

## ANNEXURE-I

### TABLES OF REVIEW OF LITERATURE

#### Selected General Review of Literatures on e-Governance:

<b>Sr. No.</b>	<b>Author(s), (Year)</b>	<b>Title</b>	<b>Findings</b>
<b>01</b>	Aggarwal, Shilpi, 2014	“Urban Land Record management system in Gujarat: A critical Analysis from Planning Perspective”	Urban Lan Record Management system of Gujarat State has been analysed, and concluded that land plays most crucial role in society’s progress.
<b>02</b>	Uma, RWO Okot, 2004	“The Roadmap to e-Governance Implementation: Selected Perspectives.”	The author has presented a quasi “ground-truth” for a successful ‘walkthrough’ to e-Governance understanding and its implementation. The author has defined in his article a form of a “checklist” of various aspects that deserve consideration for an e-Governance Implementation.
<b>03</b>	Vietnam Competitiveness Initiative (VNCI), Oct 2005	“e-Government and Business Competitiveness: A Policy Review”	The researcher has evaluated the ICT potential for Vietnam to improve the country’s performance of its schemes and their effectiveness terming the same as important tools for national competitiveness.
<b>04</b>	Fang, Zhiyuan, 2002	“e-Government in the Digital Era: Concept, Practice, and Development.”	For this paper, e-Governance is structured as a process for various Governments to utilize the most inventive data & correspondence advances, especially online Internet applications, to give residents and organizations more advantageous admittance to Government data and administrations, to improve the nature of the administrations and to give more prominent occasions to partake inequitable foundations and cycles.
<b>05</b>	UN e-Governance Survey, 2018	“Gearing e-Government to Support Transformation Towards Sustainable and Resilient Societies”	The distribution of the 2018 UN e-Governance Survey, whose broad theme is gearing e-Governance to support transformation towards sustainable and resilient societies, coincides with the third year of the Agenda of the year 2030- High-Level Political Gathering (HLPF). The survey is focused on change toward more rigid and manageable social structures. The 2030 Agenda's vision can be challenging to understand because of various shocks.

<b>06</b>	PWC Report, 2012	“A closer look at e-Government-PWC Report.”	We have far to go before we have made a less complex, more straightforward and successful organization that can profit residents and organizations while simultaneously reinforcing the intensity of Sweden, its province chambers and regions. Such are the discoveries of an ongoing overview directed by PwC.
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#### **Selected Relevant Review of Literatures on e-Governance:**

<b>Sr. No.</b>	<b>Author(s), (Year)</b>	<b>Title</b>	<b>Findings</b>
<b>01</b>	Vadodara Smart City Project, 2020	“The Vadodara Smart City project of Vadodara Municipal Corporation (VMC)”	VMC has done a critical review of the whole city and divided the project into many parts namely, Total Sewerage Solution, solid Waste Solution, CCTV Surveillance, Common Service Platform, GIS Integration of Underground and Overhead Utilities, E-Medical project. The Smart City project team has also divided the town of Vadodara for Area Based Development and has divided the town of Vadodara into four major zones namely North, East, West and South. VMC has analysed numerous area-based projects within its municipal limits like: Charging stations for E-rickshaws at 10 Major Transport Nodes; Pedestrian and Cyclist Friendly Roads; Parking Management; Smart Metering System (Electricity); E-Medicine; Smart Street Lighting; Smart Dustbin
<b>02</b>	Agboh, Dennis K., 2017	“An Assessment of Ghana's global e-Government UN ranking”	This paper intends to evaluate Ghana's worldwide e-Government positioning, audit the targets and systems that were applied by the UN in the positioning, survey Ghana's exhibition in worldwide e-Government overviews, audit a few reasons for the low e-service conveyance positioning, and prescribe answers for improving future rankings.
<b>03</b>	Alex I, Aroon M, Lisa S & Marc H., 2018	“Stages and Determinants of e-Government Development: A Twelve-Year Longitudinal Study of Global Cities”	In this paper, it adds to surge of writing on e-Governance improvement, covered uniquely. This article adds to the investigations inspecting the turn of events and current phases of e-Government by broadening the example examined. This investigation dissects e-Governance from a worldwide perspective and gives proof to the current phase of computerized administration from 80 worldwide cities.

<b>04</b>	Content, E., 2016	“e-Government Implementation in Developing Countries: Enterprise Content Management in Rwanda.”	e-Governance is currently on the ascent in agricultural nations. While non-industrial countries can "jump" innovation ages, the necessary hierarchical change is another issue. In industrialized nations, specialized frameworks have been created throughout lengthy timespan corresponding with the institutional turn of events; agricultural countries want to make that venture quicker. A large portion of the e-Government usage research centres around created nations. It is imperative to investigate the connection between the writing and the discoveries regarding non-industrial nations to think of a hole to lessen. An evaluation of 56 individuals in ten Government organisations working to implement a Governance project framework was conducted to ascertain how essential success factors are in the execution of data relating to the situation in the Rwandan citizen-centric domain
<b>05</b>	Mohammed, M. A., Aboobaider, B. M., Ibrahim, H., Abdullah, H. A., Ali, M. H., Jaber, M. M., & Shawkat, A., 2016	“e-Government and its challenges in developing countries: Case study Iraqi e-Government.”	By using the internet, e-Governance uses data communication technology to provide residents with electronic forms of support every day, wherever. To give workers, citizens, and private areas better e-services, the Iraqi Government is making various improvements to e-Governance. The Iraqi Government, therefore, permits the approved Ministry of Sciences and Technology to set up an efficient e-Government. However, there are now several issues with Iraq's e-Government that affect how things are going. The core intent of this inquiry is to increase knowledge of e-Governance for the stakeholders in the Government.
<b>06</b>	Nawafleh, S., Obiedat, R., & Harfoushi, O., 2012	“e-Government between developed and developing countries.”	This research is about patterns inside scholarly writing on e-Governance and their possibility for non-industrial nations. Although there is a lot of publicity about overcoming adversity, it introduces itself because most e-Governance ventures in non-industrial countries fail.

<b>07</b>	Dada, Danish., 2006	“The failure of E-government in developing countries: A literature review. <i>The electronic journal of information systems in developing countries.</i> ”	This research considers gaps between the plan of innovation and the truth of the unique circumstance to characterize a portion of the current writing. This arrangement gives a short diagram of subjects shown inside this information collection, filling in as a valuable foundation for experts and implementers of e-Government in agricultural nations.
<b>08</b>	Chipeta, J., 2018	“A review of e-government development in Africa: A case of Zambia. <i>Journal of e-government Studies and Best Practices.</i> ”	Implementing e-Governance programmes helps promote Open Government Data (OGD) across Africa. It is responsible, open, trustworthy, and efficient. Instead of just having a Government website on the internet, e-Governance is a coordinated system that places citizens at the centre of Government operations. The objective of this analysis was to evaluate the state of e-Governance development in Zambia

### Selected Specific Review of Literatures on e-Governance:

Sr. No.	Author(s), (Year)	Title	Findings
01	Patel, Adarsh., Patel, Mohita., Biju, Shimi., 2013	“A Survey on e-Governance Facility provided by Gujarat Government”	Author has concluded that the e-Governance website has been a useful tool and saves a lot of time for citizens to get any assistance from the Government of Gujarat. The team also concluded that the awareness of the website is not spread amongst them and is not popular. The team of researchers have concluded that they shall keep updating their blogs on e-Governance initiatives of the Government. The researcher team also intends to make the citizens aware that if they can utilise the benefits of the Government online, they can take help of these benefits at the comfort of their homes/offices, and need not come to the respective Governmental offices for their work.
02	Ramachandra, Vilasini., e-Dhara, 2007	“e-Dhara: Land Records Management System”	e-Dhara project is the automation of Land Records for the entire state of Gujarat. Revenue land records for the piece of land are maintained in each state for different purposes, these include levy and collection of various taxes to be computed & collected and land revenue.
03	Saini, Parul., 2016	“e-Governance Initiatives in India: A Review”	The central Government has a broader vision of converting all interactions between the Citizens and the Government to be in an electronic mode by the year 2020. The paper also mentions the different initiatives being taken in India and associated challenges with them.
04	Barthwal, C.P., 2003	“e-Governance for good governance”, “The Indian Journal of Political Science”	The author has mentioned the evolution of Information Technology (IT) and how the tools as part of IT have integrated with the everyday life of every citizen. The change management effected with each program/scheme of the Government coupled up with IT tools, has ensured that these schemes/ tools reach every citizen of the society, not just the urban population, also the far-flung residing rural population of the country, which forms a bigger mass of the societal population of the country.

<b>05</b>	Mahakul, Bibhuti., 2014	“e-Governance and Good Governance: The Indian Perceptive”	The researcher mentions details about e-Governance, stating that it's the use of ICT by various establishments in society through interactive dialogue and participative process. The author specifies certain elements of governance viz. rule of law, accountability of individuals, the participation of everybody in the system. For resulting good governance in any place in India, e-Governance is an essential tool, which assists in achieving its goals by structuring, explaining Governmental rules and procedures, implementing them online, time management in completing services online, monitoring the work being done by Government officials, removing the brokers from the system, generalizing and reducing the cost of Citizen centric services being offered by the Government offered by them.
<b>06</b>	Rana, Anurag., 2013	“Scope and Deployment Strategies of e-Governance in India: A Survey”	This Paper mentions, India as a country has seen the advantages given by ICT to give inclusive governance, reach to the residents quicker, and offer productive types of assistance and citizen enrichment through admittance to data. The point is to reclassify administration in the ICT age to give Smart effective Governance.
<b>07</b>	Suklabaidya Sudip., Sen Angshu Maan, 2013	“Challenges and Prospects of E-governance in Education. International Journal of Emerging Trends & Technology in Computer Science (IJETTCS).”	The e-Governance is planning, execution, and supervision of Government initiatives, tasks, and activities using information and communication technologies (ICT). The National e-Governance Plan (NeGP), the Central Government's main e-Governance programme, and 27 Mission Mode Projects (MMPs) at the Central, State and State Government levels were approved by the Government of India in May 2006. There will be 30 mission-mode projects under progress at the agency, one of which is the educational sector. State "Mission Mode Projects" under the NeGP include Land Records, Road Transport, Property Registration, Agriculture, Treasuries, Municipalities, Gaon Panchayat, Commercial Taxes, Police, Employment Exchanges, and WCD&SW. In all areas of education, instructive e-Governance can support increasing clarity, providing quick data dissemination, boosting regulatory efficacy, and public administrations .

08	Mishra, D. C., 2006	“Defining e-government: a citizen-centric criteria-based approach.”	<p>Though e-Governance has been used for over a decade, it hasn't contributed to better public citizen assistance delivery. Regulatory changes involving the all-important focal point in e-Governance have experienced three periods, of which the e-Governance is the last. There is an incredible assortment of the meaning of e-Governance.</p> <p>Several e-Governance challenges are arising today, showing that the eventual fate of e-Governance might be calm and not publicity. e-Governance publicity isn't an it reality. The primary issue that has emerged from e-Governance practice is that public delivery continues to be unsuitable, Government's potential continues to be ignored. It is essential to define e-Governance, offer a citizen-driven model, and create and implement e-Governance policies. The primary goal of e-Governance, which is to serve the people, shouldn't be overlooked in the turmoil of usage where everything becomes genuine</p>
09	Berntzen, L., 2013	“Citizen-centric e-Government Services.”	<p>Another pattern inside e-Governance is the development of open information. Open information is tied in with giving residents admittance to Government information through normalized configurations and interfaces. Available information brings new open doors for resident centrality. Later on, residents may create or coordinate their administrations by interconnecting building blocks with open information sources. The subsequent stage for citizen-centric Government will, at that point, be to give both information and pertinent structure blocks. Citizens may then have the option to assemble administrations themselves.</p>

10	Malik, B. H., Shuqin, C., Mastoi, A. G., Gul, N., & Gul, H., 2016	Evaluating citizen e-satisfaction from e-government services: A case of Pakistan	Citizens' satisfaction is vital in evaluating the use of e-Governance services. Therefore, finding the essential factors influencing residents' e-fulfilment is Pakistan's main challenge for e-Governance planners and experts. This study aims to identify the critical elements that affect Pakistani citizens' e-Satisfaction when utilising the Punjab Province Portal ( <a href="http://www.punjab.gov.pk">http://www.punjab.gov.pk</a> ). After conducting a thorough survey of essential writing, we devised seven hypotheses. We identified seven factors: trust, openness, attention to e-governance, the nature of e-services, PC unease, client preconceptions, and security/protection. To conduct an information examination, 200 employees from eight institutions in different urban areas around Pakistan's Punjab Province provided an example of information sources
11	Al-Jaghoub, S., Al-Yaseen, H., & Al-Hourani, M., 2010.	Evaluation of Awareness and Acceptability of Using e-Government Services in Developing Countries: The Case of Jordan.	Like other non-industrialized countries, Jordan started a public e-Governance initiative to streamline administrative procedures and make government organisations and data accessible to businesses and citizens. The report summarises the findings of a pilot study intended to investigate variables that might affect Jordanians' awareness of and use of e-Governance services. In addition, it examines the accessibility of e-Governance, residents' attitudes toward various forms of safety and security, and the necessary costs associated with the project
12	Athmay, Alaa-Aldin., 2015	Demographic factors as determinants of e-governance adoption: a field study in the United Arab Emirates (UAE).	The study's objective is to assess demographic factors' impact on citizens' perceptions of openness and participation, two components of e-Governance. For the study, a questionnaire was sent to three locations in the UAE. Demographic information was segmented to test two metrics: receptiveness and support of administration supporting five segment characteristics. The t-test and Scheffe approach for various correlations were used on a sample of 1500 respondents to determine the relative importance of sexual orientation, age, instructional level, ethnicity, and type of work in connection to the parameters of e-Governance.



<b>13</b>	Levkov, Nikola., 2018	“Comparative Study on e-Government Indicators between Western Balkan Countries and the EU Countries”	The main focus was to analyse the degree of improvement of e-Governance in “Western Balkan (WB)” nations and to contrast the same and the European Union countries, to integrate geological hole in the previous examination. The investigation depends completely on 07 e-Governance study reports directed by the UN somewhere in the range of 2003 and 2018.
<b>14</b>	DeitY Report, 2015	“e-Governance Policy Initiatives under Digital India”	The report signifies the importance of Digital India Campaign of the Central Government, signifying the implementation of various schemes and programmes of the Government at State and Central levels. NeGP and NeGD are important components of the report.
<b>15</b>	Deloitte Report, 2015	“e-Governance and Digital India: Empowering Indian Citizens Through Technology.”	Providing last-mile location-specific Wi-Fi access (e.g., schools, colleges, public Wi-Fi) and the progress of applications that offer cloud-based services, such as branchless banking, remote healthcare, remote education, and skill development. These are just a few ways the private sector will contribute significantly to realising the vision of Digital India. Over the following few years, the Digital India effort will expand taxpayer-funded organisations' and basic plans' coverage to the country's most remote locations, offering residents cloud-based, on-demand services and producing many jobs. Execution remains the Government's primary criterion. The provision of infrastructure as a utility to every citizen is a main program's objectives. Currently, only 2,500 of the targeted 2,500 village panchayats have been connected

**Selected Review of Literatures on Perceived Usefulness:**

<b>Sr. No.</b>	<b>Author(s), (Year)</b>	<b>Title</b>	<b>Findings</b>
<b>01</b>	Hamid, Razak, Abubakar, Abdullah., 2015	“The Effects of Perceived Usefulness And Perceived Ease of Use On Continuance Intention To Use e-Government”	This paper studied relationships in between predictor’s variable and criterion variable to use e-Governance, more than Five Hundred Government employees teachers in Schools in Malaysia responded to the question-naire and have participated in this study. e-Governance is taken into account as a robust tool to curb corruption.
<b>02</b>	Phang, Yan, Atreyi. 2005	“Senior Citizens' Adoption of e-Government: In Quest of the Antecedents of Perceived Usefulness”	e-Governance is assisting Senior citizen population as per this research, and the same is highly beneficial.
<b>03</b>	Susanto, Tony Dwi., Aljoza, Mohammad., 2015	“Individual Acceptance of e-Government Services in a Developing Country: Dimensions of Perceived Usefulness and Perceived Ease of Use and the Importance of Trust and Influence”	This research is crucial to identify and study the relations between “PU and PEU” for e-Governance Service. The paper signifies the integration of these norms in development of new e-Governance initiatives in country development.
04	Fishbein and Ajzen., 1975	“Belief, Attitude, Intention and Behavior: An Introduction to Theory and Research.”	The Research signifies those innovations have to be adopted for better service outcomes. Intent to outlay takes place when individual positively evaluate the performance behaviour. More the favour towards an attitude with respect to behaviour, stronger would be a personal intent for adaptation of a behaviour.

05	Roger, 1983	“Diffusion of Innovations.”	To curtail uncertainty about recent upgraded technology, technologists collect information about the technology. The study examined relative advantage, compatibility, trial-ability, observability and complexity as 05 key criteria's affecting in adopting of any innovation. Perceived advantage and Perceived compatibility are explained in the paper. Trial-ability is also explained in the paper. Observability intent and meaning is defined by the author. The first four attributes were found positively related with the adoption rate while the last one related negatively for the adoption
06	Jahangir, Nadim., Begum, Noorjahan., 2008	“The role of perceived usefulness, perceived ease of use, security and privacy, and customer attitude to engender customer adaptation in the context of electronic banking.”	In this study, various attributes like “perceived usefulness, ease of use, security and privacy, and customer adaptation” are studied and researched.
07	Davis, Bagozzi, & Warshaw., 1989	“User Acceptance of Computer Technology: A Comparison of Two Theoretical Models.”	Perceived usefulness strongly influences peoples' intentions, explaining variance in intentions in study. Perceived ease is directly related to intentions for a user. The effect of perceived ease of use was found subsiding over the period time.
08	Hendrickson, Massey, and Cronan., 1993	“On the Test–Retest Reliability of Perceived Usefulness And Perceived Ease Of Use Scales.”	The study has not been able to find the result of “perceived usefulness and perceived ease of use” on individual scale high. But it found the sub scale correlations to be very high, when combining both with minimal number of significant mean differences for items, test-retest reliability of TAM was found to be high.
09	Agarwal and Prasad., 1999	“Are Individual Differences Germane to the Acceptance of New Information Technologies”	Results of the study confirm base structure of TAM model, to include the mediating role of beliefs about “usefulness and ease of use” on the attitude and behaviour intent to utilize and merge with the technology.
10	Fenech, T., 1998	“Using Perceived Ease of Use and Perceived Usefulness to Predict Acceptance of the World Wide Web.”	Results study indicate a poor fit of TAM and suggested to introduction the construct computer “self-efficacy with perceived ease and usefulness” to predict the acceptance of WWW by the users.

### Selected Review of Literatures on Value Creation:

Sr. No	Author(s), (Year)	Title	Findings
01	Amit, Raphael & Zott, Christoph., 2001	“Value Creation in E-Business”	We investigate the hypothetical establishments of value creation in e-Governance by looking at how 59 American and European e-businesses that have as of late become traded on an open market enterprise create value
02	Haksever, Cengiz & Chaganti, Radha & Cook, Ronald., 2004	“A Model of Value Creation: Strategic View”.	Value creation has long been accepted because of the objective of business organisation by a lot of management researchers. Some researchers state that an organisation must create value for its shareholders; some insist that value must be created for all stakeholders.
03	Sweeney and Soutar., 2001	“Consumer Perceived Value: The Development of Multiple Item Scale”.	Customer perception of “values (emotional value, social, quality or performance and price or money value)” played a significant role on attitude and behaviour of customer in consumer durable goods.
04	Sarani, Ahmad., Tehranipoor, Mehdi., 2012	“A Survey on the e-Government Business Model Regarding Value Creation Approach”	ICT and Internet penetration in the society has enabled the Government to utilize the network to roll-on various schemes and application. Value Creation being an important perspective, this paper signifies its role by giving impetus to Business Models and its impact on e-Governance.
05	Payne, 2002	“The Value Creation Process in Customer Relationship Management”	Examined value creation as a critical component for strategic frame work of Customer Relationship Management (CRM) author divided and discussed the process into 03 parts viz., value to customers; value to organisation; methodology to manage value-exchange, assessing maximum lifetime value of different customer groups.

<b>06</b>	Marr, Schiuma and Neely., 2004	“The Dynamics of Value Creation: Mapping Your Intellectual Performance Drivers”	Researcher applied Value creation criteria to understand the new product development process of the furniture organisation. Study highlighted the importance of visual representations of strategic intent: intangible assets and intellectual capital in value creation for customer. Researcher found that integrating and applying of the value creation map allowed managers to focus their attention on the various critical resources and their contribution to performance of company.
<b>07</b>	Prahalad and Ramaswamy, 2004	“Co-Creating Unique Value with Customer”	Researcher found that values could be created through DART model frameworks which include viz., dialogue, access, risk and assessment. They further examined that the key building block value could be co-creating through personalised interactions that were meaningful and sensitive to a specific customer.
<b>08</b>	Prahalad and Ramaswamy, 2004	“Co-creation Experiences: The Next Practice in Value Creation”	Researchers found consumers more aware, networked, empowered, and active. Companies were examined increasingly co-creating value with these consumers. The interaction between the firms and consumer were becoming the locus of value creation and value extraction for the business organisation.
<b>09</b>	Zhou, Jin, Fang and Vogel, 2015	“Toward a Theory of Perceived Benefits, Affective Commitment, and Continuance Intention in Virtual Worlds: Cultural Values Matter”	Study examined the positive effect of “Utilitarian Value, Hedonic Value and Relational Capital” on its affect, which in turn was examined affecting continuous intention to use virtual world.