring Regulatory Quality and Efficiency. International Bank for Reconstruction and Development,”* The World Bank. Washington.
3. West, Darrell, M (2007), “Global E-government-2007, available at: <http://topics.developmentgateway.org/ict/rc/itemdetail.do?Itemid=11> (accessed on 24 January 2020).
4. Howard, M. (2001). *“E-government across the globe: how will “E” change government?”* Government Finance review, 17 (4), 6-9.
5. Yadav, Singh. (2012). *“E-Governance: Past, Present and Future in India”* Volume 53– No.7, September 2012, 36-48.
6. Kumar, (2017). *“E-governance: Good Governance in India”*, available at: https://papers.ssrn.com/sol3/papers.cfm?abstract_id=2908780 (accessed on 24 January 2020).
7. Kumar, Kumar, Kumar, (2014) *“E-Governance in India: Definitions, Challenges and Solutions”* Volume 101– No.16, September 2014, 6-8.
8. Singh R. and Singh S., (2018) *“Impact of e-governance in India: Opportunities and challenges”* Volume 07, Issue 07, 836-842.
9. Malik P., Dhillon P., Verma P., (2014) *“Challenges and future prospects for E-governance in India”* Volume 3, Issue 7, July 2014, 1964-1971.
10. Khan K. and Kumari A., (2016) *“Implementation of E-governance: Issues and challenges”* Volume1, Issue2, Dec 2016, 12-26.
11. Sridevi J., Kumar K., Radhikhaashree M., (2017) *“E-governance in India: Opportunities and Challenges”* Volume 117 No. 15 2017, 161-168.
12. Rao L., Krishna S., (2013) *“Challenges and Future trends in E-governance”* International Journal of Scientific & Engineering Research, Volume 4, Issue 9, September-2013, 772- 784.
13. Paramashivaiah P., Suresh B.K., (2012) *“E-governance: Issues and challenges in India”* OIDA International Journal of Sustainable Development, Vol. 09, No. 08, 11-16.
14. Singh S., Bhaskar P., (2015) *“A Conceptual framework for measuring benefits of e-governance”* Vol.5, No.12, 2015, 30-34.
15. Kaur M., Singh A., (2015) *“E-government: study of factors affects Adoption and Acceptance in State of Punjab”*
16. Dhindsa B., Narang M., Choudhary K., (2013) *“Benefits and challenges of e-governance portal”* International Journal of Soft Computing and Engineering (IJSCE) ISSN: 2231-2307, Volume-3, Issue-5, November 2013, 121-123.
17. Parmar V., Kumar A., (2017) *“Review Article: E-governance strategies- An overview”* International Journal of Computational Intelligence Research ISSN 0973-1873 Volume 13, Number 5 (2017), 865-871.