

CHAPTER:4:
DATA ANALYSIS
&
INTERPRETATIONS OF
THE RESEARCH STUDY

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DATA ANALYSIS & INTERPRETATIONS OF THE RESEARCH STUDY
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CHAPTER:4:

DATA ANALYSIS & INTERPRETATIONS OF THE RESEARCH STUDY

EXECUTIVE SUMMARY:

Chapter number four, entitled “Data Analysis and Interpretations of the Research Study”, provides results of the research study based on analysis and interpretation of the analysed primary data that were collected using a structured non-disguised questionnaire from amongst the selected e-Governance users from the selected four cities of the Gujarat State. The imperative areas that were considered by the researcher keeping in mind the research problem and objectives of the research study which were operationalized through drafting of questions through which data and information were sought from the selected e-Governance users in the State of Gujarat included viz., the ratio of awareness and use of selected different e-Governance apps/Websites applications; frequency of use of e-Governance apps/ website; expectation and experiences of the selected users for the system quality features of e-Governance apps/ websites viz., accessibility, extensibility, integration, perceived usefulness, benefits, problems faced, availability and affordability, and the values generated viz., functional value, social value, emotional value, and monetary value; their attitudes towards e-Governance apps/ websites; and the behavioural intention in use of the e-Governance apps/websites coupled with preparation of demographic profiles of the respondents based on selected background variables viz., Age, Educational Qualifications, Marital Status, etc. has been provided in it.. The researcher has also shared details about the perceived importance and overall satisfaction with the system quality features of e-Governance apps/websites and the values generated from them. The researcher has used various statistical tools, viz., percentages, averages, and frequency distribution, supported by the graphical presentation of factual data and information gathered in this research study. The researcher analysed primary data by making use of excel and statistical software SPSS-15 version.

4.0: INTRODUCTION:

After collecting the primary data, the researcher attempted to analyse and classify it. Interpret, and report its results derived by making use of SPSS 15.0-Windows. The collected primary data were tabulated, analysed and interpreted, and results have been presented in tabular form as follows. The figures in brackets given in paras indicate percentages of e-Governance users. The term users indicate Internet users and social media users of e-Governances.

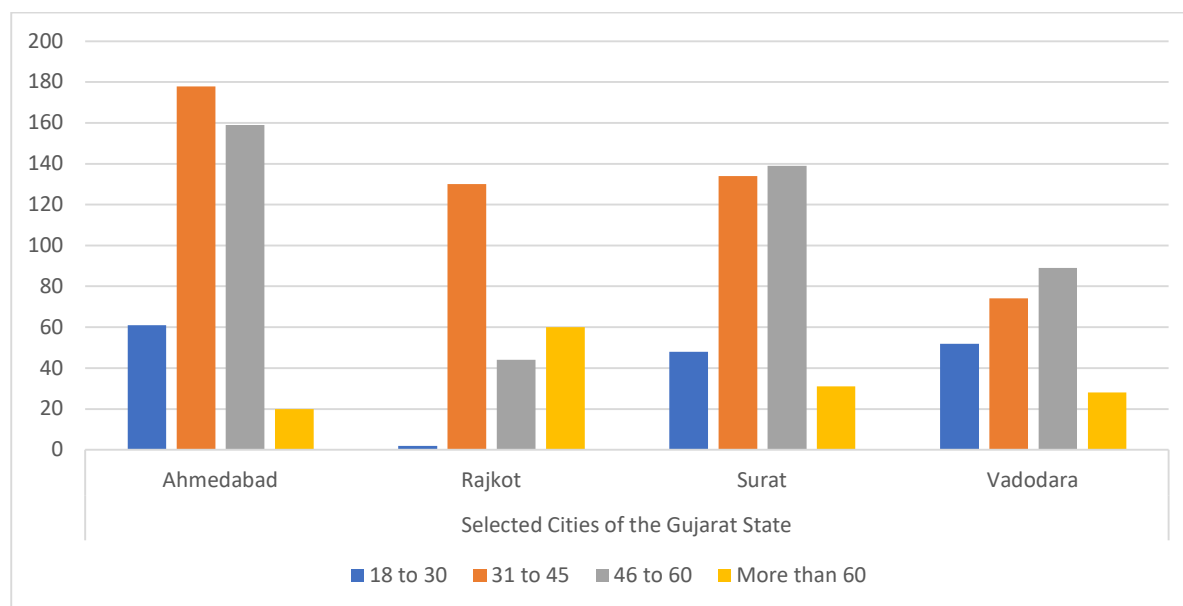
4.1: PROFILE OF SELECTED e-GOVERNANCE SERVICE USERS:

The researcher had undertaken the research studies in the four selected cities viz., Ahmedabad, Rajkot, Surat and Vadodara of the State of Gujarat. The researcher has provided a profile of e-Governance Users who use different e-Governance considering their selected demographic variables, viz., Age, Educational Qualifications, Marital Status, and Monthly Income as follows.

The Profile of the selected e-Governance users has been presented in Table Number 4.1 to 4.6 as follows.

Table Number: 4.1: Profile of Selected e-Governance Users (As Per Age Groups in Years) (Number & Percentages)					
Age Groups (In Years)	Selected Cities of the Gujarat State				
	Ahmedabad	Rajkot	Surat	Vadodara	Gujarat State (Total)
18 to 30	61 (14.6)	2 (8.0)	48 (13.6)	52 (21.4)	163 (13.1)
31 to 45	178 (42.6)	130 (55.1)	134 (38.1)	74 (30.5)	516 (41.3)
46 to 60	159 (38.0)	44 (18.6)	139 (39.5)	89 (36.6)	431 (34.5)
More than 60	20 (4.8)	60 (25.4)	31 (8.8)	28 (11.5)	139 (11.1)
Total Number of e-Governance Users	418 (100)	236 (100)	352 (100)	243 (100)	1249 (100)

Graph Number: 4.1:
Profile of Selected e-Governance Users (As Per Age Groups in Years)



From Table and Graph Number 4.1, it can be interpreted that in the case of the age group of 18 to 30 years, 13 per cent of e-Governance users were from Gujarat State. In the same age group, 14 per cent of them were from Ahmedabad city, 08 per cent from Rajkot city, 14 per cent from Surat City, and the remaining 21 per cent of e-Governance users were from Vadodara city. On the other hand, it was found that in the case of the age group of 31 to 45 years, the e-Governance users from Rajkot city were in large numbers (55 per cent), followed by 43 per cent of Ahmedabad city, and Vadodara city (31 Per cent) where as in case of the age group of 46 to 60 years, Surat topped the list with 40 per cent followed by 38 per cent of Ahmedabad city and 37 per cent e-Governance users from Vadodara and 19 per cent from Rajkot city.

In the case of Surat city, 40 per cent of the e-Governance users were in the age group 46 to 60 years, followed by 38 per cent of then in the age group of 31 to 45 years, whereas 13 per cent of the total e-Governance users were found in the age group of 18-30 years.

In the case of Vadodara city, 37 per cent of the e-Governance users were in the age group of 46 to 60 years, followed by the age group of 31 to 45 years, which were 31 per cent, whereas only 12 per cent of e-Governance users belonged to the age group of more than 60 years.

In the case of Rajkot city, it was found that 55 per cent of social network users were in the age group 31 to 45 years, whereas 25 per cent of e-Governance users belonged to the age group of more than 60 years.

The following Table and Graph Number 4.2 reveals the classification of selected e-Governance users based on Gender.

Table Number: 4.2: Profile of Selected e-Governance Users (As Per Gender) (Number & Percentages)					
Gender	Selected Cities of the Gujarat State				
	Ahmedabad	Rajkot	Surat	Vadodara	Gujarat State (Total)
Male	380 (90.9)	144 (61.0)	274 (77.8)	183 (75.3)	981 (78.5)
Female	38 (9.1)	92 (39.0)	78 (22.2)	60 (24.7)	268 (21.5)
Total Number of e-Governance Users	418 (100)	236 (100)	352 (100)	243 (100)	1249 (100)

Graph Number: 4.2:
Profile of Selected e-Governance Users (As Per Gender)

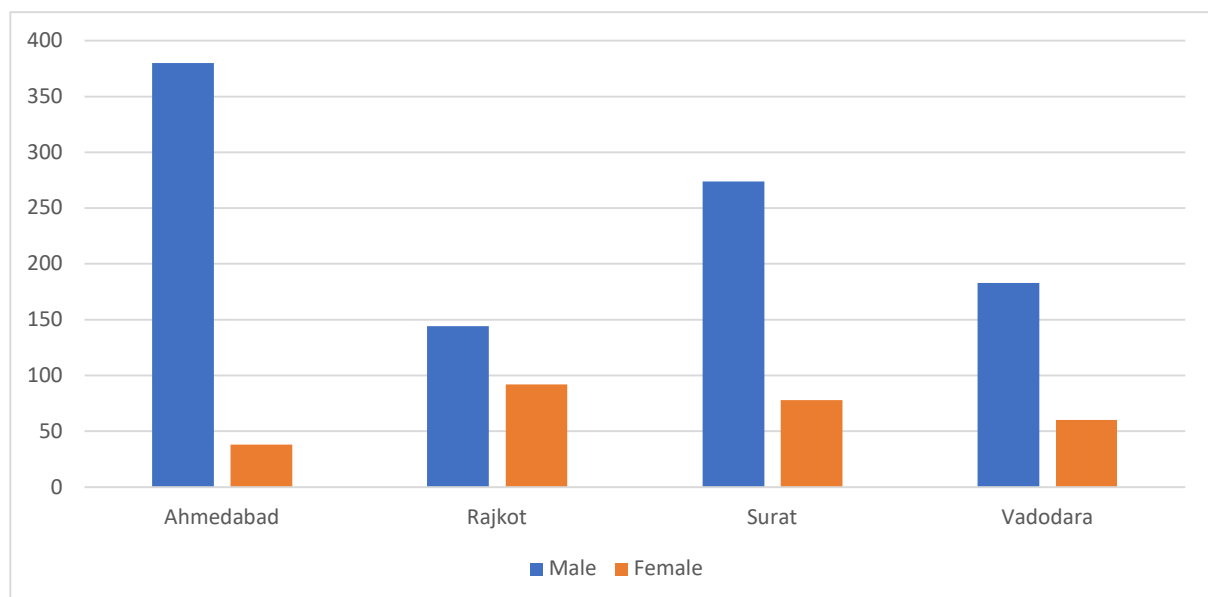
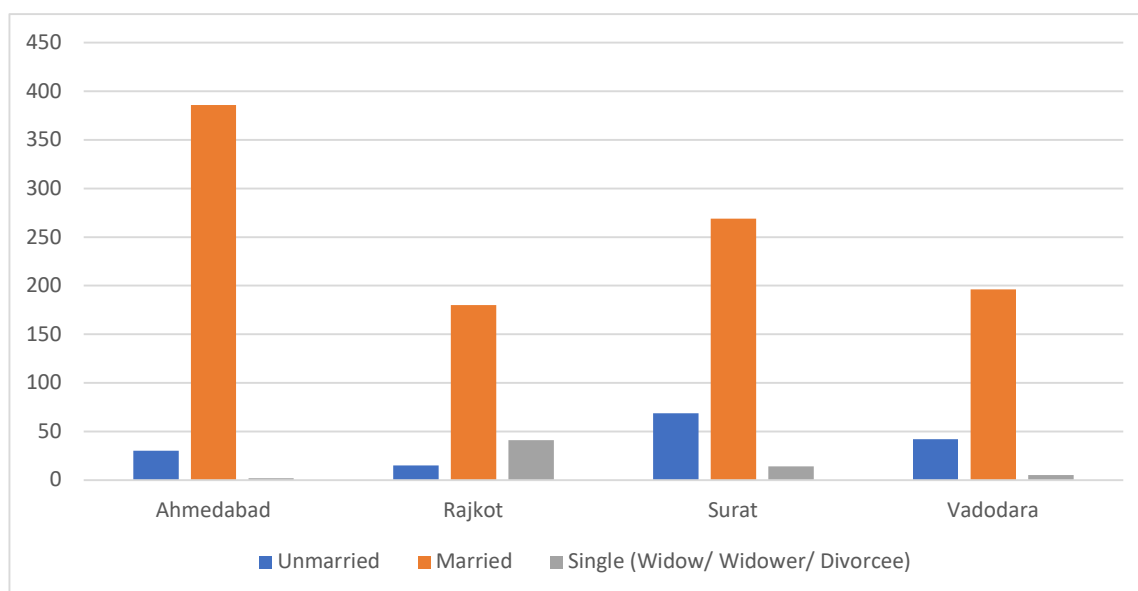


Table and Graph Number 4.2 exhibits information about the gender of the e-Governance users. It was found that Ahmedabad city consisted of 91 per cent of male and 09 per cent of female e-Governance users, followed by 78 per cent of male and 22 per cent of female e-Governance users in the case of Surat city. Rajkot city revealed a figure of 61 per cent male and 39 per cent female e-Governance users, and Vadodara city showed 75 per cent male and 25 per cent female e-Governance users. Overall, out of 1249 e-Governance users in selected cities of the Gujarat State, a total number of 78 per cent male and 22 per cent female e-Governance users were revealed in the study.

Table Number: 4.3: Profile of Selected e-Governance Users (As Per Marital Status) (Number & Percentages)					
Marital Status	Selected Cities of the Gujarat State				
	Ahmedabad	Rajkot	Surat	Vadodara	Gujarat State (Total)
Unmarried	30 (7.2)	15 (6.4)	69 (19.6)	42 (17.3)	156 (12.5)
Married	386 (92.3)	180 (76.3)	269 (76.4)	196 (80.7)	1031 (82.5)
Single (Widow/ Widower/ Divorcee)	2 (0.5)	41 (17.4)	14 (4.0)	5 (2.1)	62 (5.0)
Total Number of e-Governance Users	418 (100)	236 (100)	352 (100)	243 (100)	1249 (100)

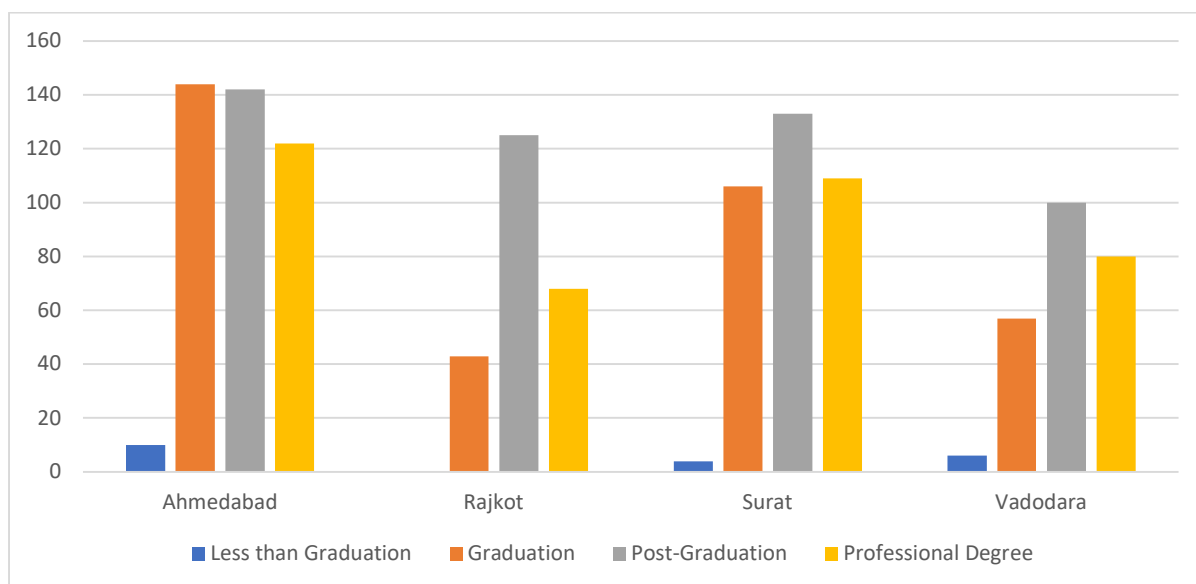
Graph Number: 4.3:
Profile of Selected e-Governance Users (As Per Marital Status)



As shown in Table and Graph Number 4.3, the collected responses of marital status were divided into three categories viz., Married, Unmarried and Single (Widow/ Widower/ Divorcee). Considering the total number of e-Governance users, 13 per cent were unmarried, 83 per cent married, and 5 per cent single in the Gujarat State. When data were analyzed city-wise, it was found that in the case of Ahmedabad city, 92 per cent of e-Governance users were married, which was highest in the case of the married category. On the other hand, Surat City has 20 per cent of users in the Unmarried category. On the other hand, the e-Governance users belonging to a single category (Widow/ Widower/ Divorcee) for the State of Gujarat was found to be 5 per cent.

Table Number: 4.4: Profile of Selected e-Governance Users (As Per Educational Qualifications): (Number & Percentages)					
Educational Qualifications	Selected Cities of the Gujarat State				
	Ahmedabad	Rajkot	Surat	Vadodara	Gujarat State (Total)
Less than Graduation	10 (2.4)	0 (0)	4 (1.1)	6 (2.5)	20 (1.6)
Graduation	144 (34.4)	43 (18.2)	106 (30.1)	57 (23.5)	350 (28.0)
Post-Graduation	142 (34.0)	125 (53)	133 (37.8)	100 (41.2)	500 (40.0)
Professional Degree	122 (29.2)	68 (28.8)	109 (31.0)	80 (32.9)	379 (30.3)
Total Number of E-Governance Users	418 (100)	236 (100)	351 (100)	243 (100)	1249 (100)

Graph Number: 4.4:
Profile of Selected e-Governance Users (As Per Educational Qualifications)



As becomes evident in Table and Graph Number 4.4 from the responses that were grouped considering the educational qualifications of e-Governance users from the Gujarat State, 40 per cent of them were post-Graduates, followed by 30 per cent having Professional Degrees, 28 per cent of them were Graduates, and 1.6 per cent e-Governance users were found to be having less than Graduates.

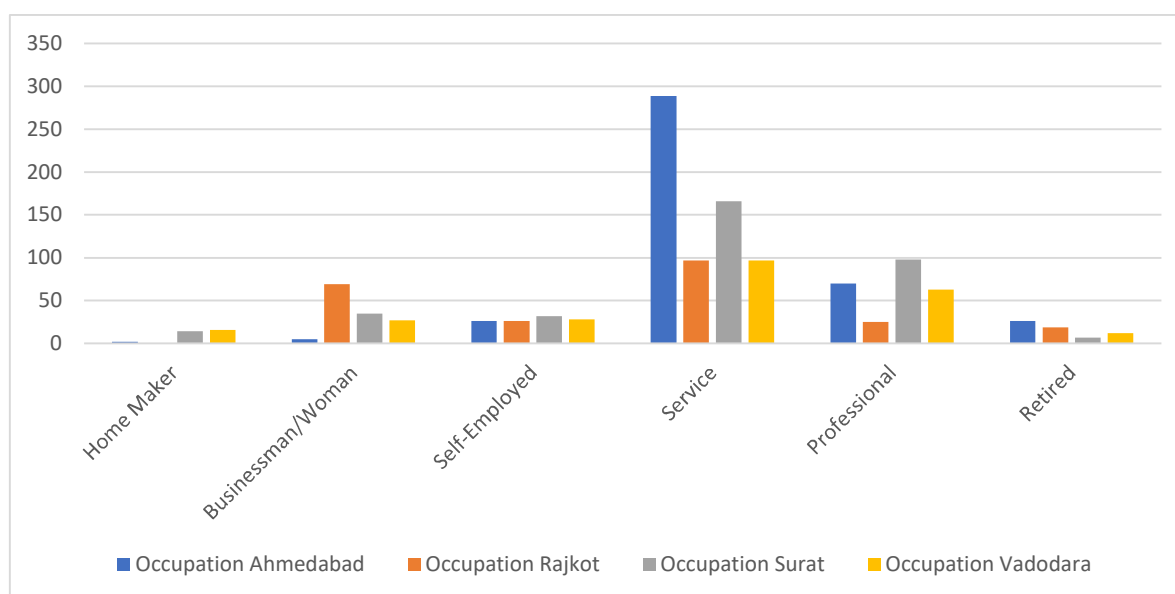
When responses were analysed based on the selected cities, it was found that there are 34, 30, 24, and 18 per cent graduate e-Governance users in Ahmedabad, Surat, Vadodara and Rajkot cities.

While 53 per cent of them were found as post-Graduates in Rajkot city, followed by 41 per cent in Vadodara city, 39 per cent in Surat city, and 34 per cent in Ahmedabad city.

Table 4.5 shows the division of e-Governance users based on their occupation, which was divided into five categories viz., Homemaker, Businessman/Woman, Self-Employed, Service, Professionals, and Retired.

Table Number: 4.5: Profile of Selected e-Governance Users (As Per Occupation): (Number & Percentages)					
Occupation	Selected Cities of the Gujarat State				
	Ahmedabad	Rajkot	Surat	Vadodara	Gujarat State (Total)
Home Maker	2 (0.5)	0 (0)	14 (4.0)	16 (6.6)	32 (2.6)
Businessman/Woman	5 (1.2)	69 (29.2)	35 (9.9)	27 (11.1)	136 (10.9)
Self-Employed	26 (6.2)	26 (11.0)	32 (9.1)	28 (11.5)	112 (9.0)
Service	289 (69.1)	97 (41.1)	166 (47.2)	97 (39.9)	649 (52.0)
Professional	70 (16.7)	25 (10.6)	98 (27.8)	63 (25.9)	256 (20.5)
Retired	26 (6.2)	19 (8.1)	7 (2.0)	12 (4.9)	64 (5.1)
Total Number of e-Governance Users	418 (100)	236 (100)	352 (100)	243 (100)	1249 (100)

Graph Number: 4.5:
Profile of Selected e-Governance Users (As Per Occupation)



From Table and Graph Number 4.5, it was found that e-Governance users in the Gujarat State with 52 per cent were belonging to the occupation of service category, which was more than the e-Governance users doing other occupations, viz., 21 per cent professionals, 11 per cent Businessman/woman, 9 per cent self-employed, 5 per cent retired and 3 per cent homemakers.

When the city-wise data were analysed, varied results were found. For example, in the case of Rajkot city, 41 per cent of e-Governance users were found in the occupation of Service, followed by 29 per cent being businessman/woman, 11 cents were self-employed, and 8 per cent were in the retired category.

In Surat city, service category e-Governance users were 47 per cent, followed by 28 per cent in a professional occupation, 10 per cent being businessman/woman, 09 per cent being Self-employed, 14 per cent as a homemaker and 2 per cent in the retired category.

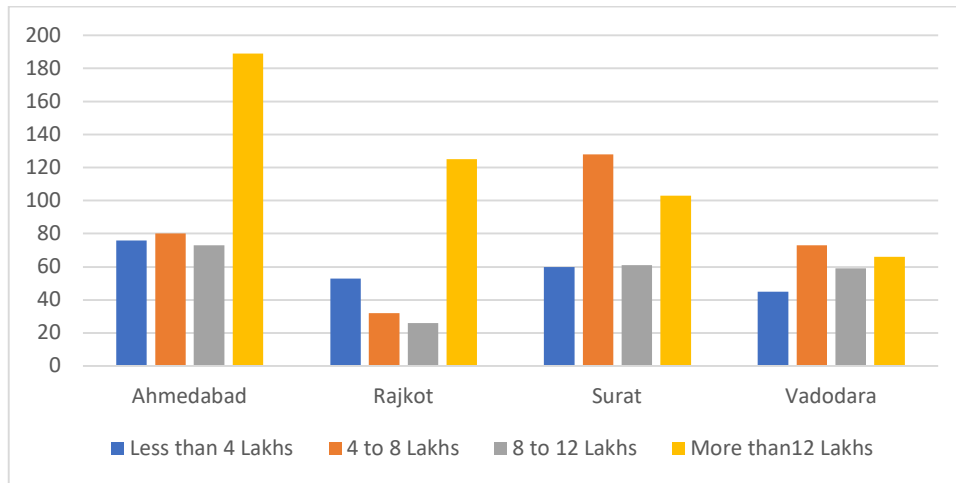
In Rajkot city, 41 per cent were found in service, followed by 29 per cent Businessmen/Women, 11 Per Cent e-Governance Users Were in the category of self-employed and Professionals, and 08 per cent e-Governance users were retired.

While in the case of Ahmedabad city, 69 per cent of e-Governance users were found in the service occupation, followed by 17 per cent being professionals, 6 per cent each being Self-Employed and as retired category, and 0.5 per cent of e-Governance users as homemakers.

Table Number 4.6 shows the classification from the table based on the annual family income of e-Governance users viz., annual family income less than Rs 4 Lakhs, Rs 4 to 8 Lakhs, Rs 8 to 12 Lakhs and more than Rs 12 Lakhs, respectively.

Table Number: 4.6: Profile of Selected e-Governance Users (As Per Annual Family Income): (Number & Percentages)					
Annual Family Income (In Rupees)	Selected Cities of the Gujarat State				
	Ahmedabad	Rajkot	Surat	Vadodara	Gujarat State (Total)
Less than 4 Lakhs	76 (18.2)	53 (22.5)	60 (17.0)	45 (18.5)	234 (18.7)
4 to 8 Lakhs	80 (19.1)	32 (13.6)	128 (36.4)	73 (30.0)	313 (25.1)
8 to 12 Lakhs	73 (17.5)	26 (11.0)	61 (17.3)	59 (24.3)	219 (17.5)
More than 12 Lakhs	189 (45.2)	125 (53.0)	103 (29.3)	66 (27.2)	483 (38.7)
Total Number of e-Governance Users	418 (100)	236 (100)	352 (100)	243 (100)	1249 (100)

Graph Number: 4.6:
Profile of Selected e-Governance Users (As Per Annual Family Income)



From Table and Graph Number 4.6, it becomes clear that the annual family income of the 39 per cent of e-Governance users of Gujarat State was more than 12 Lakhs, followed by 25 per cent who belonged to the income group of Rs.4 to 8 lakhs, and 19 per cent were belonging to the income group of less than Rs.4 lakhs. Considering income up to Rs.8 lakhs, 53 per cent of e-Governance users were from Surat city, followed by 48 per cent from Vadodara city, 37 per cent from Ahmedabad city, and 35 per cent of e-Governance users were from Rajkot city respectively.

In Rajkot city, 53 per cent of e-Governance users were in the income group category of more than Rs. 12 lakhs annual income, followed by 45 per cent from Ahmedabad city, 29 per cent from Surat city and 27 per cent from Vadodara city of the Gujarat State, respectively.

4.2: SELECTED USERS ACCESSING INTERNET AND AWARENESS ABOUT e-GOVERNANCE SERVICES:

The researcher in this section has provided facts about awareness, actual use and unawareness of different e-Governance services amongst selected e-Governance users from the different cities of the State of Gujarat, viz., Vadodara, Ahmedabad, Surat and Rajkot in the State of Gujarat.

The city-wise details about awareness, actual use and unawareness of different e-Governance services have been presented in Table Number 4.07 to 4.10 as follows.

Table 4.7 exhibits how e-Governance users access the internet for accessing various e-Governance services, which were divided into five categories viz., Mobile data, Wi-Fi, Wired-Cable, Mobile data & Wi-Fi, Mobile data & Wi-Fi & Wired Cable.

Table Number: 4.7: Selected e-Governance Users' way of Accessing the Internet: (Number & Percentages)						
Sr No	Selected Criteria	Ahmedabad	Rajkot	Surat	Vadodara	Gujarat State (Total)
01	Mobile Data	159 (38.0)	87 (36.9)	146 (41.5)	74 (30.5)	466 (37.3)
02	Wi-Fi	84 (20.1)	36 (15.3)	69 (19.6)	70 (28.8)	259 (20.7)
03	Wired Cable	15 (3.6)	0 (0)	4 (1.1)	4 (1.6)	23 (1.8)
04	Mobile Data & Wi-Fi	142 (34.0)	58 (24.6)	94 (26.7)	90 (37.0)	384 (30.7)
05	Mobile & Wi-Fi & Wired Cable	18 (4.3)	55 (23.3)	39 (11.1)	5 (2.1)	117 (9.4)
	Total Number of e-Governance Users	418 (100)	236 (100)	352 (100)	243 (100)	1249 (100)

From Table Number 4.7 above, it is clear that 37 per cent of e-Governance users use mobile data for accessing various e-Governance services, 31 per cent of e-Governance users use mobile data and Wi-Fi, 21 per cent of e-Governance users use Wi-Fi to access e-Governance services, while users using mobile data & Wi-Fi along with Wired cable are 9.4 per cent users and 1.8 per cent users use the wired cable to access e-Governance services.

Table Number: 4.8: Selected e-Governance Users' Frequency of Accessing the Internet: (Number & Percentages)						
Sr No	Selected Criteria	Ahmedabad	Rajkot	Surat	Vadodara	Gujarat State (Total)
01	Many Times in a Day	361 (86.4)	187 (79.2)	297 (84.4)	205 (84.4)	1050 (84.1)
02	Sometimes in a Day	52 (12.4)	49 (20.8)	52 (14.8)	38 (15.6)	191 (15.3)
03	Occasionally	5 (1.2)	0 (0)	3 (0.9)	0 (0)	8 (0.6)
	Total Number of e-Governance Users	418 (100)	236 (100)	352 (100)	243 (100)	1249 (100)

Table 4.8 reveals that 84 per cent of e-Governance users access the internet many times a day, 15 per cent of respondents sometimes access the internet, and a very small per cent (0.6%) of users access the internet occasionally.

In the city-wise data, e-Governance users accessing the internet many times a day are 86 per cent, and 79 per cent, for Ahmedabad and Rajkot cities, respectively. Meanwhile, it is 84 per cent for both Surat and Vadodara city.

Table Number: 4.9: Awareness About e-Governance Services Offered by the Government of Gujarat: (Number & Percentages)						
Sr No	Selected Criteria	Ahmedabad	Rajkot	Surat	Vadodara	Gujarat State (Total)
1	Yes	386 (92.3)	188 (79.7)	262 (74.4)	203 (83.5)	1039 (83.2)
2	No	32 (7.7)	48 (20.3)	90 (25.6)	40 (16.5)	210 (16.8)
	Total Number of e-Governance Users	418 (100)	236 (100)	352 (100)	243 (100)	1249 (100)

Table Number 4.9 above reveals that 83 per cent of users are aware of e-Governance services being offered by the Government of Gujarat. Meanwhile, 17 per cent of users are unaware of any such service.

The highest percentage (92%) of respondents from Ahmedabad city are aware of e-Governance services of the State Government, followed by 83 per cent in Vadodara city, 80 per cent in Rajkot city and 74 per cent in Surat city.

The un-awareness about e-Governance services is at a high of 26 per cent in Surat city, followed by 20 per cent and 17 per cent in Rajkot and Vadodara cities, respectively. On the other hand, Ahmedabad city has a relatively low percentage of unawareness of e-Governance services at 8 per cent, which is a positive sign.

Table Number: 4.10: Awareness about e-Governance Services Offered by Local Municipal Corporations: (Number & Percentages)						
Sr No	Selected Criteria	Ahmedabad	Rajkot	Surat	Vadodara	Gujarat State (Total)
1	Yes	374 (89.5)	161 (68.2)	245 (69.6)	189 (77.8)	969 (77.6)
2	No	44 (10.5)	75 (31.8)	107 (30.4)	54 (22.2)	280 (22.4)
	Total Number of e-Governance Users	418 (100)	236 (100)	352 (100)	243 (100)	1249 (100)

As per above Table Number 4.10, for overall total figures, 78 per cent of respondents are aware of e-Governance services offered by Local Municipal Corporations in four cities of the survey conducted, 22 per cent of respondents still seem ignorant about the e-Governance services provided by their respective municipal corporation in the state.

In Ahmedabad city, the awareness about various e-Governance services of the local Municipal Corporation is at a high of 90 per cent amongst the respondents, and 10 per cent of respondents are un-aware.

For the cities of Rajkot and Surat, the awareness about e-Governance services of Municipal corporations is around 69 per cent in both cities, with an un-awareness at about 31 per cent.

In Vadodara city, 78 per cent of respondents are aware of the e-Governance services of the Local Municipal Corporation, and 22 per cent are still unaware.

4.3: SELECTED USERS' AWARENESS ABOUT e-GOVERNANCE SCHEMES OFFERED BY THE GOVERNMENT OF GUJARAT:

The state Government offers various citizen-centric services/ schemes. Ten services/ schemes have been considered provided by the State authorities for conducting this research. The responses from selected respondents have been collected in three categories, viz., I know, I know, and I use, I don't know. Therefore, the following from the above Table Number 4.11 is inferred:

Table Number: 4.11: Selected e-Governance Users’ awareness About various e-Governance Services offered by Government of Gujarat: (Number & Percentages)															
Selected Criteria	Ahmedabad			Rajkot			Surat			Vadodara			Gujarat State (Total)		
	IK	I U	I D N	I K	IU	IDN	IK	IU	ID N	IK	IU	ID N	IK	IU	I D N
Road Transport Office (RTO) (Driving License issue and renewal)	241 (57.7)	175 (41.9)	2 (0.5)	73 (30.9)	134 (56.8)	29 (12.3)	167 (47.4)	174 (49.4)	11 (3.1)	112 (46.1)	125 (51.4)	6 (2.5)	593 (47.5)	608 (48.7)	48 (3.8)
e-Dhara (Land Records) (Registration, Transfer, buying)	272 (65.1)	37 (8.9)	109 (26.1)	105 (44.5)	39 (16.5)	92 (39.0)	163 (46.3)	82 (23.3)	107 (30.4)	105 (43.2)	63 (25.9)	75 (30.9)	645 (51.6)	221 (17.7)	383 (30.7)
e-City (Jan Seva Kendra)	192 (45.9)	105 (25.1)	121 (28.9)	151 (64.0)	38 (16.1)	47 (19.9)	217 (61.6)	53 (15.1)	82 (23.3)	116 (47.7)	49 (20.2)	78 (32.1)	676 (54.1)	245 (19.6)	328 (26.3)
Tele-fariyad (CM’s Call Centre on 1505)	195 (46.7)	14 (3.3)	209 (50.0)	70 (29.7)	59 (25.0)	107 (45.3)	104 (29.5)	27 (7.7)	221 (62.8)	127 (52.3)	13 (5.3)	103 (42.4)	496 (39.7)	113 (9.0)	640 (51.2)
108 Emergency Service	254 (60.8)	164 (39.2)	0 (0.0)	135 (57.2)	89 (37.7)	12 (5.1)	206 (58.5)	142 (40.3)	4 (1.1)	140 (57.6)	103 (42.4)	0 (0.0)	735 (58.8)	498 (39.9)	16 (1.3)
Crime & Criminal Tracking Network System (CCTNS)	258 (61.7)	6 (1.4)	154 (36.8)	110 (46.6)	27 (11.4)	99 (41.9)	138 (39.2)	19 (5.4)	195 (55.4)	135 (55.6)	17 (7.0)	91 (37.4)	641 (51.3)	69 (5.5)	539 (43.2)
iPDS (Public Distribution System- Ration Card)	266 (63.6)	48 (11.5)	104 (24.9)	138 (58.5)	31 (13.1)	67 (28.4)	147 (41.8)	70 (19.9)	135 (38.4)	108 (44.4)	58 (23.9)	77 (31.7)	659 (52.8)	207 (16.6)	383 (30.7)
GHMIS (Gujarat Hospital Management Information System)	226 (54.1)	9 (2.2)	183 (43.8)	84 (35.6)	39 (16.5)	113 (47.9)	111 (31.5)	32 (9.1)	209 (59.4)	112 (46.1)	17 (7.0)	114 (46.9)	533 (42.7)	97 (7.8)	619 (49.6)
Mukhya Mantri Amrutam (MA)	249 (59.6)	21 (5.0)	148 (35.4)	169 (71.6)	39 (16.5)	28 (11.9)	156 (44.3)	78 (22.2)	118 (33.5)	129 (53.1)	26 (10.7)	88 (36.2)	703 (56.3)	164 (13.1)	382 (30.6)
eGram Vishwagram	180 (43.1)	21 (5.0)	217 (51.9)	75 (31.8)	29 (12.3)	132 (55.9)	117 (33.2)	16 (4.5)	219 (62.2)	91 (37.4)	4 (1.6)	148 (60.9)	463 (37.1)	70 (5.6)	716 (57.3)
Total Number of Users	N=418			N=236			N=352			N=243			N=1249		
Note: IK =I Know, IU = I know I Use, and IDN = I Don’t Know															

Considering the Driving License issue and renewal from RTO authorities, from an overall perspective for Gujarat State, 49 per cent of respondents have responded that they know and use the same too. Meanwhile, 3.8 per cent of respondents are still unaware of the same. On the other hand, 57 per cent of respondents are aware of and using the RTO facility for Driving Licenses in Rajkot city. In comparison, 12 per cent of respondents have also expressed that they are unaware of it.

For the e-Dhara application, overall, from the selected four cities, 70 per cent of respondents have mentioned that they are aware of and are using the application too. In contrast, 30 per cent of respondents have expressed their unawareness of the e-Dhara application. In Ahmedabad city, 74 per cent of respondents have shown their awareness and usage of the e-Dhara application. Meanwhile, 39 per cent of respondents from Rajkot city have offered their unawareness of the e-Dhara application.

For the Jan Seva Kendra service of the Government of Gujarat, 75 per cent of respondents have shown their awareness and used the service response too. On the other hand, the respondents responded that their unawareness is 26 per cent overall for the four selected cities. For example, in Rajkot city, 80 per cent of the population is aware of and using the Jan Seva Kendra service, the highest amongst all other cities in selected towns of Gujarat. Meanwhile, 32 per cent of respondents in Vadodara city are unaware of the Jan Seva Kendra service.

For the Tele-Fariyad service of the Government of Gujarat, 49 per cent of respondents cumulatively have affirmed that they are aware of and use the e-Governance service too. On the other hand, the number of unaware respondents cumulatively for Gujarat is relatively high at 51 per cent. In Vadodara city, 57 per cent of respondents are aware of and have used the Tele-Fariyad e-Governance service. On the other hand, in Surat city, the percent (63) of the respondents unaware of Tele-Fariyad is relatively high.

For the 108 Emergency Services for the state of Gujarat, 98 per cent of respondents are aware of and have used the same too. On the other hand, in Rajkot city, 5 per cent of respondents have shown their unawareness about the 108 Emergency Services. Meanwhile, from Ahmedabad, Vadodara and Surat cities, almost 100 per cent of respondents have demonstrated their awareness, and also, they have used the same.

For CCTNS(Police) e-Governance service, 56 per cent of respondents from four cumulative cities have shown their awareness and used this service.

In both Ahmedabad and Vadodara cities, 62 per cent of respondents have mentioned being aware of and using the CCTNS e-Governance service. Meanwhile, in Surat city, the percentage (55) of respondents unaware of the CCTNS e-Governance scheme is relatively high.

For iPDS (Ration), 70 per cent of respondents have shown awareness and have used the scheme cumulatively from four collective cities. For example, in Ahmedabad city, the usage of iPDS and its awareness per respondents is 76 per cent. Meanwhile, in Surat city, 38 per cent of respondents are unaware of the iPDS e-Governance scheme of the Government of Gujarat.

For GHMIS (Hospital Management) service, 50 per cent of respondents from the combined four cities have shown awareness and use the service too. In Ahmedabad city, 56 per cent of respondents were also aware of and using the GHMIS e-Governance scheme. Meanwhile, the lowest awareness from selected cities is found in Surat city, as 59 per cent of respondents are unaware of the GHMIS scheme of the Government of Gujarat.

For Mukhya Mantri Amrutam (MA) Scheme, 70 per cent of respondents are aware of and using the scheme too. Rajkot city has shown the maximum awareness and usage of the MA e-Governance scheme of the Government of Gujarat. Meanwhile, in Vadodara city, the unawareness about the MA scheme is the lowest, as 36 per cent of respondents are unaware of the MA scheme.

For the eGram Vishwagram e-Governance service of the Government of Gujarat, the cumulative unawareness about the scheme of four cities is 57 per cent, which is relatively high. In Surat City, ignorance about the eGram service is highest at 62 per cent. Meanwhile, awareness and usage combined from Ahmedabad city are at 48 per cent.

4.4: SELECTED USERS' AWARENESS ABOUT e-GOVERNANCE SCHEMES OFFERED BY LOCAL MUNICIPAL CORPORATION

Table Number: 4.12: Selected e-Governance User Awareness About e-Governance Services- (Local Municipal Corporation): (Number & Percentages)															
Selected Criteria	Ahmedabad			Rajkot			Surat			Vadodara			Gujarat State (Total)		
	IK	IU	ID N	IK	IU	ID N	IK	IU	ID N	IK	I U	ID N	IK	IU	ID N
Property Tax (Billing & Collection)	215 (51.4)	175 (41.9)	28 (6.7)	123 (52.1)	101 (42.8)	12 (5.1)	196 (55.7)	136 (38.6)	20 (5.7)	118 (48.6)	109 (44.9)	16 (6.6)	652 (52.2)	521 (41.7)	76 (6.1)
Birth Certificate (Registration & Issue of Certificate)	272 (65.1)	133 (31.8)	13 (3.1)	127 (53.8)	90 (38.1)	19 (8.1)	256 (72.7)	87 (24.7)	9 (2.6)	189 (67.6)	45 (18.5)	9 (3.7)	844 (67.6)	355 (28.4)	50 (4.0)
Death Certificate (Registration & Issue of Certificate)	331 (79.2)	65 (15.6)	22 (5.3)	160 (67.8)	57 (24.2)	19 (8.1)	250 (71.0)	78 (22.2)	24 (6.8)	159 (65.4)	64 (26.3)	20 (8.2)	900 (72.1)	264 (21.1)	85 (6.8)
Water Bill (Billing & Collection)	242 (57.9)	169 (40.4)	7 (1.7)	103 (43.6)	116 (49.2)	17 (7.2)	205 (58.2)	106 (30.1)	41 (11.6)	121 (49.8)	100 (41.2)	22 (9.1)	671 (53.7)	491 (39.3)	87 (7.0)
Grievance Redressal (Public Grievance Redressal)	249 (59.6)	107 (25.6)	62 (14.8)	174 (73.7)	30 (12.7)	32 (13.6)	200 (56.8)	37 (10.5)	115 (32.7)	131 (53.9)	23 (9.5)	89 (36.6)	754 (60.4)	197 (15.8)	298 (23.9)
Piped Natural Gas Bill (Billing & Collection)	185 (44.3)	216 (51.7)	17 (4.1)	71 (30.1)	158 (66.9)	7 (3.0)	175 (49.7)	149 (42.3)	28 (8.0)	89 (36.6)	113 (46.5)	41 (16.9)	520 (41.6)	636 (50.9)	93 (7.4)
Building Sanction	248 (59.3)	49 (11.7)	121 (28.9)	114 (48.3)	65 (27.5)	57 (24.2)	194 (55.1)	33 (9.4)	125 (35.5)	134 (55.1)	16 (6.6)	93 (38.3)	690 (55.2)	163 (13.1)	396 (31.7)
Total Number of Users	N=418			N=236			N=352			N=243			N=1249		
Note: IK =I Know, IU = I know I Use, and IDN = I Don't Know															

The Local Municipal Corporation offers various citizen-centric services/ schemes. For this research, 07 services/ schemes have been considered, provided by the Local Municipal Corporations. The response from selected respondents has been collected in three different categories, viz., I know, I know, and I use, I don't know, from chosen cities of Ahmedabad, Rajkot, Surat and Vadodara. Therefore, the following from the above Table Number 4.12 is inferred.

For the Property Tax (Billing and Collection) service of Local Municipal Corporations, 94 per cent of respondents from four selected cities of Ahmedabad, Rajkot, Surat, and Vadodara are aware of the scheme have used it too. In Rajkot city, the respondent's percentage (95) about knowledge and usage of the Property Tax e-Governance scheme is relatively high. On the other hand, Ahmedabad city respondents have the highest unaware percentage (7.0) about the Property Tax collection service.

For the Birth Certificate (Registration, Certificate) service of the Local Municipal Corporations, 96 per cent of respondents, collectively from four selected cities of Gujarat, have shown their awareness and usage of the e-Governance service.

Surat city has the highest respondent percentage (97) being aware and using the Birth Certificate registration and certificate issuance. Meanwhile, for Rajkot city, the highest amongst four cities, 08 per cent of respondents have expressed their unawareness about the e-Governance service.

For the Death Certificate (Registration, Certificate) service of Local Municipal Corporations, 93 per cent of respondents from four selected cities of Gujarat have shown their awareness and usage of the e-Governance service. Ahmedabad city has the highest respondent percentage (95) being aware and using the Birth Certificate registration and certificate issuance. Meanwhile, for Vadodara city, the highest amongst four cities, 08 per cent of respondents have expressed their unawareness about the e-Governance service.

For the Water (Billing, Collection) service of the Local Municipal Corporations, 93 per cent of respondents from selected 04 cities have responded about their awareness and usage of the e-Governance Service. In Ahmedabad city, 98 per cent of respondents answered on understanding and used collectively for the said e-Governance service. Meanwhile, among the four selected cities, Surat city had the highest unawareness (12%) about the e-Governance service.

For the Public Grievance Redressal service of the Local Municipal Corporations, 76 per cent of respondents cumulatively from selected 04 cities have responded about their awareness and usage of the e-Governance Service. In Rajkot city, 86 per cent of respondents answered on understanding and use collectively for the said e-Governance service. Meanwhile, Vadodara city amongst the four selected cities, had the highest unawareness (37%) about the e-Governance service provided by the Local Municipal Corporations.

Piped Gas (Billing, Collection) service of the Local Municipal Corporations, 93 per cent of respondents cumulatively from selected 04 cities have responded about their awareness and usage of the e-Governance Service. In Rajkot city, 97 per cent of respondents answered on awareness and used collectively for the said e-Governance service. Meanwhile, in Surat city, among the four selected cities, 42 per cent of respondents had the highest unawareness about the e-Governance service provided by the Local Municipal Corporations.

For the Building Sanction service of Local Municipal Corporations, cumulatively 69 per cent of respondents of four selected cities of Ahmedabad, Rajkot, Surat and Vadodara are aware of the scheme and have used it too. In Rajkot city, the respondent's percentage (76) of knowledge and usage of the Building Sanction e-Governance scheme is relatively high. On the other hand, Vadodara city respondents have the highest unaware percentage (38) about the Building Sanction e-Governance service.

4.5: SELECTED USER'S COMPARISON ABOUT MANUAL SERVICES VERSUS USE OF DIGITAL SERVICES (e-GOVERNANCE)

4.5.1: Selected e-Governance Users Responses For Manual Governmental Services/ Schemes

Table Number: 4.13: Selected e-Governance Users’ Responses for Manual Process for Schemes/ Services (Number & Percentages)										
Selected Criteria	Ahmedabad		Rajkot		Surat		Vadodara		Gujarat State (Total)	
	G	B	G	B	G	B	G	B	G	B
Number of Visits required to Government office for availing e-Governance services	269 (64.4%)	149 (35.6%)	90 (38.1%)	146 (61.9%)	141 (40.1%)	211 (59.9%)	136 (56.0%)	107 (44.0%)	636 (50.9%)	613 (49.1%)
	H	L	H	L	H	L	H	L	H	L
What is the cost burden incurred for availing of e-Governance services (INR)	227 (54.3%)	191 (45.7%)	180 (76.3%)	56 (23.7%)	247 (70.2%)	105 (29.8%)	146 (60.1%)	97 (39.9%)	800 (64.1%)	449 (35.9%)
What is the Time required for availing of e-Governance services (Hrs)	214 (51.2%)	204 (48.8%)	156 (66.1%)	80 (33.9%)	259 (73.6%)	93 (26.4%)	157 (64.6%)	86 (35.4%)	786 (62.9%)	463 (37.1%)
Total Number of Users	N=418		N=236		N=352		N=243		N=1249	
Note: G- Good; B- Bad; H- High; L- Low										

The State Government of Gujarat and Local Municipal Corporations offer various citizen-centric services/schemes. Here, the researcher has considered several responses from respondents comparing the Manual way of implementing the e-Governance Schemes/Services. The researcher has collected the responses in selected four cities of Ahmedabad, Rajkot, Surat and Vadodara, in two dimensions, Good or Bad, as also for questions 2 and 3, the dimensions for responses are High or low. Therefore, the following from the above Table Number 4.13 is inferred.

For the number of visits required to Government offices to avail of the e-Governance services manually, it's a mixed response from respondents 50 per cent mention Good and 50 per cent mention Bad, cumulatively combining results of selected four cities of Gujarat. In Rajkot city, 62 per cent of respondents have responded that the visits required to Government offices are bad, inferring that respondents are not keen to visit Government offices to avail of e-Governance services by physically visiting the Government offices.

Further, 64 per cent of respondents from Ahmedabad responded Good, inferring that respondents are required to visit the Government offices to avail of e-Governance services; without visiting, it is difficult to avail of the e-Governance service.

For the cost incurred by the respondents while availing the e-Governance services manually, 64 per cent of respondents responded as High. In Rajkot city, on comparing amongst the selected four cities of Gujarat, 76 per cent of respondents have responded cost of availing e-Governance services was high. Meanwhile, 46 per cent of respondents from Ahmedabad city have responded as Low for the cost of availing services in manual mode.

For the time required to avail of the e-Governance service in manual mode, 63 per cent of respondents responded the same as High. On the other hand, in Surat City, 74 per cent of respondents have reacted as the time required being high to avail the e-Governance services in a manual mode. Meanwhile, 49 per cent of respondents from Ahmedabad city have responded that the time is low to avail e-Governance services manually, compared to four selected cities.

4.5.2: Selected e-Governance Users Responses For Digitized (e-Governance) Governmental Services/ Schemes

Table Number: 4.14: Selected e-Governance Users’ Responses for Digitized (e-Governance) Process for Schemes/ Services : (Number & Percentages)										
Selected Criteria	Ahmedad		Rajkot		Surat		Vadodara		Gujarat State (Total)	
	G	B	G	B	G	B	G	B	G	B
Number of Visits required to Government office for availing e-Governance services	374 (89.5)	44 (10.5)	144 (61.0)	92 (39.0)	282 (80.1)	70 (19.9)	205 (84.4)	38 (15.6)	1005 (80.5)	244 (19.5)
	H	L	H	L	H	L	H	L	H	L
What is the cost burden incurred for availing of e-Governance services (INR)	101 (24.2)	317 (75.8)	59 (25.0)	177 (75.0)	107 (30.4)	245 (69.6)	83 (34.2)	160 (65.8)	350 (28.0)	899 (72.0)
What is the Time required for availing of e-Governance services (Hrs)	77 (18.4)	341 (81.6)	32 (13.6)	204 (86.4)	102 (29.0)	250 (71.0)	51 (21.0)	192 (79.0)	262 (21.0)	987 (79.0)
Total Number of Users	N=418		N=236		N=352		N=243		N=1249	
Note: G- Good; B- Bad; H- High; L- Low										

The State Government of Gujarat and Local Municipal Corporations offer various citizen-centric services/ schemes. Here, the researcher has considered several responses from respondents comparing the Computerized (e-Governance) way of implementing the e-Governance Schemes/Services. The researcher has taken the responses in selected four cities of Ahmedabad, Rajkot, Surat and Vadodara, in two dimensions, Good or Bad, as also for questions 2 and 3, the dimensions for responses are High or low. Therefore, the following from the above Table Number 4.14 is inferred.

For the number of visits required to Government offices to avail of the e-Governance services in computerized (e-Governance) mode, 81 per cent of respondents responded good, cumulatively combining results of selected four cities of Gujarat. That concludes that the visits to Government offices have certainly reduced with the computerization of services/ schemes. In Ahmedabad city, 90 per cent of respondents have responded that the holidays required at Government offices are good, inferring that respondents no longer needed to visit Government offices to avail of e-Governance services but are getting benefited digitally.

Further, 39 per cent of respondents from Rajkot responded Badly, inferring that respondents are required to visit the Government offices to avail of e-Governance services; without visiting, it is difficult to avail of the e-Governance service.

For the cost incurred by the respondents while availing the e-Governance services manually, 72 per cent of respondents have responded as Low, concluding that the costs have reduced with increased digitization (e-Governance) of services/ schemes. In Ahmedabad city, on comparing amongst the selected four cities of Gujarat, 76 per cent of respondents have responded that the cost of availing e-Governance services is low.

For the time required to avail of the e-Governance service in digitized (e-Governance) mode, 79 per cent of respondents responded the same as low. In Rajkot City, 86 per cent of respondents have responded that the time required is low to avail of the e-Governance services in a digitized mode, compared to four selected cities.

4.6: SELECTED e-GOVERNANCE USERS' EXPERIENCE FROM USE OF e-GOVERNANCE SERVICES OF LOCAL MUNICIPAL CORPORATIONS AND GOVERNMENT OF GUJARAT

This part presents responses for the selected expectations of selected e-Governance users, viz., accessibility, extensibility, integration, Perceived Usefulness, Benefits, Problems Faced, Availability, and Affordability. It also shares the result of responses to expectations for different types of needs, viz., functional, emotional, social and monetary needs that are fulfilled using e-Governances. The results of the data analysis are provided in Table Number 4.15 to 4.38. The data collection was done from respondents on a scale of One to Five (Very Poor=1, Poor=2, Fair=3, Good=4, & Excellent=5). However, for the assessment ease, the attributes have been combined as Very Poor & Poor= Poor; Fair= Fair; Good & Excellent= Good.

4.6.1: Selected e-Governance Users' Experience For Accessibility Feature of e-Governance Services (LMC)

Table Number: 4.15: Selected e-Governance Users' Experience About the Accessibility of e-Governance Services for Local Municipal Corporations: (Number & Percentages)															
Selected Criteria	Ahmedabad			Rajkot			Surat			Vadodara			Gujarat State (Total)		
	P	F	G	P	F	G	P	F	G	P	F	G	P	F	G
Accessibility to a robust application/Website	39 (9.3)	135 (32.3)	244 (58.4)	19 (8.1)	131 (55.5)	86 (36.4)	67 (19.0)	157 (44.6)	128 (36.4)	26 (10.7)	91 (37.4)	126 (51.9)	151 (12.1)	514 (41.2)	584 (46.8)
e-Governance Apps/websites are user friendly	9 (2.2)	138 (33.0)	271 (64.8)	5 (2.1)	110 (46.6)	121 (51.3)	58 (16.5)	144 (40.9)	150 (42.6)	33 (13.6)	105 (43.2)	105 (43.2)	105 (8.4)	497 (39.8)	647 (51.8)
E-Governance Applications/Websites are accessible 24 X 7.	27 (6.5)	103 (24.6)	288 (68.9)	14 (5.9)	115 (48.7)	107 (45.3)	81 (23.0)	140 (39.8)	131 (37.2)	49 (20.2)	106 (43.6)	88 (36.2)	171 (13.7)	464 (37.1)	614 (49.2)
The E-Governance Application/website can be accessed from anywhere.	12 (2.9)	69 (16.5)	337 (80.6)	2 (0.8)	131 (55.5)	103 (43.6)	55 (15.6)	115 (32.7)	182 (51.7)	28 (11.5)	98 (40.3)	117 (48.1)	97 (7.8)	413 (33.1)	739 (59.2)
Easy to upload and download relevant documents	26 (6.2)	89 (21.3)	303 (72.5)	74 (31.4)	29 (12.3)	133 (56.4)	87 (24.7)	103 (29.3)	162 (46.0)	27 (11.1)	93 (38.3)	123 (50.6)	214 (17.1)	314 (25.1)	721 (57.7)
Hassle-free integration of e-Governance Website/App with Payment Gateway	27 (6.5)	87 (20.8)	304 (72.7)	2 (0.8)	104 (44.1)	130 (55.1)	93 (26.4)	108 (30.7)	151 (42.9)	33 (13.6)	87 (35.8)	123 (50.6)	155 (12.4)	386 (30.9)	708 (56.7)
Need to spend less time gathering information on e-Governance services	12 (2.9)	95 (22.7)	311 (74.4)	14 (5.9)	92 (39.0)	130 (55.1)	60 (17.0)	153 (43.5)	139 (39.5)	27 (11.1)	95 (39.1)	121 (49.8)	113 (9.0)	435 (34.8)	701 (56.1)
Simple and easy-to-navigate website	7 (1.7)	148 (35.4)	263 (62.9)	5 (2.1)	125 (53.0)	106 (44.9)	74 (21.0)	94 (26.7)	184 (52.3)	40 (16.5)	78 (32.1)	125 (51.4)	126 (10.1)	445 (35.6)	678 (54.3)
Quick Response to my actions (Clicks) on the website	13 (3.1)	173 (41.4)	232 (55.5)	74 (31.4)	103 (43.6)	59 (25.0)	91 (25.9)	127 (36.1)	134 (38.1)	40 (16.5)	112 (46.1)	91 (37.4)	218 (17.5)	515 (41.2)	516 (41.3)
Total Number of Users	N=418			N=236			N=352			N=243			N=1249		
Note: P =Poor, F = Fair, and G = Good															

The e-Governance applications/ schemes are based on Internet connectivity and accessibility of the websites/ applications from anywhere at any time, without time and geographical barriers. Table Number 4.15 shows the responses regarding the expectations for accessibility of e-Governance services from users in Local Municipal Corporations. From Table Number 4.15, the following is inferred:

Accessing the websites/applications is of utmost importance to get the benefit of the services for the local municipal corporations. Overall, 47 per cent of users cumulatively have responded to good accessibility of e-Governance websites/ applications. For example, in Ahmedabad city, 58 per cent of respondents have responded accessibility towards e-Governance websites/ applications is good. On the other hand, in Surat city, 19 per cent of respondents answered it to be poor.

The e-Governance apps/ websites have to be user-friendly, as they are meant to benefit ordinary citizens. Overall, 52 per cent of respondents responded with a Good. In Ahmedabad city, 65 per cent of respondents have responded good for apps/websites being user friendly. Meanwhile, in Surat, 17 per cent of respondents have responded poor for apps/websites being user-friendly.

For apps/websites being accessible 24 X7, 86 per cent of users cumulatively for the four selected cities of Gujarat have responded Fair & Good. In Ahmedabad city, 94 per cent of respondents have responded Fair & Good for apps/websites being accessible 24 X 7. In Surat city, 23 per cent of respondents have responded poor for e-Governance apps/websites being accessible 24 X 7.

For apps/ websites accessible from anywhere, 59 per cent of respondents for local municipal corporations in Gujarat have responded well. In Ahmedabad city, 81 per cent of respondents answered that it is Good for apps/websites to be accessible from anywhere. In contrast, in Surat city, 16 per cent of respondents responded that they are poor for e-Governance apps.

For Ease of uploading/downloading documents on apps/websites, 58 per cent of respondents for four selected cities of Gujarat have responded well. In Ahmedabad city, 76 per cent of respondents responded Good for ease of downloading documents on apps/websites. In contrast, in Rajkot city, 31 per cent of respondents answered that they were poor for e-Governance apps.

For payment gateway integration with e-Governance apps/ websites, 88 per cent of respondents have responded Fair and Good. For example, in Ahmedabad city, 73 per cent of respondents answered that it is Good for payment gateway integration with apps/websites. In contrast, in Surat city, 26 per cent of respondents responded that they were poor for payment gateway integration with e-Governance apps/websites.

For time spent gathering information, 56 per cent of respondents overall for Gujarat state have responded Good.

In Ahmedabad city, 74 per cent of respondents responded that it is suitable for time spent gathering information on e-Governance apps/websites. In contrast, in Surat city, 17 per cent of respondents responded poor for time spent gathering information.

For ease & simple in navigating e-Governance apps/ websites, 90 per cent of respondents have responded cumulatively Fair and Good. In Ahmedabad city, 63 per cent of respondents responded Good, while in Surat city, 21 per cent of respondents responded poorly for ease and simplicity of navigation of e-Governance apps/websites.

For apps/ websites being fast to access, 83 per cent of respondents responded cumulatively fair and good overall for four cities in Gujarat. In Ahmedabad city, 56 per cent of respondents responded Good, while in Rajkot city, 31 per cent of respondents responded poorly for fast access to mouse clicks on e-Governance apps/websites.

4.6.2: Selected e-Governance Users' Experience For Accessibility Feature of e-Governance Services (GOG)

Table Number: 4.16: Selected e-Governance Users' Experience About the Accessibility of e-Governance Services for the Government of Gujarat : (Number & Percentages)															
Selected Criteria	Ahmedabad			Rajkot			Surat			Vadodara			Gujarat State (Total)		
	P	F	G	P	F	G	P	F	G	P	F	G	P	F	G
Accessibility to a strong and robust application/Website	23 (5.5)	90 (21.5)	305 (73.0)	14 (5.9)	154 (65.3)	68 (28.8)	48 (13.6)	156 (44.3)	148 (42.0)	6 (2.5)	109 (44.9)	128 (52.7)	91 (7.3)	509 (40.8)	649 (52.0)
e-Governance Apps/websites are user friendly	5 (1.2)	56 (13.4)	357 (85.4)	0 (0.0)	126 (53.4)	110 (46.6)	53 (15.1)	102 (29.0)	197 (56.0)	4 (1.6)	104 (42.8)	135 (55.6)	62 (5.0)	388 (31.1)	799 (64.0)
E-Governance Applications/Websites are accessible 24 X 7.	12 (2.9)	143 (34.2)	263 (62.9)	19 (8.1)	133 (56.4)	84 (35.6)	44 (12.5)	136 (38.6)	172 (48.9)	14 (5.8)	108 (44.4)	121 (49.8)	89 (7.1)	520 (41.6)	640 (51.2)
e-Governance Application/website can be accessed from anywhere.	21 (5.0)	63 (15.1)	334 (79.9)	19 (8.1)	125 (53.0)	92 (39.0)	45 (12.8)	91 (25.9)	216 (61.4)	12 (4.9)	93 (38.3)	138 (56.8)	97 (7.8)	372 (29.8)	780 (62.4)
Easy to upload and download relevant documents	9 (2.2)	80 (19.1)	329 (78.7)	63 (26.7)	91 (38.6)	82 (34.7)	70 (19.9)	97 (27.6)	185 (52.6)	11 (4.5)	101 (41.6)	131 (53.9)	153 (12.2)	369 (29.5)	727 (58.2)
Hassle-free integration of e-Governance Website/App with Payment Gateway	18 (4.3)	117 (28.0)	283 (67.7)	2 (0.8)	85 (36.0)	149 (63.1)	53 (15.1)	132 (37.5)	167 (47.4)	4 (1.6)	141 (58.0)	98 (40.3)	77 (6.2)	475 (38.0)	697 (55.8)
Need to spend less time to gather information on e-Governance services	8 (1.9)	152 (36.4)	258 (61.7)	12 (5.1)	124 (52.5)	100 (42.4)	47 (13.4)	171 (48.6)	134 (38.1)	11 (4.5)	108 (44.4)	124 (51.0)	78 (6.2)	555 (44.4)	616 (49.3)
Simple and easy-to-navigate website	8 (1.9)	112 (26.8)	298 (71.3)	5 (2.1)	109 (46.2)	122 (51.7)	63 (17.9)	96 (27.3)	193 (54.8)	24 (9.9)	99 (40.7)	120 (49.4)	100 (8.0)	416 (33.3)	733 (58.7)
Quick Response to my actions (Clicks) on the website	11 (2.6)	150 (35.9)	257 (61.5)	65 (27.5)	86 (36.4)	85 (36.0)	50 (14.2)	161 (45.7)	141 (40.1)	15 (6.2)	133 (54.7)	95 (39.1)	141 (11.3)	530 (42.2)	578 (46.3)
Total Number of Users	N=418			N=236			N=352			N=243			N=1249		
Note: P =Poor, F = Fair, and G = Good															

Table Number 4.16 shows the responses regarding the expectations for accessibility of the Government of Gujarat e-Governance services from users. From Table Number 4.16, the following is inferred:

Accessing the websites/applications is of utmost importance to benefit from the services; for the Government of Gujarat, overall, 52 per cent of users cumulatively have responded to good accessibility of e-Governance websites/ applications. In Ahmedabad city, 73 per cent of respondents have responded accessibility towards e-Governance websites/ applications is good. On the other hand, compared to all cities, Surat city has the highest percentage (14) of respondents who responded poorly.

The e-Governance apps/ websites have to be user-friendly, as they are meant to benefit ordinary citizens. Overall, 64 per cent of respondents responded with a Good.

In Ahmedabad city, 85 per cent of respondents have responded good for apps/websites being user friendly. Meanwhile, in Surat, 15 per cent of respondents have responded poor for apps/websites being user-friendly.

For apps/websites being accessible 24 X7, 93 per cent of users cumulatively for the four selected cities of Gujarat have responded Fair & Good. In Ahmedabad city, 97 per cent of respondents have responded Fair & Good for apps/websites being accessible 24 X 7. In Surat city, 13 per cent of respondents have responded poor for e-Governance apps/websites being accessible 24 X 7.

For apps/ websites being accessible from anywhere, 62 per cent of respondents overall for Government of Gujarat applications/ schemes have responded good. In Ahmedabad city, 80 per cent of respondents answered that it is Good for apps/websites to be accessible from anywhere. In contrast, in Surat city, 13 per cent of respondents responded that they were poor for e-Governance apps.

For Ease of uploading/downloading documents on apps/websites, 58 per cent of respondents for four selected cities of Gujarat have responded well. For example, in Ahmedabad city, 79 per cent of respondents responded Good for ease of downloading documents on apps/websites. In contrast, in Rajkot city, 27 per cent of respondents responded poor for e-Governance apps.

For payment gateway integration with e-Governance apps/ websites, 94 per cent of respondents have responded Fair and Good. In Ahmedabad city, 68 per cent of respondents answered that it is Good for payment gateway integration with apps/websites. In contrast, in Surat city, 15 per cent of respondents have responded poor for payment gateway integration with e-Governance apps/websites.

For time spent gathering information, 49 per cent of Gujarat state respondents have responded Good overall. For example, in Ahmedabad city, 62 per cent of respondents answered that it is suitable for time spent to gather information on e-Governance apps/websites. In contrast, in Surat city, 13 per cent of respondents responded poor time spent collecting data.

For ease & simple in navigating e-Governance apps/ websites, 92 per cent of respondents have responded cumulatively Fair and Good. In Ahmedabad city, 71 per cent of respondents responded Good, while in Surat city, 18 per cent of respondents responded poor for ease and simplicity of navigation of e-Governance apps/websites.

For apps/ websites being fast to access, 89 per cent of respondents have responded cumulatively fair and reasonable overall for four selected cities in Gujarat. In Ahmedabad city, 62 per cent of respondents responded Good, while in Rajkot city, 28 per cent of respondents responded poorly for fast access to mouse clicks on e-Governance apps/websites.

4.6.3: Selected e-Governance Users' Experience For Extensibility Feature of e-Governance Services (LMC)

Table Number: 4.17: Selected e-Governance Users' Experience About the Extensibility of e-Governance Services for Local Municipal Corporations : (Number & Percentages)															
Selected Criteria	Ahmedabad			Rajkot			Surat			Vadodara			Gujarat State (Total)		
	P	F	G	P	F	G	P	F	G	P	F	G	P	F	G
e-Governance App/Website provides detailed information about the service offered	13 (3.1)	179 (42.8)	226 (54.1)	34 (14.4)	114 (48.3)	88 (37.3)	68 (19.3)	139 (39.5)	145 (41.2)	32 (13.2)	125 (51.4)	86 (35.4)	147 (11.8)	557 (44.6)	545 (43.6)
e-Governance App/Website administrator/backend technical team are quick to resolve the issues.	62 (14.8)	148 (35.4)	208 (49.8)	69 (29.2)	85 (36.0)	82 (34.7)	101 (28.7)	135 (38.4)	116 (33.0)	34 (14.0)	142 (58.4)	67 (27.6)	34 (14.0)	510 (40.8)	473 (37.9)
e-Governance App/Website provides detailed information and description of the e-Governance service offered.	15 (3.6)	187 (44.7)	216 (51.7)	7 (3.0)	133 (56.4)	96 (40.7)	58 (16.5)	177 (50.3)	117 (33.2)	31 (12.8)	106 (43.6)	106 (43.6)	111 (8.9)	603 (48.3)	535 (42.8)
The information provided by the website is easy to comprehend	16 (3.8)	138 (33.0)	264 (63.2)	22 (9.3)	86 (36.4)	128 (54.2)	63 (17.9)	136 (38.6)	153 (43.5)	35 (14.4)	107 (44.0)	101 (41.6)	136 (10.9)	467 (37.4)	646 (51.7)
e-Governance website provides information in a concise format.	14 (3.3)	127 (30.4)	277 (66.3)	5 (2.1)	124 (52.5)	107 (45.3)	69 (19.6)	108 (30.7)	175 (49.7)	43 (17.7)	81 (33.3)	119 (49.0)	131 (10.5)	440 (35.2)	678 (54.3)
The information provided by the website is not easy to get otherwise from other sources.	34 (8.1)	173 (41.4)	211 (50.5)	46 (19.5)	111 (47.0)	79 (33.5)	86 (24.4)	123 (34.9)	143 (40.6)	19 (7.8)	122 (50.2)	102 (42.0)	185 (14.8)	529 (42.4)	535 (42.8)
Total Number of Users	N=418			N=236			N=352			N=243			N=1249		
Note: P =Poor, F = Fair, and G = Good															

Table Number 4.17 shows the responses regarding the expectations about the extensibility of Local Municipal Corporation e-Governance apps/ services from users. From Table Number 4.17, the following is inferred:

The websites/applications providing details of services offered are of utmost importance to benefit the services; for the Local Municipal Corporation, overall, 88 per cent of users cumulatively have responded to Fair & Good extensibility of e-Governance websites/ applications. In Ahmedabad city, 54 per cent of respondents have answered extensibility towards e-Governance websites/ applications is good. On the other hand, in comparison to all cities, Surat city has the highest percentage (19) of respondents who responded as poor.

The e-Governance apps/ websites have a strong backend team to resolve issues if any, as they are meant to benefit common citizens. Overall, 84 per cent of respondents responded with a Fair & Good combined. In Ahmedabad city, 50 per cent of respondents have responded good for apps/websites backed by good problem resolutions. Meanwhile, in Surat, 29 per cent of respondents have reacted well to problem resolutions to poor apps/websites.

For apps/websites offering detailed information of provided services, 93 per cent of users cumulatively for the four selected cities of Gujarat have responded Fair & Good. In Ahmedabad city, 96 per cent of respondents have responded Fair & Good for apps/websites, giving detailed information. In Surat city, 17 per cent of respondents have answered poor for e-Governance apps/websites providing detailed information, which is the highest amongst the selected four cities of Gujarat.

For apps/ websites offering easy-to-understand information, 81 per cent of respondents overall for Government of Gujarat applications/ schemes have responded Fair & Good combined. In Ahmedabad city, 63 per cent of respondents responded Good for apps/websites being easy to understand. In contrast, in Surat city, 18 per cent of respondents responded poor to e-Governance apps.

For apps/ websites offering brief details, cumulatively, 89 per cent of respondents for four selected cities of Gujarat have responded combined Fair & Good. In Ahmedabad city, 66 per cent of respondents responded Good for apps/websites offering brief details, while in Surat city, 20 per cent of respondents responded poorly to e-Governance apps.

For e-Governance apps/ websites offering unique & detailed information, cumulatively, 85 per cent of respondents have responded Fair and Good. In Vadodara city, 50 per cent of respondents responded Good for apps/websites offering unique and detailed information, while in Surat city, 24 per cent of respondents responded poorly.

4.6.4: Selected e-Governance Users' Experience For Extensibility Feature of e-Governance Services (GOG)

Table Number: 4.18: Selected e-Governance Users' Experience About the Extensibility of e-Governance Services for the Government of Gujarat: (Number & Percentages)															
Selected Criteria	Ahmedabad			Rajkot			Surat			Vadodara			Gujarat State (Total)		
	P	F	G	P	F	G	P	F	G	P	F	G	P	F	G
e-Governance App/Website provides detailed information about the service offered	13 (3.1)	153 (36.6)	252 (60.3)	17 (7.2)	108 (45.8)	111 (47.0)	51 (14.5)	152 (43.2)	149 (42.3)	14 (5.8)	150 (61.7)	79 (32.5)	95 (7.6)	563 (45.1)	591 (47.3)
e-Governance App/Website administrator/backend technical team are quick to resolve the issues.	40 (9.6)	117 (28.0)	261 (62.4)	69 (29.2)	93 (39.4)	74 (31.4)	88 (25.0)	117 (33.2)	147 (41.8)	24 (9.9)	113 (46.5)	106 (43.6)	221 (17.7)	440 (35.2)	588 (47.1)
e-Governance App/Website provides detailed information and description of the e-Governance service offered.	12 (2.9)	144 (34.4)	262 (62.7)	5 (2.1)	117 (49.6)	114 (48.3)	49 (13.9)	174 (49.4)	129 (36.6)	19 (7.8)	121 (49.8)	103 (42.4)	85 (6.8)	556 (44.5)	608 (48.7)
The information provided by the website is easy to comprehend	41 (9.8)	87 (20.8)	290 (69.4)	24 (10.2)	108 (45.8)	104 (44.1)	56 (15.9)	129 (36.6)	167 (47.4)	31 (12.8)	92 (37.9)	120 (49.4)	152 (12.2)	416 (33.3)	681 (54.5)
e-Governance website provides information in a concise format.	11 (2.6)	98 (23.4)	309 (73.9)	5 (2.1)	135 (57.2)	96 (40.7)	56 (15.9)	132 (37.5)	164 (46.6)	34 (14.0)	103 (42.4)	106 (43.6)	106 (8.5)	468 (37.5)	675 (54.0)
The information provided by the website is not easy to get otherwise from other sources.	32 (7.7)	132 (31.6)	254 (60.8)	20 (8.5)	138 (58.5)	78 (33.1)	65 (18.5)	117 (33.2)	170 (48.3)	11 (4.5)	125 (51.4)	107 (44.0)	128 (10.2)	512 (41.0)	609 (48.8)
Total Number of Users	N=418			N=236			N=352			N=243			N=1249		
Note: P =Poor, F = Fair, and G = Good															

Table Number 4.18 shows the responses regarding the expectations about the extensibility of the Government of Gujarat e-Governance apps/ services from users. From Table Number 4.18, the following is inferred:

The websites/applications providing details of services offered are of utmost importance to benefit from the services; for the Government of Gujarat, overall, 92 per cent of users cumulatively have responded to Fair & Good extensibility of e-Governance websites/ applications. In Ahmedabad city, 60 per cent of respondents have responded extensibility towards e-Governance websites/ applications is good. On the other hand, compared to all cities, Surat city has the highest percentage (15) of respondents who responded poorly.

The e-Governance apps/ websites have a strong backend team to resolve issues, if any, as they are meant to benefit common citizens; overall, 82 per cent of respondents have responded with a Fair & Good combined. For example, in Ahmedabad city, 62 per cent of respondents have responded good for apps/websites backed by good problem resolutions; in Surat, 25 per cent of respondents have responded poor for apps/websites backed by good problem resolutions.

For apps/websites offering detailed information of provided services, 93 per cent of users cumulatively for the four selected cities of Gujarat have responded Fair & Good. In Ahmedabad city, 97 per cent of respondents have responded Fair & Good for apps/websites, giving detailed information. In Surat city, 14 per cent of respondents responded poor for e-Governance apps/websites giving detailed information, which is the highest amongst the selected four cities of Gujarat.

For apps/ websites offering easy-to-understand information, 88 per cent of respondents overall for Government of Gujarat applications/ schemes have responded Fair & Good combined. In Ahmedabad city, 69 per cent of respondents responded Good for apps/websites being easy to understand, while in Surat city, 16 per cent of respondents responded poor for e-Governance apps.

For apps/ websites offering brief details, cumulatively 91 per cent of respondents for four selected cities of Gujarat have responded combined Fair & Good. In Ahmedabad city, 74 per cent of respondents responded Good for apps/websites offering brief details, while in Surat city, 16 per cent of respondents responded poorly to e-Governance apps.

For e-Governance apps/ websites offering unique & detailed information, cumulatively, 90 per cent of respondents have responded Fair and Good. In Ahmedabad city, 61 per cent of respondents responded Good for apps/websites offering unique and detailed information, while in Surat city, 19 per cent of respondents responded poorly.

4.6.5: Selected e-Governance Users' Experience for Integration Feature of e-Governance Services (LMC)

Table Number: 4.19: Selected e-Governance Users' Experience About the Integration of e-Governance Services for Local Municipal Corporations : (Number & Percentages)																
Selected Criteria	Ahmedabad			Rajkot			Surat			Vadodara			Gujarat State (Total)			
	P	F	G	P	F	G	P	F	G	P	F	G	P	F	G	
e-Governance App/Websites integrates different services offered for a particular service on one dashboard.	15 (3.6)	130 (31.1)	273 (65.3)	43 (18.2)	53 (22.5)	140 (59.3)	75 21.3	108 (30.7)	169 (48.0)	40 (16.5)	99 (40.7)	104 (42.8)	173 (13.9)	390 (31.2)	686 54.9	
e-Governance App/Website displays a simplified process of a service to be availed.	23 (5.5)	123 (29.4)	272 (65.1)	19 (8.1)	102 (43.2)	115 (48.7)	92 26.1	88 (25.0)	172 (48.9)	40 (16.5)	85 (35.0)	118 (48.6)	174 (13.9)	398 (31.9)	677 54.2	
e-Governance App/Website integrates different sub-processes of a service, making it a convenient, hassle-free user interface.	9 (2.2)	155 (37.1)	254 (60.8)	33 (14.0)	90 (38.1)	113 (47.9)	78 22.2	106 (30.1)	168 (47.7)	31 (12.8)	97 (39.9)	115 (47.3)	151 (12.1)	448 (35.9)	650 52.0	
e-Governance App/Website displays simplified Payment gateways.	9 (2.2)	191 (45.7)	218 (52.2)	31 (13.1)	68 (28.8)	137 (58.1)	67 19.0	110 (31.3)	175 (49.7)	11 (4.5)	121 (49.8)	111 (45.7)	118 (9.4)	490 (39.2)	641 51.3	
e-Governance App/Website displays a transparent Governance for service task completion to the citizens.	15 (3.6)	200 (47.8)	203 (48.6)	5 (2.1)	107 (45.3)	124 (52.5)	57 16.2	134 (38.1)	161 (45.7)	24 (9.9)	116 (47.7)	103 (42.4)	101 (8.1)	557 (44.6)	591 47.3	
e-Governance website offers various payment options	7 (1.7)	120 (28.7)	291 (69.6)	5 (2.1)	127 (53.8)	104 (44.1)	55 15.6	135 (38.4)	162 (46.0)	8 (3.3)	127 (52.3)	108 (44.4)	75 (6.0)	509 (40.8)	665 53.2	
e-Governance website offers a wide range of services through a single website	9 (2.2)	98 (23.4)	311 (74.4)	5 (2.1)	79 (33.3)	152 (64.4)	43 12.2	147 (41.8)	162 (46.0)	11 (4.5)	137 (56.4)	95 (39.1)	68 (5.4)	461 (36.9)	720 57.6	
Total Number of Users	N=418			N=236			N=352			N=243			N=1249			
Note: P =Poor, F = Fair, and G = Good																

Table 4.19 shows users' responses regarding the expectations about integrating Local Municipal Corporation e-Governance apps/ services. From Table Number 4.19, the following is inferred:

For Apps /Websites integrating different services on a dashboard, cumulatively, 86 per cent of respondents have responded Fair and Good combined. In Ahmedabad city, 65 per cent of respondents have responded good for e-Governance apps/websites to integrate services on a dashboard for apps of the Local Municipal Corporation. On the other hand, in Surat city, 21 per cent of respondents responded poorly.

For e-Governance App/Website displays a simplified process of a service, 86 per cent of respondents have responded Fair and Good combined for apps of Local Municipal Corporation.

In Ahmedabad city, 65 per cent of respondents have responded good for e-Governance apps/websites offering simplified processes for apps of Local Municipal Corporation. On the other hand, in Surat city, 26 per cent of respondents responded poorly.

For e-Governance App/Website offer an exemplary user interface, cumulatively 88 per cent of respondents have responded Fair and Good combined for apps of Local Municipal Corporation. In Ahmedabad city, 61 per cent of respondents have responded good for e-Governance apps/websites offering a good interface for apps of Local Municipal Corporation. On the other hand, in Surat city, 22 per cent of respondents responded poorly.

For the e-Governance App/Website with simplified Payment gateways, 91 per cent of respondents have responded combined Fair & Good. In Ahmedabad city, 52 per cent of respondents have responded good for e-Governance websites with integrated payment gateways in Local Municipal Corporation. On the other hand, 19 per cent of respondents reacted poorly in Surat city.

For apps/Websites showing transparent Governance for citizen services, 92 per cent of respondents have responded to a combined Fair & Good for apps of Local Municipal Corporation. In Rajkot city, 53 per cent of respondents reacted well, with 16 per cent of poor responses from respondents of Surat city.

For e-Governance websites offering various payment options, 94 per cent of respondents have responded with a combined Fair & Good for websites of Local Municipal Corporation. In Ahmedabad city, 70 per cent of respondents reacted well to the e-Governance websites offering various payment options, while in Surat, 16 per cent of respondents responded poorly.

For the e-Governance website offering multiple services on a single website, 95 per cent of respondents responded with a combination of Fair & Good. In Ahmedabad city, 74 per cent of respondents responded well, while 12 per cent of respondents from Surat responded poorly.

4.6.6: Selected e-Governance Users' Experience For Integration Feature of e-Governance Services (GOG)

Table Number: 4.20: Selected e-Governance Users’ Experience About the Integration of e-Governance Services for the Government of Gujarat : (Number & Percentages)															
Selected Criteria	Ahmedabad			Rajkot			Surat			Vadodara			Gujarat State (Total)		
	P	F	G	P	F	G	P	F	G	P	F	G	P	F	G
e-Governance App/Websites integrates different services offered for a particular service on one dashboard.	5 (1.2)	155 (37.1)	258 (61.7)	43 (18.2)	55 (23.3)	138 (58.5)	58 (16.5)	149 (42.3)	145 (41.2)	25 (10.3)	114 (46.9)	104 (42.8)	131 (10.5)	473 (37.9)	645 (51.6)
e-Governance App/Website displays a simplified process of a service to be availed.	5 (1.2)	137 (32.8)	276 (66.0)	31 (13.1)	116 (49.2)	89 (37.7)	66 (18.8)	90 (25.6)	196 (55.7)	15 (6.2)	119 (49.0)	109 (44.9)	117 (9.4)	462 (37.0)	670 (53.6)
e-Governance App/Website integrates different sub-processes of a service, making it a convenient hassle-free user-interface.	32 (7.7)	148 (35.4)	238 (56.9)	21 (8.9)	119 (50.4)	96 (40.7)	68 (19.3)	106 (30.1)	178 (50.6)	22 (9.1)	110 (45.3)	111 (45.7)	143 (11.4)	483 (38.7)	623 (49.9)
e-Governance App/Website displays simplified Payment gateways.	9 (2.2)	149 (35.6)	260 (62.2)	31 (13.1)	87 (36.9)	118 (50.0)	84 (23.9)	97 (27.6)	171 (48.6)	11 (4.5)	120 (49.4)	112 (46.1)	135 (10.8)	453 (36.3)	661 (52.9)
e-Governance App/Website displays a transparent Governance for service task completion to the citizens.	12 (2.9)	162 (38.8)	244 (58.4)	5 (2.1)	137 (58.1)	94 (39.8)	57 (16.2)	133 (37.8)	162 (46.0)	29 (11.9)	109 (44.9)	105 (43.2)	103 (8.2)	541 (43.3)	605 (48.4)
e-Governance website offers various payment options	7 (1.7)	125 (29.9)	286 (68.4)	5 (2.1)	141 (59.7)	90 (38.1)	55 (15.6)	135 (38.4)	162 (46.0)	8 (3.3)	136 (56.0)	99 (40.7)	75 (6.0)	537 (43.0)	637 (51.0)
e-Governance website offers wide range of services through a single website	19 (4.5)	77 (18.4)	322 (77.0)	7 (3.0)	91 (38.6)	138 (58.5)	61 (17.3)	115 (32.7)	176 (50.0)	16 (6.6)	105 (43.2)	122 (50.2)	103 (8.2)	388 (31.1)	758 (60.7)
Total Number of Users	N=418			N=236			N=352			N=243			N=1249		
Note: P =Poor, F = Fair, and G = Good															

Table 4.20 shows users' responses regarding the expectations about integrating the Government of Gujarat e-Governance apps/ services. From Table Number 4.20, the following is inferred:

For Apps /Websites integrating different services on a dashboard, 89 per cent of respondents have responded Fair and Good combined. In Ahmedabad city, 62 per cent of respondents have responded good for e-Governance apps/websites to integrate services on a dashboard for apps of the Government of Gujarat. On the other hand, in Rajkot city, 18 per cent of respondents responded poorly.

For e-Governance App/Website displays a simplified process of a service, 91 per cent of respondents have responded Fair and Good combined for apps of the Government of Gujarat. In Ahmedabad city, 66 per cent of respondents have responded good for e-Governance apps/websites offering simplified processes for apps of the Government of Gujarat. On the other hand, in Surat city, 19 per cent of respondents responded poorly.

For the e-Governance App/Website offer an exemplary user interface, 89 per cent of respondents have responded Fair and Good combined for the Government of Gujarat apps. In Ahmedabad city, 57 per cent of respondents have responded good for e-Governance apps/websites offering a good interface for apps of Local Municipal Corporation. On the other hand, in Surat city, 19 per cent of respondents responded poorly.

For the e-Governance App/Website with simplified Payment gateways, 89 per cent of respondents have responded combined Fair & Good. In Ahmedabad city, 62 per cent of respondents have responded good for e-Governance websites with integrated payment gateways in the Government of Gujarat. On the other hand, in Surat city, 24 per cent of respondents reacted poorly.

For apps/Websites showing transparent Governance for citizen services, 92 per cent of respondents have responded to a combined Fair & Good for apps of the Government of Gujarat. In Ahmedabad city, 58 per cent of respondents reacted well, with 16 per cent a poor response from respondents of Surat city.

For e-Governance websites offering various payment options, 94 per cent of respondents have responded with a combined Fair & Good for websites of the Government of Gujarat. In Ahmedabad city, 68 per cent of respondents reacted well to the e-Governance websites offering various payment options, while in Surat, 16 per cent responded poorly.

For the e-Governance website offering multiple services on a single website, 92 per cent of respondents responded with a combination of Fair & Good. In Ahmedabad city, 77 per cent of respondents responded well, while 17 per cent of respondents from Surat responded poorly.

4.6.7: Selected e-Governance Users' Experience for Perceived Usefulness Feature of e-Governance Services (LMC)

Table Number: 4.21: Selected e-Governance Users' Experience About Perceived Usefulness of e-Governance Services for Local Municipal Corporation : (Number & Percentages)															
Selected Criteria	Ahmedabad			Rajkot			Surat			Vadodara			Gujarat State (Total)		
	P	F	G	P	F	G	P	F	G	P	F	G	P	F	G
Using e-Governance App/Website reduces the cost of utilizing the service	8 (1.9)	83 (19.9)	327 (78.2)	5 (2.1)	114 (48.3)	117 (49.6)	60 (17.0)	73 (20.7)	219 (62.2)	40 (16.5)	43 (17.7)	160 (65.8)	113 (9.0)	313 (25.1)	823 (65.9)
Using e-Governance App/Website saves the time for avail the services.	11 (2.6)	85 (20.3)	322 (77.0)	31 (13.1)	78 (33.1)	127 (53.8)	64 (18.2)	87 (24.1)	201 (57.1)	19 (7.8)	89 (36.6)	135 (55.6)	125 (10.0)	339 (27.1)	785 (62.9)
Using e-Governance App/Website gives a transparent perspective to the citizens.	6 (1.4)	124 (29.7)	288 (68.9)	20 (8.5)	67 (28.4)	149 (63.1)	51 (14.5)	81 (23.0)	220 (62.5)	17 (7.0)	74 (30.5)	152 (62.6)	94 (7.5)	346 (27.7)	809 (64.8)
Using e-Governance App/Website results in charging affordable fees for availing respective services of the Government by the citizens.	16 (3.8)	109 (26.1)	293 (70.1)	17 (7.2)	109 (46.2)	110 (46.6)	64 (18.2)	108 (30.7)	180 (51.1)	19 (7.8)	87 (35.8)	137 (56.4)	116 (9.3)	413 (33.1)	720 (57.6)
Using e-Governance App/Website implies Answerability on the respective Government Department to give service to the citizen	11 (2.6)	111 (26.6)	296 (70.8)	48 (20.3)	63 (26.7)	125 (53.0)	111 (31.5)	112 (31.8)	129 (36.6)	41 (16.9)	112 (46.1)	90 (37.0)	211 (16.9)	398 (31.9)	640 (51.2)
Using e-Governance App/Website provides flexibility to the citizens in using the services as per his/her convenience.	19 (4.5)	83 (19.9)	316 (75.6)	7 (3.0)	73 (30.9)	156 (66.1)	51 (14.5)	128 (36.4)	173 (49.1)	17 (7.0)	91 (37.4)	135 (55.6)	94 (7.5)	375 (30.0)	780 (62.4)
Notification of the description of the failure of the e-Governance services, is shared by website.	96 (23.0)	95 (22.7)	227 (54.3)	96 (40.7)	51 (21.6)	89 (37.7)	110 (31.3)	82 (23.3)	160 (45.5)	54 (22.2)	95 (39.1)	94 (38.7)	356 (28.5)	323 (25.9)	570 (45.6)
Total Number of Users	N=418			N=236			N=352			N=243			N=1249		
Note: P =Poor, F = Fair, and G = Good															

Table 4.21 shows users' responses to the perceived usefulness of Local Municipal Corporation apps/ services.

From Table Number 4.21, the following is inferred:

For e-Governance apps/websites contributing to reducing the cost of utilizing a service, cumulative from the State of Gujarat, 66 per cent of respondents responded well. In Ahmedabad city, 78 per cent of respondents responded good. Meanwhile, respondents of Surat city answered the highest amongst poor performance in cost reduction with a 17 per cent response.

For e-Governance apps/websites helpful in saving time for availing services, the total for four selecting cities has responded 63 per cent as good. For example, in Ahmedabad city, 77 per cent of respondents responded good apps/ websites help save time. Meanwhile, amongst four cities, the highest negative response as apps and websites are poor in time-saving is from Surat city (18 per cent).

For e-Governance apps/ websites, being of transparent perspective to the citizens, the cumulative total for four cities in Gujarat state, 65 per cent of respondents have responded with a good, and 08 per cent of respondents have reacted poorly. In Ahmedabad city, 69 per cent of respondents responded good for apps/ websites are transparent. Meanwhile, Surat city respondents have responded with 15 per cent as poor apps/ websites.

For e-Governance apps/ services, affordable fees incurred to avail services, for cumulative cities for Gujarat state, 91 per cent of respondents responded fair and good combined. In Ahmedabad city, a combined fair and good has resulted in a 96 per cent response; meanwhile, in Surat, 18 per cent of respondents have responded poorly.

For the e-Governance App/Website Government department owning responsibility for a particular service to the citizen, the cumulative total for selected four cities in Gujarat is 51 per cent good. For example, in Ahmedabad city, 71 per cent of respondents responded good for Government taking responsibility for a particular service, while 32 per cent of respondents in Surat responded poorly.

For the e-Governance app/website providing flexibility to citizens for its usage, the cumulative total for selected four cities in Gujarat is 62 per cent good. In Ahmedabad city, 76 per cent of respondents have responded good apps/websites provide flexibility of usage to citizens, while 15 per cent of respondents in Surat have responded poorly.

For the e-Governance app/ website, any failure details are notified on the website; 46 per cent of respondents responded well, while 29 per cent responded poorly. In Ahmedabad city, 54 per cent of respondents have responded well, while 41 per cent of respondents from Rajkot city have reacted poorly.

4.6.8: Selected e-Governance Users' Experience For Perceived Usefulness Feature of e-Governance Services (GOG)

Table Number: 4.22: Selected e-Governance Users' Experience About the Perceived Usefulness of e-Governance Services for the Government of Gujarat : (Number & Percentages)																
Selected Criteria	Ahmedabad			Rajkot			Surat			Vadodara			Gujarat State (Total)			
	P	F	G	P	F	G	P	F	G	P	F	G	P	F	G	
Using the e-Governance App/Website reduces the cost of utilizing the service	6 (1.4)	69 (16.5)	343 (82.1)	5 (2.1)	112 (47.5)	119 (50.4)	43 (12.2)	84 (23.9)	225 (63.9)	16 (6.6)	80 (32.9)	147 (60.5)	70 (5.6)	345 (27.6)	834 (66.8)	
Using the e-Governance App/Website saves time for availing the services.	6 (1.4)	80 (19.1)	332 (79.4)	5 (2.1)	78 (33.1)	153 (64.8)	43 (12.2)	94 (26.7)	215 (61.1)	16 (6.6)	101 (41.6)	126 (51.9)	70 (5.6)	353 (28.3)	826 (66.1)	
Using an e-Governance App/Website gives a transparent perspective to the citizens.	5 (1.2)	122 (29.2)	291 (69.6)	20 (8.5)	93 (39.4)	123 (52.1)	38 (10.8)	84 (23.9)	230 (65.3)	4 (1.6)	110 (45.1)	129 (53.1)	67 (5.4)	409 (32.7)	773 (61.9)	
Using an e-Governance App/Website charges affordable fees for availing respective government services by the citizens.	15 (3.6)	98 (23.4)	305 (73.0)	5 (2.1)	181 (76.7)	50 (21.2)	64 (18.2)	134 (38.1)	154 (43.8)	6 (2.5)	122 (50.2)	115 (47.3)	90 (7.2)	535 (42.8)	624 (50.0)	
Using an e-Governance App/Website implies Answerability on the respective Government Department to give service to the citizen	10 (2.4)	71 (17.0)	337 (80.6)	22 (9.3)	84 (35.6)	130 (55.1)	74 (21.0)	128 (36.4)	150 (42.6)	28 (11.5)	111 (45.7)	104 (42.8)	134 (10.7)	394 (31.5)	721 (57.7)	
Using an e-Governance App/Website provides flexibility to the citizens in using the services as per his/her convenience.	42 (10.0)	55 (13.2)	321 (76.8)	19 (8.1)	63 (26.7)	154 (65.3)	52 (14.8)	120 (34.1)	180 (51.1)	16 (6.6)	85 (35.0)	142 (58.4)	129 (10.3)	323 (25.9)	797 (63.8)	
The website shares notification of the description of the failure of the e-Governance services.	94 (22.5)	103 (24.6)	221 (52.9)	68 (28.8)	79 (33.5)	89 (37.7)	90 (25.6)	121 (34.4)	141 (40.1)	34 (14.0)	138 (56.8)	71 (29.2)	286 (22.9)	441 (35.3)	522 (41.8)	
Total Number of Users	N=418			N=236			N=352			N=243			N=1249			
Note: P =Poor, F = Fair, and G = Good																

Table 4.22 shows users' responses to the perceived usefulness of Government of Gujarat apps/ services. From Table Number 4.22, the following is inferred:

For e-Governance apps/websites contributing to reducing the cost of utilizing a service, cumulative from the State of Gujarat, 67 per cent of respondents responded well. In Ahmedabad city, 82 per cent of respondents responded good. Meanwhile, respondents of Surat city answered the highest amongst poor performance in cost reduction with a 12 per cent response.

For e-Governance apps/websites helpful in saving time for availing services, the total for four selecting cities has responded 66 per cent as good. For example, in Ahmedabad city, 79 per cent of respondents responded good apps/ websites are helpful in saving time; meanwhile, amongst four cities, the highest negative response as apps and websites are poor in time-saving is from Surat city (12 per cent).

For e-Governance apps/ websites, being of transparent perspective to the citizens, the cumulative total for four cities in Gujarat state, 62 per cent of respondents have responded with a good, and 05 per cent respondents have reacted poorly. In Ahmedabad city, 70 per cent of respondents responded good for apps/ websites are transparent; meanwhile, Surat city respondents responded with 11 per cent as poor apps/ websites.

For e-Governance apps/ services, affordable fees incurred to avail services, for cumulative for cities for Gujarat state, 93 per cent of respondents have responded fair and good combined. In Ahmedabad city, a combined fair and good has resulted in a 96 per cent response; meanwhile, in Surat, 18 per cent of respondents have responded poorly.

For the e-Governance App/Website Government department owning responsibility for a particular service to the citizen, the cumulative total for selected four cities in Gujarat is 58 per cent good. For example, in Ahmedabad city, 81 per cent of respondents responded good for Government taking responsibility for a particular service, while 21 per cent of respondents in Surat responded poorly.

For the e-Governance app/website providing flexibility to citizens for its usage, the cumulative total for selected four cities in Gujarat is 64 per cent good. In Ahmedabad city, 77 per cent of respondents have responded good apps/websites provide flexibility of usage to citizens, while 15 per cent of respondents in Surat have responded poorly.

For the e-Governance app/ website, any failure details are notified on the website; 42 per cent of respondents responded well, while 23 per cent responded poorly. In Ahmedabad city, 53 per cent of respondents have responded well, while 29 per cent of respondents from Rajkot city have reacted poorly.

4.6.9: Selected e-Governance Users' Experience For Benefits Feature of e-Governance Services (LMC)

Table Number: 4.23: Selected e-Governance Users' Experience About Benefits of e-Governance Services for Local Municipal Corporation : (Number & Percentages)																
Selected Criteria	Ahmedabad			Rajkot			Surat			Vadodara			Gujarat State (Total)			
	P	F	G	P	F	G	P	F	G	P	F	G	P	F	G	
The Use of e-Governance services is user friendly	27 (6.5)	74 (17. 7)	317 (75.8)	2 (0.8)	151 (64. 0)	83 (35.2)	63 (17.9)	134 (38.1)	155 (44.0)	27 (11. 1)	93 (38. 3)	123 (50. 6)	119 (9.5)	452 (36.2)	678 (54.3)	
Services offered by e-Governance App/Websites are convenient to citizens	10 (2.4)	70 (16. 7)	338 (80.9)	17 (7.2)	89 (37. 7)	130 (55.1)	66 (18.8)	138 (39.2)	148 (42.0)	37 (15. 2)	99 (40. 7)	107 (44. 0)	130 (10.4)	396 (31.7)	723 (57.9)	
e-Governance App/Websites are transparent	38 (9.1)	120 (28. 7)	260 (62.2)	5 (2.1)	125 (53. 0)	106 (44.9)	75 (21.3)	157 (44.6)	120 (34.1)	37 (15. 2)	106 (43. 6)	100 (41. 2)	155 (12.4)	508 (40.7)	586 (46.9)	
Services offered by e-Governance App/Websites are Transparent to use.	33 (7.9)	136 (32. 5)	249 (59.6)	32 (13. 6)	117 (49. 6)	87 (36.9)	65 (18.5)	136 (38.6)	151 (42.9)	24 (9.9)	98 (40. 3)	121 (49. 8)	154 (12.3)	487 (39.0)	608 (48.7)	
Services offered by e-Governance App/Websites are hassle-free to use by citizens.	13 (3.1)	96 (23. 0)	309 (73.9)	7 (3.0)	127 (53. 8)	102 (43.2)	56 (15.9)	164 (46.6)	132 (37.5)	27 (11. 1)	130 (53. 5)	86 (35. 4)	103 (8.2)	517 (41.4)	629 (50.4)	
e-Governance Apps/Websites are economical/ affordable to citizens for their usage.	13 (3.1)	85 (20. 3)	320 (76.6)	31 (13. 1)	91 (38. 6)	114 (48.3)	73 (20.7)	124 (35.2)	155 (44.0)	24 (9.9)	121 (49. 8)	98 (40. 3)	141 (11.3)	421 (33.7)	687 (55.0)	
e-Governance App/Websites usage saves time.	16 (3.8)	81 (19. 4)	321 (76.8)	17 (7.2)	71 (30. 1)	148 (62.7)	76 (21.6)	97 (27.6)	179 (50.9)	32 (13. 2)	93 (38. 3)	118 (48. 6)	141 (11.3)	342 (27.4)	766 (61.3)	
e-Governance Apps/Websites are simple to use.	6 (1.4)	100 (23. 9)	312 (74.6)	22 (9.3)	94 (39. 8)	120 (50.8)	69 (19.6)	142 (40.3)	141 (40.1)	17 (7.0)	112 (46. 1)	114 (46. 9)	114 (9.1)	448 (35.9)	687 (55.0)	
e-Governance App/Websites are quick and fast to citizens for their usage.	12 (2.9)	134 (32. 1)	272 (65.1)	45 (19. 1)	118 (50. 0)	73 (30.9)	67 (19.0)	119 (33.8)	166 (47.2)	28 (11. 5)	86 (35. 4)	129 (53. 1)	152 (12.2)	457 (36.6)	640 (51.2)	
e-Governance App/Websites facilitates auto record generation for reference of citizens.	20 (4.8)	90 (21. 5)	308 (73.7)	5 (2.1)	104 (44. 1)	127 (53.8)	86 (24.4)	70 (19.9)	196 (55.7)	29 (11. 9)	89 (36. 6)	125 (51. 4)	140 (11.2)	353 (28.3)	756 (60.5)	
e-Governance App/Websites offers personalized services to citizens.	57 (13. 6)	89 (21. 3)	272 (65.1)	78 (33. 1)	67 (28. 4)	91 (38.6)	104 (29.5)	138 (39.2)	110 (31.3)	25 (10. 3)	131 (53. 9)	87 (35. 8)	264 (21.1)	425 (34.0)	560 (44.8)	
e-Governance Apps/Websites offer flexibility to citizens in using services.	49 (11. 7)	102 (24. 4)	267 (63.9)	5 (2.1)	88 (37. 3)	143 (60.6)	113 (32.1)	109 (31.0)	130 (36.9)	33 (13. 6)	103 (42. 4)	107 (44. 0)	200 (16.0)	402 (32.2)	647 (51.8)	
Total Number of Users	N=418			N=236			N=352			N=243			N=1249			
Note: P =Poor, F = Fair, and G = Good																

Table 4.23 shows the responses to users' expectations about the benefits of Local Municipal Corporation apps/ services. From Table Number 4.23, the following is inferred:

For e-Governance services to be user-friendly, the cumulative total percentage for four selected cities of Gujarat state for Fair and Good combined is 90 per cent.

The highest percentage (76.0) received a Good response from Ahmedabad city; meanwhile, the highest poor response in percentage (18) was obtained from Surat city.

For the convenience of using the e-Governance apps/ websites for citizens, the total percentage for Gujarat state for selected four cities for Good and Fair is 90 per cent. In Ahmedabad city, 81 per cent of respondents responded as Good; meanwhile, 19 per cent of respondents from Surat city responded poor, the convenience of usage of e-Governance services.

For e-Governance apps/websites being transparent, 88 per cent of respondents from selected four cities have responded fairly and well. Users chosen in Ahmedabad city react with the highest good percentage of 62. In contrast, the highest poor percentage (21) for transparency in e-Governance apps/ websites is responded to by selected users in Surat city.

For e-Governance apps/websites offering transparent services, 88 per cent of respondents from selected four cities have responded fairly and well. Users chosen in Ahmedabad city react with the highest good percentage of 60. In contrast, the highest poor percentage (19) for transparency in services offered by e-Governance apps/ websites is responded to by selected users in Surat city.

For e-Governance apps/websites, being hassle-free to use by citizens, 92 per cent of respondents cumulative from selected four cities have responded a combined fair and good. Users chosen in Ahmedabad city react with the highest good percentage of 74. In contrast, the highest poor percentage (16) for hassle-free services offered by e-Governance apps/ websites is responded to by users chosen in Surat city.

For e-Governance apps/websites being economical/ affordable for citizens, 89 per cent of respondents from selected four cities have responded with a combined fair and good. For example, in Ahmedabad city, 77 per cent of respondents responded as Good; meanwhile, 21 per cent of respondents from Surat city responded poor, for services being economical/ affordable.

For e-Governance apps/websites, saving time, 89 per cent of respondents cumulative from selected four cities have responded a combined fair and good. For example, in Ahmedabad city, 77 per cent of respondents have responded as Good; meanwhile, 22 per cent of respondents from Surat city have responded as poor, for services being time critical.

For e-Governance apps/websites, being simple to use, 91 per cent of respondents cumulative from selected four cities have responded a combined fair and good. For example, in Ahmedabad city, 75 per cent of respondents responded as Good; meanwhile, 20 per cent of respondents from Surat city responded poor for simplicity of usage.

For e-Governance apps/websites offering quick and fast to use, 88 per cent of respondents cumulative from selected four cities have responded with a combined fair and good. Users chosen in Ahmedabad city react with the highest good percentage of 65. In contrast, the highest poor percentage (19) for quick and fast e-Governance apps/ websites is responded by selected users in Surat city.

For e-Governance apps/websites that facilitate auto record generation for citizens, 89 per cent of respondents from selected four cities have responded with a combined fair and good. For example, in Ahmedabad city, 74 per cent of respondents have responded as Good; meanwhile, 25 per cent of respondents from Surat city have responded poor for services facilitating auto record generation.

For e-Governance apps/websites offering personalized services, 79 per cent of respondents from selected four cities have responded with a combined fair and good. For example, in Ahmedabad city, 65 per cent of respondents responded as Good; meanwhile, 30 per cent of respondents from Surat city reacted poorly to offering personalized services to citizens.

For e-Governance apps/websites offering flexibility for service usage, 84 per cent of respondents from selected four cities have responded with a combined fair and good. The highest percentage (64) received a Good response from Ahmedabad city; meanwhile, the highest poor response percentage (32) was obtained from Surat city.

4.6.10: Selected e-Governance Users' Experience For Benefits Feature of e-Governance Services (GOG)

Table Number: 4.24: Selected e-Governance Users' Experience About Benefits of e-Governance Services for Government of Gujarat : (Number & Percentages)																
Selected Criteria	Ahmedabad			Rajkot			Surat			Vadodara			Gujarat State (Total)			
	P	F	G	P	F	G	P	F	G	P	F	G	P	F	G	
Use of e-Governance services is user friendly	21 (5.0)	93 (22.2)	304 (72.7)	2 (0.8)	165 (69.9)	69 (29.2)	43 (12.2)	152 (43.2)	157 (44.6)	12 (4.9)	126 (51.9)	105 (43.2)	78 (6.2)	536 (42.9)	635 (50.8)	
Services offered by e-Governance App/Websites are convenient to citizens	13 (3.1)	59 (14.1)	346 (82.8)	5 (2.1)	90 (38.1)	141 (59.7)	55 (15.6)	165 (46.9)	132 (37.5)	31 (12.8)	114 (46.9)	98 (40.3)	104 (8.3)	428 (34.3)	717 (57.4)	
e-Governance App/Websites are transparent	36 (8.6)	136 (32.5)	246 (58.9)	20 (8.5)	127 (53.8)	89 (37.7)	60 (17.0)	149 (42.3)	143 (40.6)	31 (12.8)	103 (42.4)	109 (44.9)	147 (11.8)	515 (41.2)	587 (47.0)	
Services offered by e-Governance App/Websites are Transparent to use.	9 (2.2)	168 (40.2)	241 (57.7)	5 (2.1)	160 (67.8)	71 (30.1)	43 (12.2)	178 (50.6)	131 (37.2)	11 (4.5)	145 (59.7)	87 (35.8)	68 (5.4)	651 (52.1)	530 (42.4)	
Services offered by e-Governance App/Websites are hassle-free to use by citizens.	9 (2.2)	142 (34.0)	267 (63.9)	5 (2.1)	95 (40.3)	136 (57.6)	43 (12.2)	163 (46.3)	146 (41.5)	11 (4.5)	149 (61.3)	83 (34.2)	68 (5.4)	549 (44.0)	632 (50.6)	
e-Governance Apps/Websites are economical/affordable to citizens for their usage.	15 (3.6)	92 (22.0)	311 (74.4)	5 (2.1)	137 (58.1)	94 (39.8)	76 (21.6)	138 (39.2)	138 (39.2)	19 (7.8)	120 (49.4)	104 (42.8)	115 (9.2)	487 (39.0)	647 (51.8)	
e-Governance App/Websites usage saves time.	13 (3.1)	93 (22.2)	312 (74.6)	20 (8.5)	73 (30.9)	143 (60.6)	60 (17.0)	113 (32.1)	179 (50.9)	23 (9.5)	90 (37.0)	130 (53.5)	116 (9.3)	369 (29.5)	764 (61.2)	
e-Governance Apps/Websites are simple to use.	6 (1.4)	65 (15.6)	347 (83.0)	22 (9.3)	90 (38.1)	124 (52.5)	45 (12.8)	143 (40.6)	164 (46.6)	16 (6.6)	111 (45.7)	116 (47.7)	89 (7.1)	409 (32.7)	751 (60.1)	
e-Governance App/Websites are quick and fast to citizens for their usage.	9 (2.2)	112 (26.8)	297 (71.1)	5 (2.1)	147 (62.3)	84 (35.6)	49 (13.9)	120 (34.1)	183 (52.0)	24 (9.9)	98 (40.3)	121 (49.8)	87 (7.0)	477 (38.2)	685 (54.8)	
e-Governance App/Websites facilitates auto record generation for reference of citizens.	22 (5.3)	119 (28.5)	277 (66.3)	5 (2.1)	124 (52.5)	107 (45.3)	79 (22.4)	113 (32.1)	160 (45.5)	24 (9.9)	104 (42.8)	115 (47.3)	130 (10.4)	460 (36.8)	659 (52.8)	
e-Governance App/Websites offers personalized services to citizens.	21 (5.0)	145 (34.7)	252 (60.3)	36 (15.3)	114 (48.3)	86 (36.4)	84 (23.9)	152 (43.2)	116 (33.0)	20 (8.2)	127 (52.3)	96 (39.5)	161 (12.9)	538 (43.1)	550 (44.0)	
e-Governance Apps/Websites offer flexibility to citizens in using services.	30 (7.2)	107 (25.6)	281 (67.2)	31 (13.1)	77 (32.6)	128 (54.2)	90 (25.6)	103 (29.3)	159 (45.2)	9 (3.7)	104 (42.8)	130 (53.5)	160 (12.8)	391 (31.3)	698 (55.9)	
Total Number of Users	N=418			N=236			N=352			N=243			N=1249			
Note: P =Poor, F = Fair, and G = Good																

Table 4.24 shows the responses to users' expectations about the benefits of Government of Gujarat apps/ services.

From Table Number 4.24, the following is inferred:

For e-Governance services being user-friendly, the total percentage for four selected cities of Gujarat state for Fair and Good combined is 94 per cent.

The highest percentage (73.0) received as a Good response is from Ahmedabad city; meanwhile, the highest poor response percentage (12) is obtained from Surat city.

For citizens' convenience of using e-Governance apps/ websites, the total percentage for Gujarat state for selected four cities for Good and Fair is 92 per cent. In Ahmedabad city, 83 per cent of respondents responded as Good; meanwhile, 16 per cent of respondents from Surat city responded poor, the convenience of using e-Governance services.

For e-Governance apps/websites being transparent, 88 per cent of respondents from selected four cities have responded well. Users chosen in Ahmedabad city react with the highest good percentage of 59. In contrast, the highest poor percentage (17) for transparency in e-Governance apps/ websites is responded to by selected users in Surat city.

For e-Governance apps/websites offering transparent services, 95 per cent of respondents from selected four cities have responded well. Users chosen in Ahmedabad city react with the highest good percentage of 58. In contrast, the highest poor percentage (12) for transparency in services offered by e-Governance apps/ websites is responded to by selected users in Surat city.

For e-Governance apps/websites being hassle-free to use by citizens, 95 percent of respondents from selected four cities have responded well. The highest good percentage of 64 is reacted by selected users in Ahmedabad city, while the highest poor percentage (12) for hassle-free services offered by e-Governance apps/ websites is responded to by users chosen in Surat city.

For e-Governance apps/websites being economical/ affordable for citizens, 88 per cent of respondents from selected four cities responded well. In Ahmedabad city, 74 per cent of respondents responded as Good; meanwhile, 21 per cent of respondents from Surat city responded poor, for services being economical/ affordable. For e-Governance apps/websites, saving time, 91 per cent of respondents cumulative from selected four cities have responded good.

In Ahmedabad city, 75 per cent of respondents have responded as Good; meanwhile, 17 per cent of respondents from Surat city have responded as poor, for services being time critical. For e-Governance apps/websites, being simple to use, 93 per cent of respondents cumulative from selected four cities have responded good. In Ahmedabad city, 83 per cent of respondents responded as Good; meanwhile, 13 per cent of respondents from Surat city responded poor for simplicity of usage.

For e-Governance apps/websites offering quick and fast use, 93 percent of respondents from selected four cities have responded well.

The highest good percentage of 71 is responded by selected users in Ahmedabad city, while the highest poor percentage (14) for quick and fast e-Governance apps/ websites is responded by selected users in Surat city.

For e-Governance apps/websites, which facilitate auto record generation for citizens, 90 percent of respondents from selected four cities have responded well. For example, in Ahmedabad city, 66 per cent of respondents responded as Good; meanwhile, 22 per cent of respondents from Surat city responded poor for services facilitating auto record generation.

For e-Governance apps/websites offering personalized services, 87 percent of respondents from selected four cities have responded well. For example, in Ahmedabad city, 60 per cent of respondents responded as Good; meanwhile, 24 per cent of respondents from Surat city responded poor, for personalized.

For e-Governance apps/websites offering flexibility for service usage, 87 per cent of respondents from selected four cities have responded well. The highest percentage (67) received a Good response is from Ahmedabad city; meanwhile, the highest poor response percentage (26) was obtained from Surat city.

4.6.11: Selected e-Governance Users' Experience For Problems Faced Feature of e-Governance Services (LMC)

Table Number: 4.25: Selected e-Governance Users' Experience About Problems Faced from e-Governance Services for Local Municipal Corporation: (Number & Percentages)																
Selected Criteria	Ahmedabad			Rajkot			Surat			Vadodara			Gujarat State (Total)			
	P	F	G	P	F	G	P	F	G	P	F	G	P	F	G	
e-Governance Apps/Websites have reduced the cost of obtaining various civic and other services?	6 (1.4)	185 (44.3)	227 (54.3)	5 (2.1)	76 (32.2)	155 (65.7)	50 (14.2)	173 (49.1)	129 (36.6)	17 (7.0)	110 (45.3)	116 (47.7)	78 (6.2)	544 (43.6)	627 (50.2)	
Lack of monitoring of quality & efficiency of outsourced agencies by Government bodies for different e-Governance Services employed.	75 (17.9)	178 (42.6)	165 (39.5)	73 (30.9)	73 (30.9)	90 (38.1)	137 (38.9)	127 (36.1)	88 (25.0)	62 (25.5)	128 (52.7)	53 (21.8)	347 (27.8)	506 (40.5)	396 (31.7)	
e-Governance Services are not user-friendly.	34 (8.1)	167 (40.0)	217 (51.9)	7 (3.0)	76 (32.2)	153 (64.8)	67 (19.0)	187 (53.1)	98 (27.8)	37 (15.0)	133 (54.7)	73 (30.3)	145 (11.6)	563 (45.1)	541 (43.3)	
Fear of confidentiality in providing personal/business data for e-Governance services	56 (13.4)	150 (35.9)	212 (50.7)	82 (34.7)	57 (24.2)	97 (41.1)	96 (27.3)	148 (42.0)	108 (30.7)	36 (14.8)	128 (52.7)	79 (32.5)	270 (21.6)	483 (38.7)	496 (39.7)	
Outsourced team employees are an untrained workforce	89 (21.3)	136 (32.5)	193 (46.2)	61 (25.8)	90 (38.1)	85 (36.0)	142 (40.3)	106 (30.1)	104 (29.5)	73 (30.0)	87 (35.8)	83 (34.0)	365 (29.2)	419 (33.5)	465 (37.2)	
Government employees are an untrained workforce	61 (14.6)	200 (47.8)	157 (37.6)	54 (22.9)	100 (42.4)	82 (34.7)	125 (35.5)	105 (29.8)	122 (34.7)	56 (23.0)	124 (51.0)	63 (25.9)	296 (23.7)	529 (42.4)	424 (33.9)	
Enabled access to civic services for people with disabilities, digital divide & multi-lingual access	34 (8.1)	181 (43.3)	203 (48.6)	71 (30.1)	92 (39.0)	73 (30.9)	88 (25.0)	149 (42.3)	115 (32.7)	27 (11.1)	127 (52.3)	89 (36.6)	220 (17.6)	549 (44.0)	480 (38.4)	
e-Governance websites server frequently hangs during usage.	86 (20.6)	143 (34.2)	189 (45.2)	64 (27.1)	135 (57.2)	37 (15.7)	122 (34.7)	98 (27.8)	132 (37.5)	36 (14.8)	105 (43.2)	102 (42.0)	308 (24.7)	481 (38.5)	460 (36.8)	
The process of usage of e-Governance services is complex	34 (8.1)	177 (42.3)	207 (49.5)	48 (20.3)	92 (39.0)	96 (40.7)	86 (24.4)	157 (44.6)	109 (31.0)	21 (8.6)	127 (52.3)	95 (39.1)	189 (15.2)	553 (44.3)	507 (40.6)	
Total Number of Users	N=418			N=236			N=352			N=243			N=1249			
Note: P =Poor, F = Fair, and G = Good																

Table 4.25 shows the responses regarding the expectations about problems faced by Local Municipal Corporation apps/ services from users. From Table Number 4.25, the following is inferred:

For the cost of obtaining services being reduced with e-Governance apps/ websites, the cumulative total for selected four cities in Gujarat is 50 per cent good. In Ahmedabad city, 66 per cent of respondents have responded good for reduced cost of obtaining e-Governance service, while 50 per cent of respondents in Surat have responded poorly.

For the lack of quality monitoring of outsourced agency staff delivering e-Governance services, the cumulative total for selected four cities in Gujarat is 28 per cent is poor. In Ahmedabad city, 40 per cent of respondents responded good lack of quality monitoring of outsourced staff, while 39 per cent of poorly

For e-Governance services being non-user-friendly, the cumulative total for selected four cities in Gujarat is 43 per cent is reasonable. The highest percentage (65) received a Good response is from Rajkot city; meanwhile, the highest poor response percentage (19) was obtained from Surat city.

For fear of confidentiality in sharing personal data for e-Governance apps/websites, 38 per cent of respondents from selected four cities responded well. For example, in Ahmedabad city, 51 per cent of respondents responded as Good; meanwhile, 35 per cent of respondents from Rajkot city responded as poor, for fear of confidentiality in sharing personal data for getting e-Governance services.

For untrained outsourced employees providing e-Governance apps/ websites, the cumulative total for selected four cities in Gujarat is 29 per cent poor. In Ahmedabad city, 46 per cent of respondents have responded good for untrained outsourced employees dealing with citizens for e-Governance app/ websites. In comparison, 40 per cent of respondents in Surat have reacted poorly.

For Government employees involved in e-Governance service provision as untrained, the cumulative total for selected four cities in Gujarat is 24 per cent poor. The highest percentage (38) received a Good response is from Ahmedabad city; meanwhile, the highest poor response percentage (36) received from Surat city.

For e-Governance apps/websites being enabled for people with disabilities, digital divide and multi-lingual access, 38 per cent of respondents from selected four cities have responded well. In Ahmedabad city, 49 per cent of respondents responded as Good; meanwhile, 30 per cent of respondents from Rajkot city reacted poorly.

For the e-Governance services server getting hung, the cumulative total for the selected four cities in Gujarat is 37 per cent is reasonable. The highest percentage (45) received a Good response is from Ahmedabad city; meanwhile, the highest poor response percentage (35) received from Surat city.

For e-Governance services, usage is complex; the cumulative total for selected four cities in Gujarat is 41 per cent is good. The highest percentage (50) received a Good response is from Ahmedabad city; meanwhile, the highest poor response percentage (24) received from Surat city.

4.6.12: Selected e-Governance Users' Experience For Problems Faced Feature of e-Governance Services (GOG)

Table Number: 4.26: Selected e-Governance Users' Experience About Problems Faced from e-Governance Services for Government of Gujarat: (Number & Percentages)															
Selected Criteria	Ahmedabad			Rajkot			Surat			Vadodara			Gujarat State (Total)		
	P	F	G	P	F	G	P	F	G	P	F	G	P	F	G
e-Governance Apps/Websites have reduced the cost of obtaining various civic and other services?	22 (5.3)	156 (37.3)	240 (57.4)	5 (2.1)	50 (21.2)	181 (76.7)	63 (17.9)	146 (41.5)	143 (40.6)	30 (12.3)	102 (42.0)	111 (45.7)	120 (9.6)	454 (36.3)	675 (54.0)
Lack of monitoring of the quality & efficiency of outsourced agencies by Government bodies for different e-Governance Services employed.	58 (13.9)	182 (43.5)	178 (42.6)	47 (19.9)	114 (48.3)	75 (31.8)	95 (27.0)	147 (41.8)	110 (31.3)	27 (11.1)	153 (63.0)	63 (25.9)	227 (18.2)	596 (47.7)	426 (34.1)
e-Governance Services are not user-friendly.	33 (7.9)	142 (34.0)	243 (58.1)	37 (15.7)	34 (14.4)	165 (69.9)	57 (16.2)	164 (46.6)	131 (37.2)	18 (7.4)	165 (67.9)	60 (24.7)	145 (11.6)	505 (40.4)	599 (48.0)
Fear of confidentiality in providing personal/business data for e-Governance services	94 (22.5)	122 (29.2)	202 (48.3)	109 (46.2)	93 (39.4)	34 (14.4)	113 (32.1)	146 (41.5)	93 (26.4)	37 (15.2)	132 (54.3)	74 (30.5)	353 (28.3)	493 (39.5)	403 (32.3)
Outsourced team employees are an untrained workforce	57 (13.6)	183 (43.7)	178 (42.6)	72 (30.5)	78 (33.1)	86 (36.4)	115 (32.7)	145 (41.2)	92 (26.1)	42 (17.3)	125 (51.4)	76 (31.3)	286 (22.9)	531 (42.5)	432 (34.6)
Government employees are an untrained workforce	93 (22.2)	158 (37.8)	167 (40.0)	49 (20.8)	106 (44.9)	81 (34.3)	102 (29.0)	129 (36.6)	121 (34.4)	34 (14.0)	105 (43.2)	104 (42.8)	278 (22.3)	498 (39.9)	473 (37.9)
Enabled access to civic services for people with disabilities, digital divide & multi-lingual access	43 (10.3)	167 (40.0)	208 (49.8)	33 (14.0)	126 (53.4)	77 (32.6)	71 (20.2)	186 (52.8)	95 (27.0)	16 (6.6)	149 (61.3)	78 (32.1)	163 (13.1)	628 (50.3)	458 (36.7)
e-Governance websites server frequently hangs during usage.	81 (19.4)	150 (35.9)	487 (44.7)	79 (33.5)	120 (50.8)	37 (15.7)	104 (29.5)	109 (31.0)	139 (39.5)	16 (6.6)	127 (52.3)	100 (41.2)	280 (22.4)	506 (40.5)	463 (37.1)
The process of usage of e-Governance services is complex	61 (14.6)	160 (38.3)	197 (47.1)	22 (9.3)	51 (21.6)	163 (69.1)	77 (21.9)	161 (45.7)	114 (32.4)	10 (4.1)	172 (70.8)	61 (25.1)	170 (13.6)	544 (43.6)	535 (42.8)
Total Number of Users	N=418			N=236			N=352			N=243			N=1249		
Note: P =Poor, F = Fair, and G = Good															

Table 4.26 shows the responses to users' expectations about problems faced by the Government of Gujarat apps/ services. From Table Number 4.26, the following is inferred:

For the cost of obtaining services being reduced with e-Governance apps/ websites, the cumulative total for selected four cities in Gujarat is 54 per cent good. In Ahmedabad city, 57 per cent of respondents have responded good for reduced cost of obtaining e-Governance service, while 18 per cent of respondents in Surat have responded poorly.

For the lack of quality monitoring of outsourced agency staff delivering e-Governance services, the cumulative total for selected four cities in Gujarat is 34 per cent is good. For example, in Ahmedabad city, 43 per cent of respondents responded good for lack of quality monitoring of outsourced staff, while 27 per cent of respondents in Surat responded poorly.

For e-Governance services being non-user-friendly, the cumulative total for selected four cities in Gujarat is 48 per cent is good. The highest percentage (70) received a Good response is from Rajkot city; meanwhile, the highest poor response percentage (16) was obtained from Surat city.

For fear of confidentiality in sharing personal data for e-Governance apps/websites, 32 per cent of respondents from selected four cities responded well. For example, in Ahmedabad city, 48 per cent of respondents responded as Good; meanwhile, 46 per cent of respondents from Rajkot city responded as poor, for fear of confidentiality in sharing personal data for getting e-Governance services.

For untrained outsourced employees working in the provision of e-Governance apps/ websites, the cumulative total for selected four cities in Gujarat is 23 per cent poor. In Ahmedabad city, 43 per cent of respondents have responded good for untrained outsourced employees dealing with citizens for e-Governance app/ websites. In comparison, 33 per cent of respondents in Surat have reacted poorly.

For Government employees involved in e-Governance service provision as untrained, the cumulative total for selected four cities in Gujarat is 22 per cent poor. The highest percentage (43) received a Good response is from Vadodara city; meanwhile, the highest poor response percentage (29) was obtained from Surat city.

For e-Governance apps/websites being enabled for people with disabilities, digital divide and multi-lingual access, 37 per cent of respondents from selected four cities have responded well. For example, in Ahmedabad city, 50 per cent of respondents responded as Good; meanwhile, 20 per cent of respondents from Surat city reacted poorly.

For the e-Governance services server getting hung, the cumulative total for the selected four cities in Gujarat is 37 per cent is good. The highest percentage (45) received a Good response is from Ahmedabad city; meanwhile, the highest poor response percentage (34) received from Rajkot city.

For e-Governance services, usage is complex; the cumulative total for selected four cities in Gujarat is 43 per cent is good. The highest percentage (69) received a Good response is from Ahmedabad city; meanwhile, the highest poor response percentage (22) was obtained from Surat city.

4.6.13: Selected e-Governance Users' Experience For Availability Feature of e-Governance Services (LMC)

Table Number: 4.27: Selected e-Governance Users' Experience About Availability from e-Governance Services for Local Municipal Corporation : (Number & Percentages)															
Selected Criteria	Ahmedabad			Rajkot			Surat			Vadodara			Gujarat State (Total)		
	P	F	G	P	F	G	P	F	G	P	F	G	P	F	G
e-Governance App/Websites has reduced the involvement of Agents/Agency/Intermediates.	28 (6.7)	127 (30.4)	263 (62.9)	24 (10.2)	77 (32.6)	135 (57.2)	62 (17.6)	125 (35.5)	165 (46.9)	24 (9.9)	90 (37.0)	129 (53.1)	138 (11.0)	419 (33.5)	692 (55.4)
Are e-Governance App/Websites always available for citizens	35 (8.4)	162 (38.8)	221 (52.9)	35 (14.8)	98 (41.5)	103 (43.6)	66 (18.8)	131 (37.2)	155 (44.0)	29 (11.9)	116 (47.7)	98 (40.3)	165 (13.2)	507 (40.6)	577 (46.2)
Are e-Governance App/Websites challenging to connect due to Internet connectivity?	104 (24.9)	163 (39.0)	151 (36.1)	13 (5.5)	156 (66.1)	67 (28.4)	100 (28.4)	135 (38.4)	117 (33.2)	28 (11.5)	121 (49.8)	94 (38.7)	245 (19.6)	575 (46.0)	429 (34.3)
e-Governance App/Website takes appropriate precautionary measures to prevent fraud	27 (6.5)	148 (35.4)	243 (58.1)	24 (10.2)	100 (42.4)	112 (47.5)	125 (35.5)	127 (36.1)	100 (28.4)	71 (29.2)	80 (32.9)	92 (37.9)	247 (19.8)	455 (36.4)	547 (43.8)
e-Governance App/Website maintains accurate records of transactions made by citizens.	21 (5.0)	138 (33.0)	259 (62.0)	57 (24.2)	60 (25.4)	119 (50.4)	83 (23.6)	143 (40.6)	126 (35.8)	37 (15.2)	106 (43.6)	100 (41.2)	198 (15.9)	447 (35.8)	604 (48.4)
Total Number of Users	N=418			N=236			N=352			N=243			N=1249		
Note: P =Poor, F = Fair, and G = Good															

Table 4.27 shows the responses to users' expectations about the availability of Local Municipal Corporation apps/ services. From Table Number 4.27, the following is inferred:

For e-Governance apps/ websites reducing agents' involvement, the cumulative total for selected four cities in Gujarat is 89 per cent is a combination of good and fair. The highest percentage (63) received a Good response is from Ahmedabad city; meanwhile, the highest poor response percentage (18) was obtained from Surat city.

For e-Governance apps/ websites always available for citizens, the cumulative total for the selected four cities in Gujarat is 87 per cent, a combination of fair and good. For example, in Ahmedabad city, 53 per cent of respondents responded good for the availability of e-Governance apps/ websites for citizens, while 18 per cent of respondents in Surat responded poorly.

For e-Governance apps/ websites unable to connect due to poor internet connectivity, the cumulative total for selected four cities in Gujarat is 80 per cent, a combination of fair and good.

In Vadodara city, 39 per cent of respondents responded good for connectivity of the e-Governance app/ websites, while 28 per cent of respondents in Surat responded poorly.

For e-Governance apps/ websites taking precautions against fraud, the cumulative total for selected four cities in Gujarat is 80 per cent, a combination of fair and good. For example, in Ahmedabad city, 58 per cent of respondents have responded good for precautions against frauds of e-Governance app/ websites, while 36 per cent of respondents in Surat have responded poorly.

For e-Governance apps/ websites maintaining accurate user records of transactions, the cumulative total for selected four cities in Gujarat is 85 per cent is a combination of good and fair. The highest percentage (62) received a Good response is from Ahmedabad city; meanwhile, the highest poor response percentage (24) received from Rajkot city.

4.6.14: Selected e-Governance Users' Experience For Availability Feature of e-Governance Services (GOG)

Table Number: 4.28: Selected e-Governance Users' Experience About the Availability of e-Governance Services for the Government of Gujarat : (Number & Percentages)															
Selected Criteria	Ahmedabad			Rajkot			Surat			Vadodara			Gujarat State (Total)		
	P	F	G	P	F	G	P	F	G	P	F	G	P	F	G
e-Governance App/Websites has reduced the involvement of Agents/Agency/Intermediates.	15 (3.6)	122 (29. 2)	281 (67.2)	37 (15. 7)	66 (28. 0)	133 (56.4)	50 (14.2)	168 (47.7)	134 (38.1)	6 (2.5)	99 (40. 7)	138 (56. 8)	108 (8.6)	455 (36.4)	686 (54.9)
Are e-Governance App/Websites always available for citizens	11 (2.6)	143 (34. 2)	264 (63.2)	5 (2.1)	75 (31. 8)	156 (66.1)	46 (13.1)	120 (34.1)	186 (52.8)	16 (6.6)	90 (37. 0)	137 (56. 4)	78 (6.2)	428 (34.3)	743 (59.5)
Are e-Governance App/Websites difficult to connect due to Internet connectivity?	106 (25. 4)	138 (33. 0)	174 (41.6)	13 (5.5)	156 (66. 1)	67 (28.4)	100 (28.4)	150 (42.6)	102 (29.0)	24 (9.9)	144 (59. 3)	75 (30. 9)	243 (19.5)	588 (47.1)	418 (33.5)
e-Governance App/Website takes appropriate precautionary measures to prevent fraud	23 (5.5)	138 (33. 0)	257 (61.5)	48 (20. 3)	91 (38. 6)	97 (41.1)	114 (32.4)	115 (32.7)	123 (34.9)	45 (18. 5)	113 (46. 5)	85 (35. 0)	230 (18.4)	457 (36.6)	562 (45.0)
e-Governance App/Website maintains accurate records of transactions made by citizens.	12 (2.9)	141 (33. 7)	265 (63.4)	5 (2.1)	85 (36. 0)	146 (61.9)	53 (15.1)	160 (45.5)	139 (39.5)	11 (4.5)	127 (52. 3)	105 (43. 2)	81 (6.5)	513 (41.1)	655 (52.4)
Total Number of Users	N=418			N=236			N=352			N=243			N=1249		
Note: P =Poor, F = Fair, and G = Good															

Table 4.28 shows the responses to users' expectations about the Government of Gujarat apps/services' availability. From Table Number 4.28, the following is inferred:

For e-Governance apps/ websites reducing agents' involvement, the cumulative total for selected four cities in Gujarat is 91 per cent, a combination of good and fair. The highest percentage (67) received a Good response is from Ahmedabad city; meanwhile, the highest poor response percentage (16) was obtained from Rajkot city.

For e-Governance apps/ websites always available for citizens, the cumulative total for the selected four cities in Gujarat is 94 per cent, a combination of fair and good. In Rajkot city, 66 per cent of respondents have responded good for the availability of e-Governance app/ websites for citizens, while 13 per cent of respondents in Surat have responded poorly.

For e-Governance apps/ websites unable to connect due to poor internet connectivity, the cumulative total for selected four cities in Gujarat is 80 per cent, a combination of fair and good. For example, in Ahmedabad city, 42 per cent of respondents responded good for connectivity of the e-Governance app/ websites, while 28 per cent of respondents in Surat responded poorly.

For e-Governance apps/ websites taking precautions against fraud, the cumulative total for selected four cities in Gujarat is 82 per cent is a combination of fair and good. In Ahmedabad city, 62 per cent of respondents responded good for precautions against frauds of e-Governance app/ websites, while 32 per cent of respondents in Surat responded poor for this.

For e-Governance apps/ websites maintaining accurate user records of transactions, the cumulative total for selected four cities in Gujarat is 94 per cent, which is a combination of good and fair. The highest percentage (63) received a Good response is from Ahmedabad city; meanwhile, the highest poor response percentage (15) received from Rajkot city

4.6.15: Selected e-Governance Users' Experience For Affordability Feature of e-Governance Services (LMC)

Table Number: 4.29: Selected e-Governance Users' Experience About Affordability from e-Governance Services for Local Municipal Corporation : (Number & Percentages)															
Selected Criteria	Ahmedabad			Rajkot			Surat			Vadodara			Gujarat State (Total)		
	P	F	G	P	F	G	P	F	G	P	F	G	P	F	G
Using the e-Governance App/Website is affordable, as it offers quick services for citizens	28 (6.7)	100 (23. 9)	290 (69.4)	31 (13. 1)	106 (44. 9)	99 (41.9)	71 (20.2)	130 (36. 9)	151 (42.9)	26 (10. 7)	107 (44. 0)	110 (45. 3)	156 (12.5)	443 (35.5)	650 (52.0)
Charges & fees charged for the use of the e-Governance App/Website are reasonable for citizens	60 (14. 4)	148 (35. 4)	210 (50.2)	13 (5.5)	95 (40. 3)	128 (54.2)	67 (19.0)	169 (48. 0)	132 (13.2)	32 (13. 2)	118 (48. 6)	93 (38. 3)	172 (13.8)	530 (42.4)	547 (43.8)
e-Governance Apps/Websites have reduced the physical movement for availing services.	9 (2.2)	139 (33. 3)	270 (64.6)	17 (7.2)	84 (35. 6)	135 (57.2)	60 (17.0)	97 (27. 6)	195 (55.4)	25 (10. 3)	97 (39. 9)	121 (49. 8)	111 (8.9)	417 (33.4)	721 (57.7)
Total Number of Users	N=418			N=236			N=352			N=243			N=1249		
Note: P =Poor, F = Fair, and G = Good															

Table 4.29 shows the responses to users' expectations about the affordability of Local Municipal Corporation apps/ services. From Table Number 4.29, the following is inferred:

For e-Governance apps/ websites that are affordable offering quick services, the cumulative total for selected four cities in Gujarat is 87 per cent is a combination of good and fair. The highest percentage (69) received a Good response is from Ahmedabad city; meanwhile, the highest poor response percentage (20) was obtained from Surat city.

For e-Governance apps/ websites, charges and fees are reasonable, and the cumulative total for selected four cities in Gujarat is 86 per cent, a combination of fair and good. In Rajkot city, 54 per cent of respondents have responded good for connectivity of e-Governance app/ websites, while 19 per cent of respondents in Surat have responded poorly.

For, e-Governance apps/ websites have reduced physical requirements to avail services; the cumulative total for selected four cities in Gujarat is 91 per cent, a combination of fair and good. In Ahmedabad city, 65 per cent of respondents have responded good for connectivity of e-Governance app/ websites, while 17 per cent of respondents in Surat have responded poorly.

4.6.16: Selected e-Governance Users' Experience For Affordability Feature of e-Governance Services (GOG)

Table Number: 4.30: Selected e-Governance Users' Experience About Affordability from e-Governance Services for the Government of Gujarat : (Number & Percentages)															
Selected Criteria	Ahmedabad			Rajkot			Surat			Vadodara			Gujarat State (Total)		
	P	F	G	P	F	G	P	F	G	P	F	G	P	F	G
Using the e-Governance App/Website are affordable, as it offers quick services, for citizens	12 (2.9)	162 (38.8)	244 (58.4)	5 (2.1)	110 (46.6)	121 (51.3)	53 (15.1)	153 (43.5)	146 (41.5)	11 (4.5)	111 (45.7)	121 (49.8)	81 (6.5)	563 (42.9)	632 (50.6)
Charges & fees charged for use of the e-Governance App/Website are reasonable for citizens	31 (7.4)	133 (31.8)	254 (60.8)	35 (14.8)	95 (40.3)	106 (44.9)	54 (15.3)	180 (51.1)	118 (33.5)	9 (3.7)	146 (60.1)	88 (36.2)	129 (10.3)	554 (44.4)	566 (45.3)
e-Governance Apps/Websites have reduced the physical movement for availing services.	8 (1.9)	128 (30.6)	282 (67.5)	34 (14.4)	83 (35.2)	119 (50.4)	49 (13.9)	106 (30.1)	197 (56.0)	12 (4.9)	95 (39.1)	136 (56.0)	103 (8.2)	412 (33.0)	734 (58.8)
Total Number of Users	N=418			N=236			N=352			N=243			N=1249		
Note: P =Poor, F = Fair, and G = Good															

Table 4.30 shows users' responses to the affordability of Government of Gujarat apps/ services. From Table Number 4.30, the following is inferred:

For e-Governance apps/ websites that are affordable offering quick services, the cumulative total for selected four cities in Gujarat is 94 per cent is a combination of good and fair. The highest percentage (58) received a Good response is from Ahmedabad city; meanwhile, the highest poor response percentage (15) received from Surat city.

For e-Governance apps/ websites, charges and fees are reasonable, and the cumulative total for selected four cities in Gujarat is 90 per cent, a combination of fair and good. In Ahmedabad city, 61 per cent of respondents have responded good for connectivity of e-Governance app/ websites, while 15 per cent of respondents in Surat have responded poorly.

For, e-Governance apps/ websites have reduced physical requirements to avail services; the cumulative total for selected four cities in Gujarat is 92 per cent, a combination of fair and good. In Ahmedabad city, 68 per cent of respondents have responded good for connectivity of e-Governance app/ websites, while 14 per cent of respondents in Surat have responded poorly.

4.6.17: Selected e-Governance Users' Experience For Functional Value Feature of e-Governance Services (LMC)

Table Number: 4.31: Selected e-Governance Users' Experience About Functional Value from e-Governance Services for Local Municipal Corporation : (Number & Percentages)																
Selected Criteria	Ahmedabad			Rajkot			Surat			Vadodara			Gujarat State (Total)			
	P	F	G	P	F	G	P	F	G	P	F	G	P	F	G	
e-Governance App/Websites helps in knowing a service offered by Government in a better way.	14 (3.3)	125 (29. 9)	279 (66.7)	31 (13. 1)	99 (41. 9)	106 (44.9)	87 24.7)	93 (26.4)	172 (48.9)	27 (11. 1)	66 (27. 2)	150 (61. 7)	159 (12.7)	383 (30.7)	707 56.6)	
e-Governance App/Websites helps in taking independent decisions.	42 (10. 0)	161 (38. 5)	215 (51.4)	22 (9.3)	138 (58. 5)	76 (32.2)	79 22.4)	158 (44.9)	115 (32.7)	30 (12. 3)	113 (46. 5)	100 (41. 2)	173 (13.9)	570 (45.6))	506 40.5	
e-Governance App/Websites help me in attaining my requirement.	21 (5.0)	211 (50. 5)	186 (44.5)	22 (9.3)	149 (63. 1)	65 (27.5)	75 21.3)	110 (31.3)	167 (47.4)	48 (19. 8)	111 (45. 7)	84 (34. 6)	166 (13.3)	581 (46.5))	502 40.2	
e-Governance App/ Website accepts responsibility and takes control in the event of failure/ fault of e-Governance service.	85 (20. 3)	177 (42. 3)	156 (37.3)	37 (15. 7)	130 (55. 1)	69 (29.2)	97 27.6)	147 (41.8)	108 (30.7)	51 (21. 0)	111 (45. 7)	81 (33. 3)	270 (21.6))	565 (45.2))	414 33.1	
e-Governance App/ Website provides updated information.	64 (15. 3)	149 (35. 6)	205 (49.0)	13 (5.5)	85 (36. 0)	138 (58.5))	101 28.7)	111 (31.5)	140 (39.8)	48 (19. 8)	104 (42. 8)	91 (37. 4)	22 (18.1)	449 (35.9)	574 46.0)	
e-Governance App/ Website provides helpful information.	9 (2.2)	187 (44. 7)	222 (53.1)	15 (6.4)	91 (38. 6)	130 (55.1))	73 20.7)	128 (36.4)	151 (42.9)	25 (10. 3)	133 (54. 7)	85 (35. 0)	122 (9.8)	539 (43.2)	588 47.1)	
Total Number of Users	N=418			N=236			N=352			N=243			N=1249			
Note: P =Poor, F = Fair, and G = Good																

Table 4.31 shows the responses to users' expectations about the functional value of Local Municipal Corporation apps/ services. From Table Number 4.31, the following is inferred:

For e-Governance apps/ websites helping in knowing service better, the cumulative total for selected four cities in Gujarat is 57 per cent good. The highest percentage (67) received a Good response is from Ahmedabad city; meanwhile, the highest poor response percentage (25) was obtained from Surat city.

For e-Governance apps/ websites helping in taking independent decisions, the cumulative total for selected four cities in Gujarat is 46 per cent is fair. In Ahmedabad city, 51 per cent of respondents have responded good for e-Governance app/ websites helping in making independent decisions, while 22 per cent of respondents in Surat have responded poorly.

For the e-Governance app/ websites helping in attaining my requirements, the cumulative total for the selected four cities in Gujarat is 47 per cent is fair.

In Ahmedabad city, 51 per cent of respondents have responded fair for e-Governance app/ websites helping to attain the requirements, while 21 per cent of respondents in Surat have responded poorly.

For e-Governance apps/ websites accepting responsibility in the event of its service failure, the cumulative total for selected four cities in Gujarat is 45 per cent is fair, with 21 per cent of respondents responding poor for this. The highest percentage (42) received a reasonable response is from Ahmedabad city; meanwhile, the highest poor response percentage (28) was obtained from Surat city.

For e-Governance apps/ websites providing updated information, the cumulative total for selected four cities in Gujarat is 46 per cent good, with 18 per cent responding poor for this. The highest percentage (59) received a good response is from Rajkot city; meanwhile, the highest poor response in percentage (29) was obtained from Surat city.

For e-Governance apps/ websites providing helpful information, the cumulative total for selected four cities in Gujarat is 47 per cent is good. The highest percentage (55) received a good response is from Rajkot city; meanwhile, the highest poor response percentage (21) was obtained from Surat city.

4.6.18: Selected e-Governance Users' Experience For Functional Value Feature of e-Governance Services (GOG)

Table Number: 4.32: Selected e-Governance Users’ Experience About Functional Value from e-Governance Services for the Government of Gujarat : (Number & Percentages)																
Selected Criteria	Ahmedabad			Rajkot			Surat			Vadodara			Gujarat State (Total)			
	P	F	G	P	F	G	P	F	G	P	F	G	P	F	G	
e-Governance App/Websites helps in knowing a service offered by Government in a better way.	13 (3.1)	88 (21.1)	317 (75.8)	22 (9.3)	49 (20.8)	165 (69.9)	69 (19.6)	114 (32.4)	169 (48.0)	14 (5.8)	116 (47.7)	113 (46.5)	118 (9.4)	367 (29.4)	764 (61.2)	
e-Governance App/Websites helps in taking independent decisions.	25 (6.0)	194 (46.4)	199 (47.6)	7 (3.0)	106 (44.9)	123 (52.1)	53 (15.1)	171 (48.6)	128 (36.4)	11 (4.5)	136 (56.0)	96 (39.5)	96 (7.7)	607 (48.6)	546 (43.7)	
e-Governance App/Websites help me in attaining my requirement.	23 (5.5)	139 (33.3)	256 (61.2)	22 (9.3)	96 (40.7)	118 (50.0)	69 (19.6)	112 (31.8)	171 (48.6)	34 (14.0)	115 (47.3)	94 (38.7)	148 (11.8)	462 (37.0)	639 (51.2)	
e-Governance App/ Website accepts responsibility and takes control in the event of failure/ fault of e-Governance service.	88 (21.1)	153 (36.6)	177 (42.3)	30 (12.7)	114 (48.3)	92 (39.0)	89 (25.3)	149 (42.3)	114 (32.4)	45 (18.5)	117 (48.1)	81 (33.3)	252 (20.2)	533 (42.7)	464 (37.1)	
e-Governance App/ Website provides updated information.	73 (17.5)	146 (34.9)	199 (47.6)	47 (19.9)	140 (59.3)	49 (20.8)	90 (25.6)	138 (39.2)	124 (35.2)	35 (14.4)	117 (48.1)	91 (37.4)	245 (19.6)	541 (43.3)	463 (37.1)	
e-Governance App/ Website provides useful information.	5 (1.2)	204 (48.8)	209 (50.0)	0 (0.0)	96 (40.7)	140 (59.3)	53 (15.1)	152 (43.2)	147 (41.8)	4 (1.6)	146 (60.1)	93 (38.3)	62 (5.0)	598 (47.9)	589 (47.2)	
Total Number of Users	N=418			N=236			N=352			N=243			N=1249			
Note: P =Poor, F = Fair, and G = Good																

Table 4.32 shows the responses to users' expectations about the functional value of Government of Gujarat apps/ services. From Table Number 4.32, the following is inferred:

For e-Governance apps/ websites helping in knowing service better, the cumulative total for selected four cities in Gujarat is 61 per cent good. The highest percentage (76) received a Good response is from Ahmedabad city; meanwhile, the highest poor response percentage (20) was obtained from Surat city.

For e-Governance apps/ websites helping in taking independent decisions, the cumulative total for selected four cities in Gujarat is 49 per cent is fair. In Vadodara city, 56 per cent of respondents have responded fair for e-Governance app/ websites helping in making independent decisions, while 15 per cent of respondents in Surat have responded poorly.

For the e-Governance app/ websites helping attain my requirements, the total for the selected four cities in Gujarat is 51 per cent.

In Ahmedabad city, 61 per cent of respondents have responded good for e-Governance app/ websites helping to attain the requirements, while 20 per cent of respondents in Surat have responded poorly.

For e-Governance apps/ websites accepting responsibility in the event of its service failure, the cumulative total for selected four cities in Gujarat is 42 per cent is fair, with 20 per cent of respondents responding poor for this. The highest percentage (48) received a reasonable response is from Vadodara city; meanwhile, the highest poor response percentage (25) was obtained from Surat city.

For e-Governance apps/ websites providing updated information, the cumulative total for selected four cities in Gujarat is 43 per cent fair, with 20 per cent of respondents responding poorly for this. The highest percentage (59) received a good response is from Rajkot city; meanwhile, the highest poor response in percentage (26) was obtained from Surat city.

For e-Governance apps/ websites providing useful information, the cumulative total for selected four cities in Gujarat is 47 per cent is good. The highest percentage (60) received an adequate response is from Vadodara city; meanwhile, the highest poor response in percentage (15) was obtained from Surat city.

4.6.19: Selected e-Governance Users' Experience For Emotional Value Feature of e-Governance Services (LMC)

Table Number: 4.33: Selected e-Governance Users' Experience About Emotional Value from e-Governance Services for Local Municipal Corporation : (Number & Percentages)																
Selected Criteria	Ahmedabad			Rajkot			Surat			Vadodara			Gujarat State (Total)			
	P	F	G	P	F	G	P	F	G	P	F	G	P	F	G	
e-Governance App/Websites assist me in interacting directly with the system	19 (4.5)	199 (47.6)	200 (47.8)	22 (9.3)	129 (54.7)	85 (36.0)	82 23.3)	150 (42.6)	120 (34.1)	34 (14.0)	129 53.1)	80 (32.9)	157 (12.6)	607 48.6)	485 (38.8)	
The features of the e-Governance App/ Website influence my behaviour during direct interaction with the system.	6 (1.4)	183 (43.8)	229 (54.8)	5 (2.1)	115 (48.7)	116 (49.2)	44 12.5)	169 (48.0)	139 (39.5)	15 (6.2)	144 59.3)	84 (34.6)	70 (5.6)	611 48.9)	568 (45.5)	
e-Governance Apps/Websites give me a sense of satisfaction by interacting personally.	9 (2.2)	125 (29.9)	284 (67.9)	34 (14.4)	151 (64.0)	51 (21.6)	55 15.6)	129 (36.6)	168 (47.7)	24 (9.9)	100 (41.2)	119 (49.0)	122 (9.8)	505 (40.4)	622 49.8)	
The e-Governance App/ Website user gets a chance to raise a concern in case of service failure.	62 (14.8)	142 (34.0)	214 (51.2)	38 (16.1)	128 (54.2)	70 (29.7)	83 23.6)	152 (43.2)	117 (33.2)	31 (12.8)	106 (43.6)	106 (43.6)	214 (17.1)	528 42.3)	507 (40.6)	
e-Governance App/Website has well designed/ organized interface.	26 (6.2)	172 (41.1)	220 (52.6)	24 (10.2)	89 (37.7)	123 (52.1)	52 14.8)	153 (43.5)	147 (41.8)	14 (5.8)	134 55.1)	95 (39.1)	116 (9.3)	548 (43.9)	585 46.8)	
Total Number of Users	N=418			N=236			N=352			N=243			N=1249			
Note: P =Poor, F = Fair, and G = Good																

Table 4.33 shows the responses to users' expectations about the emotional value of Local Municipal Corporation apps/ services. From Table Number 4.33, the following is inferred.

For e-Governance apps/ websites that assist in interacting directly with the system, the cumulative total for selected four cities in Gujarat is 49 percent is fair. The highest percentage (53) received a reasonable response is from Vadodara city; meanwhile, the highest poor response percentage (23) was obtained from Surat city.

For features like e-Governance apps/ websites that influence behaviour during direct interaction with a system, the cumulative total for selected four cities in Gujarat is 49 percent is fair. The highest percentage (59) received a reasonable response from Vadodara city; meanwhile, the highest poor response percentage (12) was obtained from Surat city

For e-Governance apps/ websites that give a sense of satisfaction by interacting personally, the cumulative total for selected four cities in Gujarat is 50 percent good.

The highest percentage (68) received a good response is from Ahmedabad city; meanwhile, the highest poor response in percentage (16) received from Surat city

For users of e-Governance apps/ websites getting a chance to raise a concern in times of service failure, the cumulative total for selected four cities in Gujarat is 42 percent is fair. The highest percentage (51) received a good response is from Ahmedabad city; meanwhile, the highest poor response in percentage (24) was obtained from Surat city

For e-Governance apps/ websites having a well-designed interface, the cumulative total for selected four cities in Gujarat is 47 percent good. The highest percentage (55) received a reasonable response is from Vadodara city; meanwhile, the highest poor response percentage (15) was obtained from Surat city.

4.6.20: Selected e-Governance Users' Experience For Emotional Value Feature of e-Governance Services (GOG)

Table Number: 4.34: Selected e-Governance Users’ Experience About Emotional Value from e-Governance Services for the Government of Gujarat : (Number & Percentages)															
Selected Criteria	Ahmedabad			Rajkot			Surat			Vadodara			Gujarat State (Total)		
	P	F	G	P	F	G	P	F	G	P	F	G	P	F	G
e-Governance App/Websites assist me in interacting directly with the system	11 (2.6)	205 (49)	202 (48.3)	18 (7.6)	103 (43.6)	115 (48.7)	54 (15.3)	172 (48.9)	126 (35.8)	17 (7.0)	141 (58.0)	85 (35.0)	100 (8.0)	621 (49.7)	528 (42.3)
The features of the e-Governance App/ Website influence my behaviour during direct interaction with the system.	7 (1.7)	156 (37.3)	255 (61.1)	5 (2.1)	104 (44.1)	127 (53.8)	56 (15.9)	114 (32.4)	182 (51.7)	29 (11.9)	113 (46.5)	101 (41.6)	97 (7.8)	487 (39.0)	665 (53.2)
e-Governance Apps/Websites give me a sense of satisfaction by interacting personally.	49 (11.7)	148 (35.4)	221 (52.9)	24 (10.2)	72 (30.5)	140 (59.3)	85 (24.1)	136 (38.6)	131 (37.2)	32 (13.2)	112 (46.1)	99 (40.7)	190 (15.2)	468 (37.5)	591 (47.3)
The e-Governance App/ Website user gets a chance to raise a concern in case of service failure.	36 (8.6)	175 (41.9)	207 (49.5)	26 (11)	148 (62.7)	62 (26.3)	48 (13.6)	152 (43.2)	152 (43.2)	16 (6.6)	111 (45.7)	116 (47.7)	126 (10.1)	586 (46.9)	537 (43.0)
e-Governance App/Website has well designed/ organized interface.	26 (6.2)	172 (41.1)	220 (52.6)	24 (10.2)	89 (37.7)	123 (52.2)	52 (14.8)	153 (43.5)	147 (41.8)	14 (5.8)	134 (55.1)	95 (39.1)	116 (9.3)	548 (43.9)	585 (46.8)
Total Number of Users	N=418			N=236			N=352			N=243			N=1249		
Note: P =Poor, F = Fair, and G = Good															

Table 4.34 shows the responses to users' expectations about the emotional value of Government of Gujarat apps/ services. From Table Number 4.34, the following is inferred.

For e-Governance apps/ websites to assist in interacting directly with the system, the cumulative total for selected four cities in Gujarat is 50 percent is fair. The highest percentage (58) received a reasonable response is from Vadodara city; meanwhile, the highest poor response percentage (15) was obtained from Surat city.

For features like e-Governance apps/ websites that influence behaviour during direct interaction with the system, the cumulative total for selected four cities in Gujarat is 53 percent is good. The highest percentage (61) received a good response is from Ahmedabad city; meanwhile, the highest poor response in percentage (16) was obtained from Surat city

For e-Governance apps/ websites that give a sense of satisfaction by interacting personally, the cumulative total for selected four cities in Gujarat is 47 percent is good.

The highest percentage (59) received a good response is from Rajkot city; meanwhile, the highest poor response in percentage (24) was obtained from Surat city

For users of e-Governance apps/ websites getting a chance to raise a concern in times of service failure, the cumulative total for selected four cities in Gujarat is 47 percent is fair. The highest percentage (63) received a reasonable response is from Rajkot city; meanwhile, the highest poor response percentage (14) received from Surat city

For e-Governance apps/ websites having a well-designed interface, the cumulative total for selected four cities in Gujarat is 47 percent good. The highest percentage (55) received a reasonable response is from Vadodara city; meanwhile, the highest poor response percentage (15) was obtained from Surat city.

4.6.21: Selected e-Governance Users' Experience For Social Value Feature of e-Governance Services (LMC)

Table Number: 4.35: Selected e-Governance Users’ Experience About Social Value from e-Governance Services for Local Municipal Corporation : (Number & Percentages)															
Selected Criteria	Ahmedabad			Rajkot			Surat			Vadodara			Gujarat State (Total)		
	P	F	G	P	F	G	P	F	G	P	F	G	P	F	G
e-Governance App/Websites create a social bonding by using the services personally	37 (8.9)	191 (45.7)	190 (45.5)	24 (10.2)	154 (65.3)	58 (24.6)	71 (20.2)	177 (50.3)	104 (29.5)	21 (8.6)	146 (60.1)	76 (31.3)	153 (12.2)	668 (53.5)	428 (34.3)
Improves my existing relationships with e-Governance App/Website users.	43 (10.3)	162 (38.8)	213 (51.0)	26 (11.0)	147 (62.3)	63 (26.7)	56 (15.9)	99 (28.1)	197 (56.0)	16 (6.6)	110 (45.3)	117 (48.1)	141 (11.3)	518 (41.5)	590 (47.2)
It makes me feel accepted by other users, post using the e-Governance App/Website	30 (7.2)	197 (47.1)	191 (45.7)	50 (21.2)	95 (40.3)	91 (38.6)	66 (18.8)	155 (44.0)	131 (37.2)	29 (11.9)	89 (36.6)	125 (51.4)	175 (14.0)	536 (42.9)	538 (43.1)
It Helps me to create a good impression on non-users of the e-Governance App/Website	34 (8.1)	173 (41.4)	211 (50.5)	52 (22.0)	104 (44.1)	80 (33.9)	70 (19.9)	120 (34.1)	162 (46.0)	12 (4.9)	105 (43.2)	126 (51.9)	168 (13.5)	502 (40.2)	579 (46.4)
It gives me social approval on effectively using the e-Governance App/Website.	5 (1.2)	195 (46.7)	218 (52.2)	22 (9.3)	83 (35.2)	131 (55.5)	39 (11.1)	140 (39.8)	173 (49.1)	4 (1.6)	129 (53.1)	110 (45.3)	70 (5.6)	547 (43.8)	632 (50.6)
e-Governance App/ Website helps me make friendly and continuous interactions with Government departments.	24 (5.7)	157 (37.6)	237 (56.7)	24 (10.2)	127 (53.8)	85 (36.0)	72 (20.5)	104 (29.5)	176 (50.0)	17 (7.0)	102 (42.0)	124 (51.0)	137 (11.0)	490 (39.2)	622 (49.8)
Total Number of Users	N=418			N=236			N=352			N=243			N=1249		
Note: P =Poor, F = Fair, and G = Good															

Table 4.35 shows the responses regarding users' expectations about the social value of Local Municipal Corporation apps/ services. From Table Number 4.35, the following is inferred.

For e-Governance apps/ websites creating a social bonding, the total for selected four cities in Gujarat is 54 percent fair. The highest percentage (60) received a reasonable response is from Vadodara city; meanwhile, the highest poor response percentage (20) was obtained from Surat city.

For e-Governance apps/ websites improving my relationship with other users, the cumulative total for selected four cities in Gujarat is 47 percent is good. The highest percentage (62) received a fair response is from Rajkot city; meanwhile, the highest poor response in percentage (16) was obtained from Surat city

For e-Governance apps/ websites making me feel connected to other users, the cumulative total for selected four cities in Gujarat is 43 percent is good. The highest percentage (51) received a good response is from Vadodara city; meanwhile, the highest poor response in percentage (19) was obtained from Surat city.

For e-Governance apps/ websites creating a good impression on non-users, the cumulative total for selected four cities in Gujarat is 47 percent is good. The highest percentage (52) received a good response was from Vadodara city, and the highest poor response percentage (20) was obtained from Surat city.

For using e-Governance apps/ websites gives social approval, the cumulative total for selected four cities in Gujarat is 51 percent good. The highest percentage (53) received a reasonable response is from Vadodara city; meanwhile, the highest poor response percentage (11) was obtained from Surat city.

For e-Governance apps/ websites to help in friendly interaction with Government departments, the cumulative total for selected four cities in Gujarat is 50 percent good. The highest percentage (57) received a reasonable response is from Ahmedabad city; meanwhile, the highest poor response percentage (21) was obtained from Surat city.

4.6.22: Selected e-Governance Users' Experience For Social Value Feature of e-Governance Services (GOG)

Table Number: 4.36: Selected e-Governance Users’ Experience About Social Value from e-Governance Services for the Government of Gujarat : (Number & Percentages)															
Selected Criteria	Ahmedabad			Rajkot			Surat			Vadodara			Gujarat State (Total)		
	P	F	G	P	F	G	P	F	G	P	F	G	P	F	G
e-Governance App/Websites create a social bonding by using the services personally	35 (8.4)	185 (44.3)	198 (47.4)	86 (36.4)	92 (39.0)	58 (24.6)	77 (21.9)	156 (44.3)	119 (33.8)	17 (7.0)	135 (55.6)	91 (37.4)	215 (17.2)	568 (45.5)	466 (37.3)
Improves my existing relationships with e-Governance App/Website users.	1 (1.9)	180 (43.1)	230 (55.0)	63 (26.7)	99 (41.9)	74 (31.4)	53 (15.1)	112 (31.8)	187 (53.1)	12 (4.9)	127 (52.3)	104 (42.8)	136 (10.9)	518 (41.5)	595 (47.6)
It makes me feel accepted by other users, post using the e-Governance App/Website	21 (5.0)	221 (52.9)	176 (42.1)	50 (21.2)	69 (29.2)	117 (49.6)	46 (13.1)	173 (49.1)	133 (37.8)	12 (4.9)	139 (57.2)	92 (37.9)	129 (10.3)	602 (48.2)	518 (41.5)
It Helps me to create a good impression on non-users of the e-Governance App/Website	23 (5.5)	176 (42.1)	219 (52.4)	24 (10.2)	132 (55.9)	80 (33.9)	63 (17.9)	118 (33.5)	171 (48.6)	6 (2.5)	114 (46.9)	123 (50.6)	116 (9.3)	540 (43.2)	593 (47.5)
It gives me social approval on effectively using the e-Governance App/Website.	5 (1.2)	178 (42.6)	235 (56.2)	22 (9.3)	126 (53.4)	88 (37.3)	39 (11.1)	151 (42.9)	162 (46.0)	4 (1.6)	133 (54.7)	106 (43.6)	70 (5.6)	588 (47.1)	591 (47.3)
e-Governance App/ Website helps me to make friendly and continuous interactions with Government departments.	47 (11.2)	136 (32.5)	235 (56.2)	24 (10.2)	86 (36.4)	126 (53.4)	76 (21.6)	114 (32.4)	162 (46.0)	17 (7.0)	153 (54.3)	94 (38.7)	164 (13.1)	468 (37.5)	617 (49.4)
Total Number of Users	N=418			N=236			N=352			N=243			N=1249		
Note: P =Poor, F = Fair, and G = Good															

Table 4.36 shows the responses to users' expectations about the social value of Government of Gujarat apps/ services. From Table Number 4.36, the following is inferred.

For e-Governance apps/ websites creating a social bonding, the cumulative total for selected four cities in Gujarat is 46 percent is fair. The highest percentage (56) received a reasonable response from Vadodara city; the highest poor response in percentage (37) was obtained from Rajkot city.

For e-Governance apps/ websites improving my relationship with other users, the total for the selected four cities in Gujarat is 48 percent good.

The highest percentage (55) received a good response is from Ahmedabad city; meanwhile, the highest poor response in percentage (27) was obtained from Rajkot city.

For e-Governance apps/ websites making me feel connected to other users, the cumulative total for selected four cities in Gujarat is 48 percent is fair. The highest percentage (57) received a reasonable response from Vadodara city; meanwhile, the highest poor response percentage (21) was obtained from Rajkot city.

For e-Governance apps/ websites creating a good impression on non-users, the cumulative total for selected four cities in Gujarat is 48 percent is good. The highest percentage (52) received a good response is from Ahmedabad city; meanwhile, the highest poor response in percentage (18) was obtained from Surat city.

Using e-Governance apps/ websites gives social approval; the cumulative total for selected four cities in Gujarat is 47 percent is good. The highest percentage (56) received a good response was from Ahmedabad city; meanwhile, the highest poor response percentage (11) was obtained from Surat city.

For e-Governance apps/ websites to help in friendly interaction with Government departments, the cumulative total for selected four cities in Gujarat is 49 percent is good. The highest percentage (56) received a good response is from Ahmedabad city; meanwhile, the highest poor response in percentage (22) was obtained from Surat city

4.6.23: Selected e-Governance Users' Experience For Monetary Value Feature of e-Governance Services (LMC)

Table Number: 4.37: Selected e-Governance Users' Experience About Monetary Value from e-Governance Services for Local Municipal Corporation : (Number & Percentages)																
Selected Criteria	Ahmedabad			Rajkot			Surat			Vadodara			Gujarat State (Total)			
	P	F	G	P	F	G	P	F	G	P	F	G	P	F	G	
Helpful in generating income for Agents/ Intermediates using e-Governance Apps/Websites.	92 (22.0)	151 (36.1)	175 (41.9)	35 (14.8)	141 (59.7)	60 (25.4)	71 (20.2)	163 (46.3)	118 (33.5)	29 (11.9)	129 (53.1)	85 (35.0)	227 (18.2)	584 (46.8)	438 (35.1)	
Using the e-Governance App/Website saves overall expenditure for a service	5 (1.2)	182 (43.5)	231 (55.3)	57 (24.2)	100 (42.4)	79 (33.5)	45 (12.8)	111 (31.5)	196 (55.7)	4 (1.6)	109 (44.9)	130 (53.5)	111 (8.9)	502 (40.2)	636 (50.9)	
Using the e-Governance App/Website saves time value of money.	9 (2.2)	120 (28.7)	289 (69.1)	31 (13.1)	84 (35.6)	121 (51.3)	57 (16.2)	83 (23.6)	212 (60.2)	25 (10.3)	93 (38.3)	125 (51.4)	122 (9.8)	380 (30.4)	747 (59.8)	
Using an e-Governance App/Website saves the money paid as a bribe.	31 (7.4)	144 (34.4)	243 (58.1)	5 (2.1)	132 (55.9)	99 (41.9)	83 (23.6)	115 (32.7)	154 (43.8)	43 (17.7)	74 (30.5)	126 (51.9)	162 (13.0)	465 (37.2)	622 (49.8)	
e-Governance App/Website provides financial security by doing online transactions.	44 (10.5)	194 (46.4)	180 (43.1)	5 (2.1)	174 (73.7)	57 (24.2)	84 (23.9)	146 (41.5)	122 (34.7)	32 (13.2)	96 (39.5)	115 (47.3)	165 (13.2)	610 (48.8)	474 (38.0)	
Total Number of Users	N=418			N=236			N=352			N=243			N=1249			
Note: P =Poor, F = Fair, and G = Good																

Table 4.37 shows the responses to users' expectations about the monetary value of Local Municipal Corporation apps/ services. From Table Number 4.37, the following is inferred.

For e-Governance apps/ websites useful in generating income for agents/ intermediates, the cumulative total for selected four cities in Gujarat is 47 percent is fair. The highest percentage (53) received a reasonable response is from Vadodara city; meanwhile, the highest poor response percentage (22) was obtained from Ahmedabad city.

For e-Governance apps/ websites, usage saves overall expenditure for users; the cumulative total for selected four cities in Gujarat is 51 per cent is reasonable. In Surat city, 56 per cent of respondents responded well to saving in expenditure by using e-Governance apps/ websites, while 24 percent of respondents in Rajkot city reacted poorly. For e-Governance apps/ websites, usage saves time and value money; the cumulative total for selected four cities in Gujarat is 60 percent is good.

In Ahmedabad city, 69 per cent of respondents responded good for saving time value of money by using the e-Governance app/ websites, while 16 per cent of respondents in Surat city responded poor for this.

For e-Governance apps/ websites, usage saves money paid as a bribe; the cumulative total for selected four cities in Gujarat is 50 percent is good. For example, in Ahmedabad city, 58 per cent of respondents responded good for saving money paid as a bribe by using the e-Governance app/ websites, while 24 percent of respondents in Surat city responded poor for this.

For e-Governance app/website usage providing financial security doing online transactions, the cumulative total for selected four cities in Gujarat is 49 percent is fair. In Rajkot city, 74 per cent of respondents responded reasonably for getting financial security while doing online transactions by using the e-Governance app/ websites, while 24 per cent of respondents in Surat city responded poor for this.

4.6.24: Selected e-Governance Users' Experience For Monetary Value Feature of e-Governance Services (GOG)

Table Number: 4.38: Selected e-Governance Users' Experience About Monetary Value from e-Governance Services for the Government of Gujarat: (Number & Percentages)															
Selected Criteria	Ahmedabad			Rajkot			Surat			Vadodara			Gujarat State (Total)		
	P	F	G	P	F	G	P	F	G	P	F	G	P	F	G
Helpful in generating income for Agents/ Intermediates using e-Governance Apps/Websites.	83 (19.9)	149 (35.6)	186 (44.5)	47 (19.9)	130 (55.1)	59 (25.0)	62 (17.6)	150 (42.6)	140 (39.8)	20 (8.2)	136 (56.0)	87 (35.8)	212 (17.0)	565 (45.2)	472 (37.8)
Using the e-Governance App/Website saves overall expenditure for a service	5 (1.2)	182 (43.5)	231 (55.3)	31 (13.1)	114 (48.3)	91 (38.6)	38 (10.8)	133 (37.8)	181 (51.4)	4 (1.6)	109 (44.9)	130 (53.5)	78 (6.2)	538 (43.1)	633 (50.7)
Using the e-Governance App/Website saves time value of money.	40 (9.6)	106 (25.4)	272 (65.1)	35 (14.8)	106 (44.9)	95 (40.3)	70 (19.9)	82 (23.3)	200 (56.8)	29 (11.9)	98 (40.3)	116 (47.7)	174 (13.9)	392 (31.4)	683 (54.7)
Using an e-Governance App/Website saves the money paid as a bribe.	15 (3.6)	65 (15.6)	338 (80.9)	46 (19.5)	84 (35.6)	106 (44.9)	68 (19.3)	114 (32.4)	170 (48.3)	29 (11.9)	73 (30.0)	141 (58.0)	158 (12.7)	336 (26.9)	755 (60.4)
e-Governance App/Website provides financial security by doing online transactions.	34 (8.1)	204 (48.8)	180 (43.0)	5 (2.1)	107 (45.3)	124 (52.5)	80 (22.7)	141 (40.0)	131 (37.2)	26 (10.6)	102 (41.9)	115 (47.3)	145 (11.6)	554 (44.3)	550 (44.0)
Total Number of Users	N=418			N=236			N=352			N=243			N=1249		
Note: P =Poor, F = Fair, and G = Good															

Table 4.38 shows the responses to users' expectations about the monetary value of Government of Gujarat apps/ services. From Table Number 4.38, the following is inferred.

For e-Governance apps/ websites useful in generating income for agents/ intermediates, the cumulative total for selected four cities in Gujarat is 45 percent is fair. The highest percentage (56) received a reasonable response is from Vadodara city; meanwhile, the highest poor response percentage (20) was obtained from Ahmedabad city.

For e-Governance apps/ websites, usage saves overall expenditure for users; the cumulative total for selected four cities in Gujarat is 51 percent is good. In Ahmedabad city, 55 per cent of respondents responded good for saving in expenditure by using the e-Governance app/ websites, while 13 per cent of respondents in Rajkot city reacted poorly.

For e-Governance apps/ websites, usage saves time and value money; the cumulative total for selected four cities in Gujarat is 55 percent is good.

In Ahmedabad city, 65 per cent of respondents responded good for saving time value of money by using the e-Governance app/ websites, while 20 per cent of respondents in Surat city responded poor for this.

For e-Governance apps/ websites, usage saves money paid as a bribe; the cumulative total for selected four cities in Gujarat is 60 percent is good. For example, in Ahmedabad city, 81 per cent of respondents responded good for saving money paid as a bribe by using the e-Governance app/ websites, while 19 percent of respondents in Surat city responded poor for this.

For e-Governance app/website usage providing financial security doing online transactions, the cumulative total for selected four cities in Gujarat is 44 percent is fair. In Rajkot city, 53 per cent of respondents responded good for getting financial security while doing online transactions by using the e-Governance app/ websites, while 23 per cent of respondents in Surat city responded poor for this.

4.7: SELECTED e-GOVERNANCE USERS' EXPERIENCE FOR BEHAVIOURAL INTENTIONS AND ATTITUDES

This part presents responses for the selected expectations of selected e-Governance users, viz., behavioural intention and attitude from e-Governance services. The results of the data analysis are provided in Table Number 4.39 to 4.42. The data collection was done from respondents on a scale of One to Five (Very Poor=1, Poor=2, Fair=3, Good=4, & Excellent=5); however, for the assessment ease, the attributes have been combined as Very Poor & Poor= Poor; Fair= Fair; Good & Excellent= Good.

4.7.1: Selected e-Governance Users' Experience For Behavioural Intentions of e-Governance Services (LMC)

Table Number: 4.39: Selected e-Governance Users' Experience About Behavioural Intentions from e-Governance Services for Local Municipal Corporation : (Number & Percentages)															
Selected Criteria	Ahmedabad			Rajkot			Surat			Vadodara			Gujarat State (Total)		
	P	F	G	P	F	G	P	F	G	P	F	G	P	F	G
The use of an e-Governance App/Website develops positive beliefs towards all Government Schemes and Services.	50 (12.0)	81 (19.4)	287 (68.7)	11 (4.7)	46 (19.5)	179 (75.8)	80 (22.7)	95 (27.0)	177 (50.3)	27 (11.1)	94 (38.7)	122 (50.2)	168 (13.5)	316 (25.3)	765 (61.2)
Using of e-Governance App/Website is an enjoyable experience.	9 (2.2)	153 (36.6)	256 (61.2)	5 (2.1)	125 (53.0)	106 (44.9)	43 (12.2)	180 (51.1)	129 (36.6)	11 (4.5)	109 (44.9)	123 (50.6)	68 (5.4)	567 (45.4)	614 (49.2)
With the successful usage of the e-Governance App/Website, I continue to use all the available schemes of the Government.	11 (2.6)	148 (35.4)	259 (62.0)	17 (7.2)	129 (54.7)	90 (38.1)	64 (18.2)	162 (46.0)	126 (35.8)	31 (12.8)	112 (46.1)	100 (41.2)	123 (9.8)	551 (44.1)	575 (46.0)
With successful usage of the e-Governance App/Website, I recommend others to use the same.	6 (1.4)	73 (17.5)	339 (81.1)	5 (2.1)	70 (29.7)	161 (68.2)	50 (14.2)	106 (30.1)	196 (55.7)	17 (7.0)	96 (39.5)	130 (53.5)	78 (6.2)	345 (27.6)	826 (66.1)
Overall, I am satisfied with the usage and experience of the e-Governance App/Website.	27 (6.5)	57 (13.6)	334 (79.9)	7 (3.0)	66 (28.0)	163 (69.1)	58 (16.5)	100 (28.4)	194 (55.1)	21 (8.6)	132 (54.3)	90 (37.0)	113 (9.0)	355 (28.4)	781 (62.5)
Total Number of Users	N=418			N=236			N=352			N=243			N=1249		
Note: P =Poor, F = Fair, and G = Good															

Table 4.39 shows the responses to users' expectations about the behavioural intention of Local Municipal Corporation apps/ services. From Table Number 4.39, the following is inferred.

For e-Governance apps/ websites developing positive beliefs, the total for selected four cities in Gujarat is 61 percent good. The highest percentage (69) received a good response is from Ahmedabad city; meanwhile, the highest poor response percentage (23) was obtained from Surat city.

For e-Governance apps/ websites being an enjoyable experience, the cumulative total for selected four cities in Gujarat is 49 percent. In Ahmedabad city, 61 per cent of respondents responded that it is suitable for having an enjoyable experience using the e-Governance app/ websites, while 12 per cent of respondents in Surat city reacted poorly.

For the e-Governance app/website's successful usage, there would be continual usage of all available schemes of the Government; the cumulative total for the selected four cities in Gujarat is 46 percent is good.

In Ahmedabad city, 62 per cent of respondents have responded good for continual usage of the e-Governance app/ websites, while 18 per cent of respondents in Surat city have reacted poorly.

For the e-Governance apps/website's successful usage, I recommend others to use it too; the cumulative total for the selected four cities in Gujarat is 66 percent is good. The highest percentage (81) received a good response is from Ahmedabad city; meanwhile, the highest poor response percentage (14) was obtained from Surat city.

For e-Governance apps/ websites, there is satisfaction with usage and experience; the cumulative total for selected four cities in Gujarat is 63 percent is good. In Ahmedabad city, 80 per cent of respondents responded good for the satisfaction of usage and experience of the e-Governance app/ websites, while 17 per cent of respondents in Surat city reacted poorly.

4.7.2: Selected e-Governance Users' Experience For Behavioural Intentions of e-Governance Services (GOG)

Table Number: 4.40: Selected e-Governance Users' Experience About Behavioural Intentions from e-Governance Services for the Government of Gujarat : (Number & Percentages)															
Selected Criteria	Ahmedabad			Rajkot			Surat			Vadodara			Gujarat State (Total)		
	P	F	G	P	F	G	P	F	G	P	F	G	P	F	G
The use of an e-Governance App/Website develops positive beliefs towards all Government Schemes and Services.	50 (12.0)	81 (19.4)	287 (68.7)	11 (4.7)	46 (19.5)	179 (75.8)	80 (22.7)	95 (27.0)	177 (50.3)	27 (11.1)	94 (38.7)	122 (50.2)	168 (13.5)	316 (25.3)	765 (61.2)
Using of e-Governance App/Website is an enjoyable experience.	9 (2.2)	153 (36.6)	256 (61.2)	5 (2.1)	125 (53.0)	106 (44.9)	43 (12.2)	180 (51.1)	129 (36.6)	11 (4.5)	109 (44.9)	123 (50.6)	68 (5.4)	567 (45.4)	614 (49.2)
With the successful usage of the e-Governance App/Website, I continue to use all the available schemes of the Government.	11 (2.6)	148 (35.4)	259 (62.0)	17 (7.2)	129 (54.7)	90 (38.1)	64 (18.2)	162 (46.0)	126 (35.8)	31 (12.8)	112 (46.1)	100 (41.2)	123 (9.8)	551 (44.1)	575 (46.0)
With successful usage of the e-Governance App/Website, I recommend others to use the same.	6 (1.4)	73 (17.5)	339 (81.1)	5 (2.1)	70 (29.7)	161 (68.2)	50 (14.2)	106 (30.1)	196 (55.7)	17 (7.0)	96 (39.5)	130 (53.5)	78 (6.2)	345 (27.6)	826 (66.1)
Overall, I am satisfied with the usage and experience of the e-Governance App/Website.	27 (6.5)	57 (13.6)	334 (79.9)	7 (3.0)	66 (28.0)	163 (69.1)	58 (16.5)	100 (28.4)	194 (55.1)	21 (8.6)	132 (54.3)	90 (37.0)	113 (9.0)	355 (28.4)	781 (62.5)
Total Number of Users	N=418			N=236			N=352			N=243			N=1249		
Note: P =Poor, F = Fair, and G = Good															

Table 4.40 shows the responses to users' expectations about the behavioural intention of the Government of Gujarat apps/ services. From Table Number 4.40, the following is inferred.

For e-Governance apps/ websites developing positive beliefs, the total for selected four cities in Gujarat is 61 percent good. The highest percentage (76) received a good response is from Rajkot city; meanwhile, the highest poor response percentage (23) was obtained from Surat city.

For e-Governance apps/ websites being an enjoyable experience, the cumulative total for selected four cities in Gujarat is 49 percent. In Ahmedabad city, 61 per cent of respondents responded good for have an enjoyable experience using the e-Governance app/ websites, while 12 per cent of respondents in Surat city reacted poorly. For the e-Governance app/website's successful usage, there would be continual usage of all available schemes of the Government; the cumulative total for the selected four cities in Gujarat is 46 percent is good.

In Ahmedabad city, 62 per cent of respondents have responded good for continual usage of the e-Governance app/ websites, while 18 per cent of respondents in Surat city have reacted poorly.

For the e-Governance apps/website's successful usage, I recommend others to use it too; the cumulative total for the selected four cities in Gujarat is 66 percent is good. The highest percentage (81) received a good response is from Ahmedabad city; meanwhile, the highest poor response percentage (14) was obtained from Surat city.

For e-Governance apps/ websites, there is satisfaction with usage and experience; the cumulative total for selected four cities in Gujarat is 63 percent is good. In Ahmedabad city, 80 per cent of respondents responded good for the satisfaction of usage and experience of the e-Governance app/ websites, while 17 per cent of respondents in Surat city reacted poorly.

4.7.3: Selected e-Governance Users' Experience For Attitudes of e-Governance Services (LMC)

Table Number: 4.41: Selected e-Governance Users' Experience About Attitudes from e-Governance Services for Local Municipal Corporation : (Number & Percentages)															
Selected Criteria	Ahmedabad			Rajkot			Surat			Vadodara			Gujarat State (Total)		
	P	F	G	P	F	G	P	F	G	P	F	G	P	F	G
I am ready to use current and future e-Governance App/website services the government offers to citizens.	26 (6.2)	42 (10. 0)	350 (83.7)	7 (3.0)	60 (25. 4)	169 (71.6)	45 12.8)	114 (32.4)	193 (54.8)	8 (3.3)	90 (37. 0)	145 (59. 7)	86 (6.9)	306 (24.5)	857 68.6)
The e-Governance App/Website is reliable for all citizens to use for all services.	13 (3.1)	85 (20. 3)	320 (76.6)	26 (11. 0)	79 (33. 5)	131 (55.5)	57 16.2)	127 (36.1)	168 (47.7)	26 (10. 7)	100 (41. 2)	117 (48. 1)	122 (9.8)	391 (31.3)	736 58.9)
I may use the e-Governance App/website services the government offers to citizens if I perceive it as useful.	8 (1.9)	98 (23. 4)	312 (74.6)	5 (2.1)	82 (34. 7)	149 (63.1)	43 12.2)	123 (34.9)	186 (52.8)	12 (4.9)	118 (48. 6)	113 (46. 5)	68 (5.4)	421 (33.7)	760 60.8)
I will not use the e-Governance App/website services offered due to unfavourable experiences in the past.	116 (27. 8)	191 (45. 7)	111 (26.6)	39 (16. 5)	139 (58. 9)	58 (24.6)	90 25.6)	187 (53.1)	75 (21.3)	45 (18. 5)	127 (52. 3)	71 (29. 2)	290 (23.2)	644 (51.6)	315 25.2)
I will not use the e-Governance App/website services offered and shall not allow other citizens to use too.	179 (42. 8)	125 (29. 9)	114 (27.3)	96 (40. 7)	78 (33. 1)	62 (26.3)	141 (40.1)	163 (46.3)	48 (13.6)	72 (29. 6)	118 (48. 6)	53 (21. 8)	488 (39.1)	484 (38.8)	277 22.2)
Total Number of Users	N=418			N=236			N=352			N=243			N=1249		
Note: P =Poor, F = Fair, and G = Good															

Table 4.41 shows the responses to users' expectations about an attitude toward Local Municipal Corporation apps/ services. From Table Number 4.41, the following is inferred.

For being ready to use current and future e-Governance apps/ websites, the cumulative total for the selected four cities in Gujarat is 69 percent is good. The highest percentage (84) received a good response is from Ahmedabad city; meanwhile, the highest poor response in percentage (13) was obtained from Surat city.

For e-Governance apps/ websites being reliable for all citizens to use for all services, the cumulative total for selected four cities in Gujarat is 59 percent is good. For example, in Ahmedabad city, 77 percent of respondents responded good for the e-Governance app/ websites being reliable to use, while 16 percent of respondents in Surat city responded poor for this.

For using the e-Governance app/ websites if they are perceived to be useful, the cumulative total for the selected four cities in Gujarat is 61 percent is good.

In Ahmedabad city, 75 per cent of respondents responded well, while 12 per cent of respondents in Surat city responded poorly.

For not using the e-Governance app/ websites as there was an unfavourable experience in the past, the cumulative total for the selected four cities in Gujarat is 52 percent fair. In Rajkot city, 59 per cent of respondents responded fair for not using the e-Governance app/websites due to unfavourable experiences in the past, while 26 per cent of respondents in Surat city responded poor for this.

For not using the e-Governance app/ websites and not allowing other citizens to use services, too, the cumulative total for the selected four cities in Gujarat is 39 percent poor. For example, in Ahmedabad city, 43 per cent of respondents responded poorly for not using the e-Governance app/websites and not allowing others to use the same too, while 49 per cent of respondents in Vadodara city responded fair for this.

4.7.4: Selected e-Governance Users' Experience For Attitudes of e-Governance Services (GOG)

Table Number: 4.42: Selected e-Governance Users' Experience About Attitudes from e-Governance Services for the Government of Gujarat : (Number & Percentages)																
Selected Criteria	Ahmedabad			Rajkot			Surat			Vadodara			Gujarat State (Total)			
	P	F	G	P	F	G	P	F	G	P	F	G	P	F	G	
I am ready to use current and future e-Governance App/website services the government offers to citizens.	26 (6.2)	42 (10. 0)	350 (83.7)	7 (3.0)	60 (25. 4)	169 (71.6)	45 (12.8)	114 (32.4)	193 (54.8)	8 (3.3)	90 (37. 0)	145 (59. 7)	86 (6.9)	306 (24.5)	857 (68.6)	
The e-Governance App/Website is reliable for all citizens to use for all services.	13 (3.1)	85 (20. 3)	320 (76.6)	26 (11. 0)	79 (33. 5)	131 (55.5)	57 (16.2)	127 (36.1)	168 (47.7)	26 (10. 7)	100 (41. 2)	117 (48. 1)	122 (9.8)	391 (31.3)	736 (58.9)	
I may use the e-Governance App/website services the government offers to citizens if I perceive it as useful.	8 (1.9)	98 (23. 4)	312 (74.6)	5 (2.1)	82 (34. 7)	149 (63.1)	43 (12.2)	123 (34.9)	186 (52.8)	12 (4.9)	118 (48. 6)	113 (46. 5)	68 (5.4)	421 (33.7)	760 (60.8)	
I will not use the e-Governance App/website services offered due to unfavourable experiences in the past.	116 (27. 8)	191 (45. 7)	111 (26.6)	39 (16. 5)	139 (58. 9)	58 (24.6)	90 (25.6)	187 (53.1)	75 (21.3)	45 (18. 5)	127 (52. 3)	71 (29. 2)	290 (23.2)	644 (51.6)	315 (25.2)	
I will not use the e-Governance App/website services offered and shall not allow other citizens to use too.	179 (42. 8)	125 (29. 9)	114 (27.3)	96 (40. 7)	78 (33. 1)	62 (26.3)	141 (40.1)	163 (46.3)	48 (13.6)	72 (29. 6)	118 (48. 6)	53 (21. 8)	488 (39.1)	484 (38.8)	277 (22.2)	
Total Number of Users	N=418			N=236			N=352			N=243			N=1249			
Note: P =Poor, F = Fair, and G = Good																

Table 4.42 shows users' attitudes toward the Government of Gujarat apps/ services. From Table Number 4.42, the following is inferred.

For being ready to use current and future e-Governance apps/ websites, the cumulative total for the selected four cities in Gujarat is 69 percent is good. The highest percentage (84) received a good response is from Ahmedabad city; meanwhile, the highest poor response in percentage (13) was obtained from Surat city.

For e-Governance apps/ websites being reliable for all citizens to use for all services, the cumulative total for selected four cities in Gujarat is 59 percent is good. For example, in Ahmedabad city, 77 percent of respondents responded well to e-Governance apps/ websites being reliable, while 16 percent of respondents in Surat city reacted poorly.

For using the e-Governance app/ websites if they are perceived to be useful, the cumulative total for the selected four cities in Gujarat is 61 percent is good.

In Ahmedabad city, 75 per cent of respondents responded well, while 12 per cent of respondents in Surat city responded poorly.

For not using the e-Governance app/ websites as there was an unfavourable experience in the past, the cumulative total for the selected four cities in Gujarat is 52 percent fair. In Rajkot city, 59 per cent of respondents responded fair for not using the e-Governance app/websites due to unfavourable experiences in the past, while 28 per cent of respondents in Surat city responded poor for this.

For not using the e-Governance app/ websites and not allowing other citizens to use services, too, the cumulative total for the selected four cities in Gujarat is 39 percent poor. For example, in Ahmedabad city, 43 per cent of respondents responded poorly for not using the e-Governance app/websites and not allowing others to use the same too, while 49 per cent of respondents in Vadodara city responded fair for this.

4.8: SELECTED e-GOVERNANCE USERS' EXPERIENCE ABOUT PERCEIVED IMPORTANCE OF e-GOVERNANCE SERVICES

The perceived importance of the below-mentioned features of selected e-Governance users towards the e-Governance services was measured as offered in Table Number 4.43

Table Number: 4.43: Selected e-Governance Users' Responses About the Perceived Importance of e-Governance Services: (Number & Percentage)			
Selected Criteria			
	LI	NO	IMP
Accessibility of the e-Governance Services	17 (1.4)	153 (12.2)	1079 (86.4)
Extensibility of the e-Governance Services	17 (1.4)	193 (15.5)	1039 (83.2)
Integration of the e-Governance Services	17 (1.4)	134 (10.7)	1098 (87.9)
Problems of e-Governance Services	16 (1.3)	371 (29.7)	862 (69.0)
Benefits of e-Governance Services	17 (1.4)	116 (9.3)	1116 (89.4)
The usefulness of the e-Governance Services	17 (1.4)	88 (7.0)	1144 (91.6)
Functional Value of the e-Governance Services	17 (1.4)	186 (14.9)	1046 (83.7)
Emotional Value of the e-Governance Services	149 (11.9)	393 (31.5)	707 (56.6)
Social Value of the e-Governance Services	110 (8.8)	203 (16.3)	936 (74.9)
Monetary Value of the e-Governance Services	49 (3.9)	142 (11.4)	1058 (84.7)
Intention to use the e-Governance Services	34 (2.7)	128 (10.2)	1087 (87.0)
Positive attitude towards uses of e-Governance Services	0 (0.0)	122 (9.8)	1127 (90.2)
Note: LI=Least Important, NO=No Opinion, IMP= Important			

Table 4.43 above exhibits the perceived importance for e-Governance users from their usage of e-Governance apps/ websites and services.

For various features of e-Governance services, users have rated the accessibility feature with high importance at 86 per cent, the extensibility feature at 83 per cent, Integration feature at 88 per cent. For problems faced by e-Governance apps/ websites and services, the users have responded to its “importance” at 69 percent and “No Opinion” at 30 percent. On the other hand, the users responded with the benefits of e-Governance services and the high importance of 89 per cent; the usefulness feature exhibited a preference of 92 per cents.

For the various values the e-Governance app/websites and services related to its perceived importance, the e-Governance users have given high importance to Functional value (84 per cent), Social value (75 per cent) and Monetary value (85 per cent), however, the users have responded emotional value and its perceived importance towards e-Governance services at 57 per cent “important” followed by 32 per cent “No opinion” and 12 per cent “Least Important.”

The Behavioural intention and attitude linked to the perceived importance of the e-Governance app/website and services are at 87 per cent and 90 per cent importance criteria as per respondents.

4.9: SELECTED e-GOVERNANCE USERS' EXPERIENCE ABOUT OVERALL SATISFACTION OF e-GOVERNANCE SERVICES

The overall satisfaction of the below-mentioned features of selected e-Governance users towards the e-Governance services was measured as offered in Table Number 4.44

Table Number: 4.44: Selected e-Governance Users' Responses About Overall Satisfaction with e-Governance Services: (Number & Percentage)			
Selected Criteria			
	D	NO	S
Accessibility of the e-Governance Services	147 (11.8)	152 (12.2)	950 (76.1)
Extensibility of the e-Governance Services	185 (14.8)	186 (14.9)	878 (70.3)
Integration of the e-Governance Services	112 (9.0)	191 (15.2)	946 (75.7)
Problems of e-Governance Services	300 (24.0)	398 (31.9)	551 (44.1)
Benefits of e-Governance Services	59 (4.7)	180 (14.4)	1010 (80.9)
The usefulness of the e-Governance Services	104 (8.3)	83 (6.6)	1062 (85.0)
Functional Value of the e-Governance Services	97 (7.8)	180 (14.4)	972 (77.8)
Emotional Value of the e-Governance Services	116 (9.3)	436 (34.9)	697 (55.8)
Social Value of the e-Governance Services	118 (9.4)	325 (26.0)	806 (64.5)
Monetary Value of the e-Governance Services	86 (6.9)	224 (17.9)	939 (75.2)
Intention to use the e-Governance Services	41 (3.3)	200 (16.0)	1008 (80.7)
Positive attitude towards uses of e-Governance Services	94 (7.5)	110 (8.8)	1045 (83.7)
Note: D= Dissatisfied, NO=No Opinion, S= Satisfied			

Table 4.44 above exhibits the overall satisfaction of e-Governance users from their usage of e-Governance apps/ websites and services.

For various features of e-Governance services, users have rated the accessibility feature with a “Satisfied” of 76 per cent, the extensibility feature at 70 per cent, Integration feature at 76 per cent. For problems faced by e-Governance apps/ websites and services, the users responded “satisfied” at 44 percent and “No Opinion” at 32 percent, with “dissatisfied” users at 24 percent. On the other hand, the users responded with the benefits of e-Governance services and being “satisfied” 81 per cent; the usefulness feature exhibited satisfaction of 85 per cent.

For the various values the e-Governance app/websites and services related to its overall satisfaction, the e-Governance users have given “satisfied” to Functional value (78 per cent), Social value (65 per cent) and Monetary value (75 per cent), however, the users have responded emotional value and its overall satisfaction towards e-Governance services at 56 per cent “satisfied” followed by 35 per cent “No opinion” and 09 per cent “dissatisfied.”

The Behavioural intention and attitude linked to the overall satisfaction of the e-Governance app/website and services are at 81 per cent and 84 per cent “satisfied” criteria as per respondents.

4.10: DISCUSSIONS AND INTERPRETATIONS OF THE RESEARCH STUDY:

Most of the e-Governance users of Ahmedabad, Rajkot, were found to belong to the 31-45 age group, while Surat and Vadodara cities were found to belong to the age groups of 46-60 years. Therefore, it shows the utilization of e-Governance among individuals older than 30. It was also revealed that more than 87 per cent of the e-Governance users of Gujarat State were of the age above 30 years. Thus, the present features of e-Governance were understood and used by individuals, especially those of this age group.

The research study could find differences in the use of e-Governances based on the “Gender” of e-Governance users of Ahmedabad, Rajkot, Surat and Vadodara cities of the Gujarat State. All the cities revealed a more significant number of “Male” e-Governance users compared to “Female” e-Governance users. The overall Male respondents were 79 per cent compared to 21 per cent of Female respondents. It exhibits that the features of e-Governances were perceived as more valuable by the “Male” e-Governance users compared to the “Female” e-Governance users. Thus, the use of e-Governances is found to be affected by the gender of e-Governance users.

The research study revealed differences in the use of e-Governances based on the “Marital Status” of the e-Governance users of four selected cities of Gujarat State. Married users are more than Unmarried users in all the selected four cities. Thus, the features of e-Governances were used differently by the e-Governance users of both these cities and were found to be satisfied in fulfilling their need to use e-Governances.

Large numbers of the e-Governance users selected from the four cities of the Gujarat State were either Graduates, Post-Graduates or with a Professional Degree rather than less than Graduates when they were split based on their educational qualifications. Therefore, it implies that features of e-Governance applications are perceived as more valuable by the e-Governance users who are either Graduates, Post-Graduates or with a Professional Degree compared to the less educated e-Governance users.

In the case of “Occupation” of e-Governance users, it was inferred that e-Governance users engage in themselves into different occupations, viz., Homemaker, Business, Self-employed, Services, Professional or retired and make use of e-Governances to satisfy their different types of Governmental interaction needs. Users in Service and Professionals were found in the numbers using different applications of e-Governances in all the selected four cities of Gujarat State. Businessmen and Women of Rajkot city were found to use various applications of e-Governances. The least number of businessmen and Women in Ahmedabad city and Homemaker e-Governance users of Ahmedabad and Rajkot cities were found to be using e-Governance services.

Large numbers of e-Governance users living in the four selected cities of the Gujarat State were found to have an annual “Family Income” of more than Rs. 12 lakhs. Rajkot city showed a more significant number of e-Governance users in this category, followed by Ahmedabad, Surat and Vadodara cities of Gujarat State.

In the case of “Accessing the internet” to avail the e-Governance services, the majority of users responded to accessing the internet firstly by “Mobile Data” followed by “Mobile Data” and “Wi-fi” both. At the same time, most minor users are using “Wired Cable” to access e-Governance services.

Most e-Governance users in the selected four cities of Gujarat “Access the Internet” many times a day, compared to very few users accessing the internet sometimes a day or occasionally accessing the internet. The users in Ahmedabad city were found to be accessing the internet the highest, followed by Surat, Vadodara and Rajkot cities.

The researcher discovered similarities between responses from respondents about awareness of e-Governance services offered by the Local Municipal Corporation and Government of Gujarat, in both the cases the awareness from all four selected cities of Ahmedabad, Rajkot, Surat and Vadodara is high, with the highest awareness in Ahmedabad in both the cases.

In case of awareness about e-Governances applications/ services offered by the Government of Gujarat, amongst selected e-Governance users, RTO application for Drivers license and its related services, 108 Emergency services were found as the most popular e-Governances in four selected cities of the Gujarat State. Whereas in the case of certain e-Governances applications/ services, viz., Tele-Fariyad, GHMIS, and e-Gram Vishwagram, awareness was found, but it was not used on a big scale by the selected e-Governance users of the Gujarat State.

The researcher further found that most of the selected e-Governance applications/ services offered by the Local Municipal Corporation, viz., Property tax (billing & collection), Death & Birth registration, Water Services (Billing & Collection), and Piped Gas (Billing & Collection) were popular amongst users in all the selected four cities of Gujarat. Meanwhile, services of Grievance Redressal and Building permit sanction are not very popular among users.

e-Governance users of selected four cities have responded a mixed “Good” and “Bad” for the number of visits to Government offices availing services manually. Also, the users have mentioned a “High” cost and time manually availing Government services by physically visiting the offices.

The researcher also found that the number of visits to Government offices to avail of Government services in an e-Governance mode has reduced, as the same can be accessed on mobile/ laptop. While the cost incurred and time required for availing of the services have diminished, as visits to the Government offices are not required for availing of the e-Governance services.

The e-Governance users of the selected four cities accorded higher importance to the accessibility system feature of “App/ Website can be accessed from anywhere” and “Hassle-free integration of e-Governance Website/App with Payment Gateway” for Local Municipal Corporation; and “apps/website is user friendly” and “App/ Website can be accessed from anywhere” for Government of Gujarat e-Governance apps/ Websites.

The feature of extensibility “App/Website administrator/backend technical team are quick to resolve the issues” for apps/ websites of Local Municipal Corporation and “App/Website provides detailed information and description of the e-Governance service offered” for apps/ websites of Government of Gujarat have been accorded higher importance.

For the Integration feature, the “website offers various payment options” for Local Municipal Corporations, and the Government of Gujarat offered e-Governance apps emerged to be very good from responses from respondents.

The e-Governance users of selected four cities for perceived usefulness feature have accorded good to “App/Website gives a transparent perspective to the citizens” for apps/ Websites of Local Municipal Corporation; and for “App/Website results in charging affordable fees for availing respective services of the Government by the citizens” for apps/ websites of Government of Gujarat.

The e-Governance users of selected four cities for benefits feature have responded good for “App/Websites hassle-free to use by citizens” and “App/Websites are simple to use” for apps/ Websites of Local Municipal Corporations; while for Government of Gujarat apps/ websites the users have accorded high importance for “App/Websites are Transparent to use” and “App/Websites hassle-free to use by citizens.”

For the problems faced feature of e-Governance apps/ websites for Local Municipal Corporations and the Government of Gujarat, the users have highlighted the issue of “Lack of monitoring of quality & efficiency of outsourced agencies by Government bodies for different e-Governance Services employed”, “Outsourced team employees are an untrained workforce” and “Government employees are an untrained workforce” as alarming issues in using the e-Governance apps/ websites and their features for various Government services. The e-Governance users of the selected four cities accorded higher importance to the availability feature of “App/Websites has reduced the involvement of Agents/Agency/Intermediates” for Local Municipal Corporation; for apps/ websites of Government of Gujarat, the users have accorded high importance to “App/Websites always available for citizens” and “App/Website maintains accurate records of transactions made by citizens.”

For the affordability feature, the e-Governance users have highlighted the importance of “App/Websites have reduced the physical movement for availing services” for apps/website services of Local Municipal Corporation; for “App/Website are affordable, as it offers quick services, for citizens”, the users accord high importance for Government of Gujarat apps/ websites.

The e-Governance users of the selected four cities also emphasised the generation of a different value from using e-Governance services. High importance was given to the factor “provides useful information” for services of the Local Municipal Corporation and Government of Gujarat to generate functional value.

Higher Importance was also given to the feeling of “The features of the e-Governance App/ Website influence my behaviour during direct interaction with the system”, thus generating emotional value from using e-Governance apps/websites and services. The e-Governance users also accorded high importance to the “Gives me a social approval, on effectively using the e-Governance App/Website” from the use of e-Governance services of Local Municipal Corporation and Government of Gujarat for generation of social value, as well as to “Using e-Governance App/Website, saves overall expenditure for a service” for the generation of monetary value by the use of e-Governance apps/ website and services.