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THESIS ENTITLED

"AN EXPLORATORY STUDY ON PERCEIVED USEFULNESS OF SELECTED E-GOVERNANCE INITIATIVES IN VALUE CREATION IN THE STATE OF GUJARAT "

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BY

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AN EXPLORATORY STUDY ON PERCEIVED USEFULNESS OF SELECTED e-GOVERNANCE INITIATIVES IN VALUE CREATION IN THE STATE OF GUJARAT

Abstract of the Ph.D Thesis:

The Research was carried on with an aim to understand, examine and evaluate effect of various features on perceived usefulness of selected e-Governance schemes and services of the State Government of Gujarat and Local Municipal Corporations. The effect of perceived usefulness on value creation, attitude and behavioural intention for e-Governance users in selected cities of the Gujarat State viz., Ahmedabad, Rajkot, Surat and Vadodara respectively. The Ph.D. Thesis is divided into six chapters the summary of the chapters is given in brief in the following section.

1.0: Chapter Number One: Reviewing Manifestations of different e-Governance Initiatives:

The chapter number one entitled as "Reviewing Manifestations of different e-Governance Initiatives" has presented a brief review of selected e-Governance schemes, perceived usefulness, and behavioural intention of selected users. It has covered selected areas viz., conceptual definitions of e-Governance; history and evolution; different applications; illustrative list of various e-Governance initiatives. It has also provided a dialogue on the concept of perceived usefulness and value creation.

In this chapter, the researcher attempts to review the manifestations of different e-Governance initiatives adopted, designed, and implemented. A view of Central Mission Mode Projects is checked, and their state-wise adaptation is reviewed. The UN e-Government Survey-2018 has been assessed, which gives a detailed perspective of the various initiatives of the best-adapting nations of the world on an index.

The researcher reviews various Digital India initiatives undertaken by the Central Government in conjunction with the e-Governance initiatives. A brief review is being done of different e-Governance models, naming G2C initiatives, G2B initiatives, and G2G initiatives. In addition, a specific review is done on the SPOT model and e-Governance Maturity model, briefing about its phases and implementation from the current perspective.

The researcher has reviewed specific initiatives of Vadodara Municipal Corporation (VMC). Their success in implementation, a detailed review of initiatives like Property Tax online Payment, Online Professional Tax payment, Shop, and Establishment Certificate, FSSAI certificate, Vadodara Gas ltd online bill payment, fire and emergency services online, Swachhata application, City survey app, e-Dhara has been made.

A brief review has then been done for e-Governance initiatives for the state of Gujarat. Finally, the researcher has gone into detail for reviewing various e-Governance Global level programmes of developing nations like Jordan, Iraq, Vietnam, and Pakistan. A review of multiple benefits of the e-Governance programme has been done, too, denoting various issues and challenges being faced for the implementation in our country.

The researcher also reviews the way forward for e-Governance for our country by explaining the various initiatives which could be conceived for its correct implementation of programmes, like thinking digitally, regulating multiple regulations, and last but not least, developing the human resources to suit in well to take the initiatives forward.

2.0: Chapter Number Two: Review of Literature:

The chapter number two of the Ph.D. Thesis has attempted to offer a concise review of literature on the selected areas viz., e-Governance, perceived usefulness, and value creation, models on acceptance of technology, the typology offering a conceptual model developed and used in this research study. The researcher had also considered to review diverse areas viz., factors affecting perceived usefulness of e-Governance, values created through the use of e-Governance schemes, and the conceptual framework for factors affecting adoption of technology by e-Governance users.

An attempt has been made by the researcher to conceptualize the model of the research study through browsing, classifying, compiling, and critically reviewing earlier Ph.D. Theses; Dissertations as well as research articles; research papers; empirical studies; research reports, and also results of empirical field surveys that were conducted by other researchers' in India and Worldwide. The researcher has made use of Reference Books and publication of the proceedings of the seminars, conferences, and workshops relating to the chosen area of the research study. Thus, the researcher had put efforts to identify the gaps with the help of an in-depth review of the literature to identify and select the objectives of this research study.

3.0: Chapter Number Three: Research Methodology:

The chapter number three of this research study has provided details and explanation on various procedural aspects followed in the conduct of this research study. The researcher has employed efforts to outline in brief various methodological and procedural steps and conceptual aspects concerning the research methodology which has mainly included viz., the basic terms of the research study, rationale of the research study; scope and coverage of the research study; research design of the research study; objectives of the research study; hypotheses of the research study; model used in the research study; sources of secondary data; sampling decisions. It has offered explanation methods of data collection and statistical tools and techniques applied for data analysis and interpretation.

4.0: Chapter Number Four: Data Analysis & Interpretation of the Research Study:

The chapter number four entitled as "Data Analysis and Interpretation of the Research Study" has provided results of the research study based on analysis and interpretation of the collected primary data that were collected using a structured non-disguised questionnaire from amongst the selected e-Governance users from the selected four selected cities of the Gujarat State. It has provided factual data and its analysis on selected areas viz., the profile of selected e-Governance users; the ratio of awareness and use of selected different e-Governance schemes and applications; frequency of use of e-Governance services; experiences of the selected e-Governance users for the system quality features 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; perceived usefulness of e-Governance schemes; attitude towards e-Governance; and the behavioural intention of e-Goveranance users for the use of the e-Governance schemes. The results of data analysis have been presented in percentages, averages and frequency distribution supported with its graphical presentation. The researcher had carried out analysis of data with the help of excel and statistical software SPSS-15 version.

5.0: Chapter Number Five: Findings and Implications of the Research Study:

The chapter number five called as "Findings and Implications of the Research Study" has presented results of Tests of Significance (or) Testing of Hypotheses with the help of use of different statistical tools and techniques to bring out business and managerial strategic implications of this research study. The researcher had offered the findings and implications of the research study considering the inferences made based on the data analysis using Correlation; Chi-Square; T-Test; Kruskal-Wallis Test; Factor Analysis and Structural Equation Modeling (SEM) respectively.

6.0: Chapter Number Six: Conclusions, Recommendations and Suggestions of the Research Study:

The chapter number six offers an abridged form of the PhD Thesis. It has provided the recommendations, suggestions, limitations of the research study, and future directions of the research study. It contains researcher's own annotations expressed in the form of conclusions, recommendations and suggestions. The researcher had also put forward his concluding remarks based on the results and findings from the primary data that were collected from total number of 1249 e-Governance users who were conveniently drawn from the four selected cities of the Gujarat State viz., Vadodara, Ahmedabad, Surat and Rajkot respectively. An attempt is also being made to suggest some significant areas where improvement is expected by e-Governance app/ schemes developers in terms of offering various features of its e-Governance schemes. Based on researcher's learning, insight and empirical evidences systematically inferred through this research study has been offered as a set of recommendations supported with some invaluable suggestions that have emerged during the conduct of this research study. The diverse sources of secondary sources of data has been enlisted in the section of the "Selected References", and the "Appendix" offers supporting annexure.