

## **A STUDY OF CITIZEN INVOLVEMENT IN E-GOVERNMENT PROJECTS IMPLEMENTATION**

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### **ABSTRACT:**

Citizen is the primary stake holder of the e-government projects. All the efforts that are put by the government are to reach the benefits of information and communication technology for the betterment of the citizen in a way that is expected by the citizen. The effectiveness and successful e-govt. projects depends on the acceptance of the citizen and their involvement in development process. It is not desired to develop software in the e-government projects without inclusion of citizen in various phases. The e-government services can be better delivered only citizens requirements are well taken in software design and development. The present paper focused on the involvement of citizen with case study to the e-government projects implemented in Nizamabad district of Telangana state. The data has been collected based on simple random methodology. The statistical analysis were applied on the primary data which has been collected from the citizens, who are opting the services from the e-panchayat.

**Keywords: Citizens, E-government, Information technology, panchayat, and Services.**

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### **INTRODUCTION**

Throughout the world wide, the various governments focused on innovative public e-service development. This is developed to enrich the citizen's participation in various online service programs. The paper related user participation theories from the information systems (IS) discipline for the successful implementation and betterment of citizens. As this is starting era in the e-government policy it mainly ensured to have a primary development. The information & communication technologies (ICTS) have a great impact on various factors related to human which layed a path for modernization of government administration which resulted to reformulate the existing old concepts from paper-based tasks to digital ones. This phase of development results in 365 days access to government information & services. Since the transmutation of government depends not only the policy framed or extensive technological models

but it is a two way related which must also require citizen active participation.

The paper discusses the concept of open-government i.e., transparency, accountability and participation. The deeper analysis on social media concepts and then into research application topics is needed. Finally e-government leads to transformation by providing improved innovative services over the internet to interact with citizens. The challenges to be faced in this policy are concerned with uneducated, rural groups and exposure towards banking systems.

E-government can be successfully revolutionized through citizen centered governance by involvement of active participation of all the groups in the society. In spite of having many other flaws such as digital signatures, privacy details, photographs & rural impact it can step forward with mode of transparency, cost effective, transmission of 21<sup>st</sup> century into new era.

## **REVIEW OF LITERATURE**

**J Adam Res (2005):** This article describes the internet usage and citizen satisfaction with e-government which is interrelated .further analyzed weather the information

technology works to enhance the development in e-government portals and the main aim would be transparency in web sites and interaction finally in findings it indicated that government strategies such as transparency interactivity and transactions are important factors which increase the levels of trust among the citizens.

**Axelsson K., Melin U. (2008):** This main purpose of this paper is to enrich the citizen participation with respect to e-government development projects by following and comparing IS notions discipline focused on user participation by trending some questions with perspective to the policy. The main aim of government is to develop their efficiency with regard to transformation system in the world

**Karin Axelsson, Ulf Melin and Ida Lindgren (2010):** The purpose of this research is about importance of citizen participation, it was a challenging concept as they were many specifications that arise in formulating this policy such as web portal design which is understandable and convenient to the user and easy language as it involves a huge population and groups. Many other projects are taken as an example in designing this e-

government concept but the e-government setting implies new challenges that are not reached to the level.

**Zhiyuan Fang, 2013:** This framework of abstract relates mainly towards enhancement of government system and transformation as to provide effective services to the citizens through various technologies so as to upgrade and improve through innovative application web based models which has focused on direct relationship to the citizen and government. By introducing e-government system the public administration has stepped into higher level with different potentials included in the e-government web portals.

**Lemuria Carter, France Belanger 2016:** This study on participation and involvement in e-government services explains us benefits of the services, so as to develop citizen centred government through web portals and models in which safeguarded measures are taken to attain trustworthiness of citizens many factors are included to influence the citizen to adopt such innovation.

## **OBJECTIVES OF THE STUDY**

1. To know the demographic factors of citizen's influence on e-

government implementation

2. To measure the influence of citizens involvement on e-government on service level
3. To know barriers to providing citizens e-participation has government administration encountered?

## **HYPOTHESIS OF THE STUDY**

**Null Hypothesis – H<sub>0</sub>:** There is no influence of demographic factors of citizens on e-government implementation.

**Null Hypothesis – H<sub>0</sub>:** There is no influence of citizens' involvement on e-government service level

**SOURCES OF DATA:** Primary data has been collected from 80 respondents of employees the demographic factors viz., Age, Education and Experience were included in the sample data. The data is collected from the questionnaires distributed to the farmers in the district.

## **RESEARCH METHODOLOGY:**

Simple random methodology has been applied to collect the sample data. The data has been collected from the citizen's involvement in e-government project implementation. The primary data has been collected from Nizamabad district of Telangana state. The Panchath raj department has been considered because

the Panchayat Raj department had implemented e-government i.e., e-panchayat. The statistical tools were applied according to the objectives are as follows. The Linear Regression method has been applied. The correlation method has been considered in the paper.

(eqn. 1)

$$\mathbf{b} \begin{Bmatrix} C_D \\ C_A \\ C_G \\ C_E \\ C_P \end{Bmatrix} = \begin{Bmatrix} \alpha_1 \\ \alpha_2 \\ \alpha_3 \\ \alpha_4 \\ \alpha_5 \end{Bmatrix} + \begin{matrix} EGI \\ EGI \\ EGI \\ EGI \\ EGI \end{matrix} \begin{Bmatrix} \beta_1 \\ \beta_2 \\ \beta_3 \\ \beta_4 \\ \beta_5 \end{Bmatrix} + \begin{Bmatrix} U_1 \\ U_2 \\ U_3 \\ U_4 \\ U_5 \end{Bmatrix}$$

## DATA ANALYSIS RESULT AND DISCUSSION

1. To know the demographic factors of citizen's influence on e-government implementation

Table-1				
E-government Implementation (dependent variable)				
Independent	B coefficient	t value	R2 value	F value
District	0.528	4.283	0.583	42.265
Age	0.307	6.526	0.624	32.068
Gender	0.013	4.163	0.856	23.132
Education	0.161	3.729	0.722	44.595
Profession	0.425	2.484	0.528	26.828

\* *Statistic is significant at 5% level of significance*

Source: Compiled Data through SPSS  
Version – 20.

The table no. 1 depicts the linear regression beta coefficient values of citizen demographic variables influence at 5% of district, age, gender, education and profession influence on observed on e-government project implementation. The gender influence is having the least influence but profession and district influence is observed high on behavioral intension in adopting e-government. The R<sup>2</sup> values for all the demographic factors with behavioral intension to adopt e-government are found above 60% i.e., moderate to strongly correlate.

## Involvement of Citizens in E-government projects (e-panchayat)

Table No:2	Yes	No
Were you involved in any stages of e-Government Project?	9%	91%
If you were involved in e-government projects then in which stage you are involved.		
Requirements gathering	2%	98%
User Interface design	5%	95%
Implementation	4%	96%
The present e-government system accessibility is user friendly to Illiterate	18%	72%
While opting the services of e-government by the illiterate symbols (Images) were used?	4%	94%

Source: Compiled through primary data

The table no. 2 of primary data reveals that government administration has given least preference in involving the citizen while implementing the e-government system. The present e-government system also is not

illiterate friendly.

- To measure the influence of citizens involvement in e-government on service level

Table-3				
E-government service level (dependent variable)				
Independent	B coefficient	t value	R2 value	F value
Citizens Involvement	0.002	4.158	0.813	36.215

Source: Compiled through SPSS Version - 20

The table no. 3 depicts the beta coefficient value of citizen's involvement influence at 5% on the e-government service level. The regression analysis reflects that there is a least influence on e-government service level by the citizens' involvement. The R<sup>2</sup> value is observed to be above 60% base value i.e., 81.3%.

- To know barriers to providing citizens e-participation has government administration encountered?

Attributes	Yes	No
lack of latest technology expertise	76%	24%
Need to upgrade the technology infrastructure	62%	38%
Lack of technically skilled staff	75%	25%
lack of adequate funds	91%	9%
Inadequate bandwidth	60%	40%
lack of citizens demand	68%	32%

Privacy issues	55%	45%
Security concerns	61%	39%
Low participation by the elected officials	65%	35%
lack of support from elected officials	68%	32%
when govt. administration provided few citizens have participated	64%	36%
Digital divide may prevent citizens participation	58%	42%
Unrepresentative groups concerns would dominate e-participation	45%	55%
Low interest and support by the top administrators	59%	41%

Source: Compiled through primary data

The above table 4 reveals that there were many barriers are identified through the interaction with the citizen and e-government officials. The overall result reveals that government is not involving the citizen which designing, developing and

implementing the e-government projects. It is also found that there were not adequate funds were available to implement the effective and efficient e-government system which matches the expected citizen service level.

### **FINDINGS OF THE STUDY**

The present paper has been emphasized on citizen involvement in implementation of e-government projects. The primary data has been collected from Nizamabad districts of e-panchayat. The following were the finds were observed.

1. The linear regression beta coefficient result reveals that demographic factor gender has least influence (0.013) on e-government implementation.
2. The demographic factors profession and district are having the higher influence (0.425 and 0.528) on e-government implementation.
3. The primary data result reveals that in e-government implementation citizen involvement has been given least preference by the government administration.

4. The present system of e-government is found to be not user friendly to the illiterate citizens.
5. The study found that staff of e-government is not technically expertise. It has been also found that they have funding issues also.
6. The study also observed that elected representatives' lack of interest and support the effective and efficient e-government system is not getting established.
7. It has been observed that when government administration provided the opportunity to participate and involvement few citizens were shown interest.
8. The study also found that digital divide prevented the citizens to involvement effectively in implementing the e-government system up to the expected citizens' service level.

### **CONCLUSION OF THE STUDY:**

Though the government is putting lot of effort in top down approach in the absence of citizen involvement in development of software and implementation of e-government creates a gap. It leads the involvement of all types of citizens in

development of e-government projects to achieve for better services to the citizens.

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