Welcome for the Questionnaire
"An Exploratory Study on Perceived Usefulness of Selected e-Governance Initiatives in Value Creation in The State of Gujarat"

Sir/Madam,

I, Mayank R Mathur, Research Scholar of Faculty of Management Studies, The Maharaja Sayajirao University of Baroda. I am pursuing the Doctoral Programme, as part of my research study, I need to conduct a Citizen survey on my doctoral research on the above topic. I request you to spare your valuable time and fill up this questionnaire. I assure you that it is purely an academic exercise and the information provided by you would be kept strictly confidential.

Thanking you in anticipation,
(Mayank R Mathur)

[Please put a Tick Mark (√)]
(Q.1) **I access Internet through:** Mobile data□, WiFi □, Wired Cable □

(Q.2) I **access Internet as below:** Many Times in a Day□, Sometimes in a Day□, Occasionally□

(Q.3**) I am aware about e-Governance services offered by Government of Gujarat.** Yes□, No□

(Q.4**) I am aware about e-Governance services offered by Local Municipal Corporation.** Yes□, No□

(**Q.5) In front of various e-Governance Services, please put a Tick Mark (√) on any one appropriate option as I know, I Use & I Don't Know**

S.N.	Local Municipal Corporation	I Know	I Use	I Don't Know
1.	Property Tax (Billing & Collection)			
2.	Birth Certificate (Registration & Issue of Certificate)			
3.	Death Certificate (Registration & Issue of Certificate)			
4.	Water Bill (Billing & Collection)			
5.	Grievance Redressal (Public Grievance Redressal)			
6.	Piped Natural Gas Bill (Billing & Collection)			
7.	Building Sanction			

S.N.	Government of Gujarat	I Know	I Use	I Don't Know
1.	Road Transport Office (RTO) (Driving License issue and renewal)			
2.	e-Dhara (Land Records) (Registration, Transfer, buying)			
3.	e-City (Jan Seva Kendra)			
4.	Tele-fariyad (CM's Call Centre on 1505)			
5.	108 Emergency Service			
6.	Crime & Criminal Tracking Network System (CCTNS)			
7.	iPDS (Public Distribution System- Ration Card)			
8.	GHMIS (Gujarat Hospital Management Information System)			
9.	Mukhya Mantri Amrutam (MA)			
10.	eGram Vishwagram			

Q.6) To do the comparison between e-Governance vs. Manual services, tick the following options by considering your experiences.

Sr. No	Description	Mode of Services			
		Manual		e-Governance	
1.	Number of Visits required to Government office for availing e-Governance services	Good ☐	Bad ☐	Good ☐	Bad ☐
2.	What is the cost burden incurred for availing e-Governance services (INR)	High ☐	Low ☐	High ☐	Low ☐
3.	What is the Time required for availing e-Governance services (Hrs)	High ☐	Low ☐	High ☐	Low ☐

Q.7) Please put a Tick (√) on ANY ONE of the following scales defined for actual experience towards e-Governance Services as Very Poor=1, Poor=2, Fair=3, Good=4, & Excellent=5.

Sr. No	Selected Items	Experience of E-Governance Services									
		Government of Gujarat					Local Municipal Corporation				
	Accessibility										
01	Accessibility to a strong and robust application/Website	1	2	3	4	5	1	2	3	4	5
02	e-Governance Apps/website are user friendly	1	2	3	4	5	1	2	3	4	5
03	e-Governance Applications/Websites are accessible 24 X 7.	1	2	3	4	5	1	2	3	4	5
04	e-Governance Application/website can be accessed from anywhere.	1	2	3	4	5	1	2	3	4	5
05	Easy to upload and download relevant documents	1	2	3	4	5	1	2	3	4	5
06	Hassle free integration of e-Governance Website/App with Payment Gateway	1	2	3	4	5	1	2	3	4	5
07	Need to spend less time to gather information on e-Government services	1	2	3	4	5	1	2	3	4	5
08	Simple and easy to navigate website	1	2	3	4	5	1	2	3	4	5
09	Quick Response to my actions (Clicks) in website	1	2	3	4	5	1	2	3	4	5
	Extensibility										
10	e-Governance App/Website provides detailed information about the service offered	1	2	3	4	5	1	2	3	4	5
11	e-Governance App/Website administrator/backend technical team are quick to resolve the issues.	1	2	3	4	5	1	2	3	4	5
12	e-Governance App/Website provides detailed information and description of the e-Governance service offered.	1	2	3	4	5	1	2	3	4	5
13	The information provided by website is easy to comprehend	1	2	3	4	5	1	2	3	4	5
14	e-Governance website provides information in concise format.	1	2	3	4	5	1	2	3	4	5
15	The information provided by website is not easy to get otherwise from other sources.	1	2	3	4	5	1	2	3	4	5
	Integration										

No	Statement										
16	e-Governance App/Websites integrates different services offered for a particular service on one dashboard.	1	2	3	4	5	1	2	3	4	5
17	e-Governance App/Website displays a simplified process of a service to be availed.	1	2	3	4	5	1	2	3	4	5
18	e-Governance App/Website integrates different sub-processes of a service, making it a convenient hassle-free user-interface.	1	2	3	4	5	1	2	3	4	5
19	e-Governance App/Website displays simplified Payment gateways.	1	2	3	4	5	1	2	3	4	5
20	e-Governance App/Website displays a transparent Governance for service task completion to the citizens.	1	2	3	4	5	1	2	3	4	5
21	e-Governance website offers various payment options	1	2	3	4	5	1	2	3	4	5
22	e-Governance website offers vide range of services through a single website	1	2	3	4	5	1	2	3	4	5
	Perceived Usefulness										
23	Using e-Governance App/Website reduces the cost of utilizing the service	1	2	3	4	5	1	2	3	4	5
24	Using e-Governance App/Website saves the time for avail the services.	1	2	3	4	5	1	2	3	4	5
25	Using e-Governance App/Website gives a transparent perspective to the citizens.	1	2	3	4	5	1	2	3	4	5
26	Using e-Governance App/Website results in charging affordable fees for availing respective services of the Government by the citizens.	1	2	3	4	5	1	2	3	4	5
27	Using e-Governance App/Website implies Answerability on the respective Government Department to give service to the citizen	1	2	3	4	5	1	2	3	4	5
28	Using e-Governance App/Website provides flexibility to the citizens in using the services as per his/her convenience.	1	2	3	4	5	1	2	3	4	5
29	Notification of the description of the failure of the e-Governance services, is shared by website.	1	2	3	4	5	1	2	3	4	5
	Benefits										
30	Use of e-Governance services is user friendly	1	2	3	4	5	1	2	3	4	5
31	Services offered by e-Governance App/Websites is convenient to citizens	1	2	3	4	5	1	2	3	4	5
32	e-Governance App/Websites are transparent	1	2	3	4	5	1	2	3	4	5
33	Services offered by e-Governance App/Websites are Transparent to use.	1	2	3	4	5	1	2	3	4	5
34	Services offered by e-Governance App/Websites hassle free to use by citizens.	1	2	3	4	5	1	2	3	4	5
35	e-Governance App/Websites are economical/ affordable to citizens for its usage.	1	2	3	4	5	1	2	3	4	5
36	e-Governance App/Websites usage saves time.	1	2	3	4	5	1	2	3	4	5
37	e-Governance App/Websites are simple to use.	1	2	3	4	5	1	2	3	4	5
38	e-Governance App/Websites are quick and fast to citizens for its usage.	1	2	3	4	5	1	2	3	4	5
39	e-Governance App/Websites facilitates in auto record generation for reference of citizens.	1	2	3	4	5	1	2	3	4	5
40	e-Governance App/Websites offers personalized services to citizens.	1	2	3	4	5	1	2	3	4	5
41	e-Governance App/Websites offers flexibility to citizens for using services.	1	2	3	4	5	1	2	3	4	5

	Problems faced										
42	e-Governance App/Websites have reduced the cost of obtaining various civic and other services?	1	2	3	4	5	1	2	3	4	5
43	Lack of monitoring of the quality & efficiency of outsourced agencies by Government bodies, for different e-Governance Services employed.	1	2	3	4	5	1	2	3	4	5
44	e-Governance Services are not user friendly.	1	2	3	4	5	1	2	3	4	5
45	Fear of confidentiality in providing personal/business data, for e-Governance services	1	2	3	4	5	1	2	3	4	5
46	Outsourced team employees are an untrained work force	1	2	3	4	5	1	2	3	4	5
47	Government employees are an untrained work force	1	2	3	4	5	1	2	3	4	5
48	Enabled the access of civic services for people with disabilities, digital divide & multi-lingual access	1	2	3	4	5	1	2	3	4	5
49	e-Governance websites server hangs frequently during usage.	1	2	3	4	5	1	2	3	4	5
50	Process of usage of e-Governance services is complex	1	2	3	4	5	1	2	3	4	5
	Availability										
51	e-Governance App/Websites has reduced the involvement of Agents/Agency/Intermediates.	1	2	3	4	5	1	2	3	4	5
52	Are e-Governance App/Websites always available for citizens	1	2	3	4	5	1	2	3	4	5
53	Are e-Governance App/Websites difficult to connect due to Internet connectivity.	1	2	3	4	5	1	2	3	4	5
54	e-Governance App/Website takes appropriate precautionary measures to prevent frauds	1	2	3	4	5	1	2	3	4	5
55	e-Governance App/Website maintains accurate records of transactions made by citizens.	1	2	3	4	5	1	2	3	4	5
	Affordability										
56	Using e-Governance App/Website are affordable, as it offers quick services, for citizens	1	2	3	4	5	1	2	3	4	5
57	Charges & fees charged for use of e-Governance App/Website are reasonable for citizens	1	2	3	4	5	1	2	3	4	5
58	e-Governance App/Websites have reduced the physical movement for availing services.	1	2	3	4	5	1	2	3	4	5
	Functional Value										
59	e-Governance App/Websites helps in knowing a service offered by Government in a better way.	1	2	3	4	5	1	2	3	4	5
60	e-Governance App/Websites helps in taking independent decisions.	1	2	3	4	5	1	2	3	4	5
61	e-Governance App/Websites help me in attaining my requirement.	1	2	3	4	5	1	2	3	4	5
62	e-Governance App/ Website accepts responsibility and takes control in the event of failure/ fault of e-Governance service.	1	2	3	4	5	1	2	3	4	5
63	e-Governance App/ Website provides updated information.	1	2	3	4	5	1	2	3	4	5
64	e-Governance App/ Website provides useful information.	1	2	3	4	5	1	2	3	4	5
	Emotional Value										
65	e-Governance App/Websites assist me in interacting directly with the system	1	2	3	4	5	1	2	3	4	5

Sr. No	Item	Government of Gujarat					Local Municipal Corporation				
66	The features of the e-Governance App/ Website influence my behaviour during direct interaction with the system.	1	2	3	4	5	1	2	3	4	5
67	e-Governance App/Websites give me a sense of satisfaction by interacting personally.	1	2	3	4	5	1	2	3	4	5
68	User of e-Governance App/ Website gets a chance to raise a concern in case of service failure.	1	2	3	4	5	1	2	3	4	5
69	e-Governance App/Website has well designed/ organized interface.	1	2	3	4	5	1	2	3	4	5
	Social Value										
70	e-Governance App/Websites create a social bonding by using the services personally	1	2	3	4	5	1	2	3	4	5
71	Improves my existing relationships with e-Governance App/Website users.	1	2	3	4	5	1	2	3	4	5
72	Makes me feel accepted by other users, post using the e-Governance App/Website	1	2	3	4	5	1	2	3	4	5
73	Help me to create good impression on non- users of e-Governance App/Website	1	2	3	4	5	1	2	3	4	5
74	Gives me a social approval, on effectively using the e-Governance App/Website.	1	2	3	4	5	1	2	3	4	5
75	e-Governance App/ Website helps me in doing friendly and continuous interaction with Government departments.										
	Monetary Value										
76	Useful for generating income for Agents/ Intermediates, for use of e-Governance App/Websites.	1	2	3	4	5	1	2	3	4	5
77	Using e-Governance App/Website, saves overall expenditure for a service	1	2	3	4	5	1	2	3	4	5
78	Using e-Governance App/Website, saves time value of money.	1	2	3	4	5	1	2	3	4	5
79	Using e-Governance App/Website, saves the money paid as a bribe.	1	2	3	4	5	1	2	3	4	5
80	e-Governance App/Website provides financial security doing online security.										

Q.8) Please put a Tick (√) on ANY ONE of the following scales defined for actual Experience towards E-Governance Services as Very Poor=1, Poor=2, Fair=3, Good=4, & Excellent=5.

Sr. No	Selected Items	Experience of E-Governance Services									
		Government of Gujarat					Local Municipal Corporation				
	Behavioural Intention										
01	The use of e-Governance App/Website, develops positive beliefs towards all Government Schemes and Services.	1	2	3	4	5	1	2	3	4	5
02	Using of e-Governance App/Website, is an enjoyable experience.	1	2	3	4	5	1	2	3	4	5
03	With successful usage of e-Governance App/Website, I continue to use all the available schemes of the Government.	1	2	3	4	5	1	2	3	4	5
04	With successful usage of e-Governance App/Website, I recommend others to use the same.	1	2	3	4	5	1	2	3	4	5

05	Overall, I am satisfied with the usage and experience of e-Governance App/Website.	1	2	3	4	5	1	2	3	4	5
	Attitude										
06	I am ready to use current and future e-Governance App/website services offered to Citizens by the Government.	1	2	3	4	5	1	2	3	4	5
07	The e-Governance App/Website are reliable for all citizens to use for all services.	1	2	3	4	5	1	2	3	4	5
08	I may use the e-Governance App/website services offered to Citizens by the Government, if I perceive it as useful.	1	2	3	4	5	1	2	3	4	5
09	I will not use the e-Governance App/website services offered, due to unfavourable experience in the past.	1	2	3	4	5	1	2	3	4	5
10	I will not use the e-Governance App/website services offered, and shall not allow other citizens to use too.	1	2	3	4	5	1	2	3	4	5

(Q.9) The following scales of 'Perceived Importance' has been defined as: 1=Least Important, 2=Unimportant, 3= No Opinion, 4=Important & 5=Most Important whereas scales of 'Overall Satisfaction' has been defined as: 1=Highly Dissatisfied, 2=Dissatisfied, 3=No Opinion, 4=Satisfied & 5=Highly Satisfied respectively. Put a Tick (√) separately on both of them as the case may be.

Sr. No.	Selected Criteria	Your Perceived Importance					Your Overall Satisfaction				
1	Accessibility of the e-Governance Services	1	2	3	4	5	1	2	3	4	5
2	Extensibility of the e-Governance Services	1	2	3	4	5	1	2	3	4	5
3	Integration of the e-Governance Services	1	2	3	4	5	1	2	3	4	5
4	Problems of e-Governance Services	1	2	3	4	5	1	2	3	4	5
5	Benefits of e-Governance Services	1	2	3	4	5	1	2	3	4	5
6	Usefulness of the e-Governance Services	1	2	3	4	5	1	2	3	4	5
7	Functional Value of the e-Governance Services	1	2	3	4	5	1	2	3	4	5
8	Emotional Value of the e-Governance Services	1	2	3	4	5	1	2	3	4	5
9	Social Value of the e-Governance Services	1	2	3	4	5	1	2	3	4	5
10	Monetary Value of the e-Governance Services	1	2	3	4	5	1	2	3	4	5
11	Intention to use the e-Governance Services	1	2	3	4	5	1	2	3	4	5
12	Positive attitude towards uses of e-Governance Services	1	2	3	4	5	1	2	3	4	5

ABOUT YOU

- **City in which you Stay:** Ahmedabad ☐ Rajkot ☐ Surat ☐ Vadodara ☐ Others ____(Please specify).
- **Your Age-Group (In Years):** 18 to 30Years ☐ 31 to 45 Years ☐46 to 60 Years ☐ More than 60 Years ☐
- **Gender:** Male ☐ Female ☐ Not to be disclosed ☐
- **Marital Status:** Unmarried ☐ Married ☐ Single (divorcee/widow/widower) ☐
- **Educational Qualifications:** Less than Graduation ☐ Graduation ☐ post-Graduation ☐ Professional Degree ☐ Retired ☐
- **Occupation:** Home Maker ☐Businessman/Woman ☐ Self-Employed☐ Service☐ Professional ☐Retired☐
- **Annual Family Income:** Less than Rs. 4 Lakhs ☐ Rs. 4 to 8 Lakhs ☐ Rs. 8 to 12 Lakhs ☐ More than Rs.12 Lakhs ☐

THANK YOU