

Evaluating the impact and implication of E- governance initiatives on public awareness and perception in Uttar Pradesh

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Abstract- This study examines the structure of how well people in Uttar Pradesh know about and feels about online government services which help India in achieving viksit Bharat @2047. We gathered responses from 220 people through a questionnaire. In this era with the increasing adoption of digital technologies in governance which is more citizen centric than government centric, that is why understanding public engagement and satisfaction is crucial for improving these systems. This survey focused on various aspects, including the general awareness of e-governance services, perceived effectiveness, ease of use, and accessibility of citizens of the Uttar Pradesh. As the results indicate a moderate degree of awareness among respondents, with a noticeable disparity in perception based on factors such as educational level, geographical location, gender and occupation based and another factor. While many acknowledge the potential benefits of e-governance, such as improved efficiency and transparency which enhance viksit Bharat @2047, there are significant issues regarding digital literacy and infrastructural challenges. The conclusion of highlighted points indicates the need for targeted awareness campaigns and enhanced support systems to foster greater public participation and trust in e-governance initiatives. This research provides actionable insights for policymakers and stakeholders aiming to refine and expand e-governance frameworks in Uttar Pradesh.

Index Terms- e-governance, public awareness, digital services, survey, digital literacy, government initiatives, public perception.

I. INTRODUCTION

Most government services have been shifted online in this digital age to save individuals time and effort when accessing things like paying taxes, obtaining information online through specific government websites, or applying for permits. This concept, called "e-governance," seeks to improve the speed, clarity, and transparency of government procedures.

However, for these digital services to be effective, it's important that everyone knows about them and feels comfortable while using them.

In this survey we analyse how people in Uttar Pradesh, one of largest populated state in India including urban, semi – urban and rural area, where out of entire population live in rural areas according to 2011 census are handling these online government services. This survey is conducted to find out if people know about these digital options, how they feel about them, whether they can use it properly or failed because of not aware about the government initiatives and what challenges they might face. By asking over 220 people about their experiences and opinions, we aim to understand what's working well and what could be improved. This information will help us suggest ways to make these online services better and more accessible for everyone.

E – Governance initiatives in the state Uttar Pradesh:

In Uttar Pradesh, the government has introduced several online services to make dealing with government-related tasks easier and more convenient for people. Here are some of the key initiatives:

1. **Online Applications and Services:** Instead of visiting various governmental department, one can now apply for things like permits, licenses, and certificates online, one can apply for a birth or death certificate, or renew their driving license through government websites.
2. **Digital Payment Systems:** one can pay directly by using online payment mode for services and fees, such as taxes or utility bills. it will save them from standing in que and makes transactions quicker and simpler.

3. **Information Portals:** The government has set up websites where one can find information about various services, schemes, and policies. It will help one to get the information you need without having to visit multiple offices.
4. **Grievance Redressal:** There are online platforms where one can file complaints or report issues. This means one can raise concerns about services or problems they are facing without going to concerned department and can track the progress of their complaint.
5. **UP RTO Online Services:** Uttar Pradesh's Regional Transport Offices (RTOs) offers a range of online services such as one can now register their vehicle, renew their driving license, and check their vehicle's registration status visiting to its official website. It will help to avoid standing in queues at RTO offices and speeds up the process of obtaining necessary documents.
6. **RTI Online Registration:** The Right to Information (RTI) Act allows citizens to request information from public authorities. In Uttar Pradesh, one can file RTI applications online, which makes easier for general people to receive information from govt. departments without having to visit their offices in person.
7. **UP Online Land Records:** The state provides access to land records and property details online. One can view and download their land records, check land ownership, and obtain copies of documents related to property ownership through the Uttar Pradesh Land Records portal.
8. **E-District Portal:** This initiative allows residents to apply for various district-level certificates and services, such as income, caste and domicile certificates through online. It simplifies the process of obtaining these required documents.
9. **UP Police Services:** The Uttar Pradesh Police department provides online services such as filing FIRs, checking its status and reporting non-emergency issues through their website. This makes it more convenient to

interact with the police force for various services.

II. OBJECTIVES

The aim of the study is to understand how effectively e - governance is being communicated and received by citizens of Uttar Pradesh which involves evaluation through awareness level of determining e – governance services and its perception by analyzing the public's views on the accessibility and efficiency related to e – governance initiatives.

III. METHODOLOGY & DATA COLLECTION

A comprehensive literature analysis on e-governance was followed by the formulation of a questionnaire to investigate citizen's opinions. This survey uses an average and percentage-based analysis. Data collection from the public is an important part of this research. The guidelines for sample size, total respondents, and statistical technique applications have been followed.

Keeping in view the above objective, the data was collected through mailing questionnaire individually investigating method. As a result, numbers of factors were identified and it also helps to study the impact and implication of e-governance initiatives in the state of Uttar Pradesh.

IV. LITERATURE REVIEW

Defining E- governance

According to (L. Kumarwad and D. Kumbhar 2016)The initial phase of e-governance in India comes back to the 1970s, when government agencies developed internal applications for planning, defense, economic monitoring, and data management. Additionally, IT was deployed to handle intensive functions such as tax administration, census, and election administration.

Another literature (L. Kumarwad and D. Kumbhar 2016) analyzed the primary goal of the e-governance initiative is to offer citizens more effective and superior service delivery. Both the federal and state governments have made significant ICT investments to improve the efficiency and transparency of their operations. Additionally, it will support government agencies in strategically planning their next investments to optimize returns.

Here we studied (Choudhury 2022) how e – governance and e – government is different as E-governance functions as a technology that allows citizens to easily access and utilizes all of the services offered by the government. E-Government refers to the application of technology in the governance process to implement mechanisms for the sharing of information, the incorporation of numerous state-only transactions, as well as the interrelationships and systems between the various governmental levels and G2C, G2B, G2G, and B2B.

We studied in research paper(Saxena 2005) where Evolution of e-government has explained some degree of similarities with the evolution of e-commerce. Analogous to e-commerce, which allows businesses to transact with each other more efficiently (B2B) and brings customers closer to businesses (B2C), e-government aims to make the interaction between government and citizens (G2C), government and business enterprises (G2B), and inter-agency relationships (G2G) more friendly, convenient, transparent and inexpensive.

As another studied according to the author stated that e-governance is the commitment to utilize appropriate technologies to enhance governmental relationships, both internal and external, in order to advance democratic expression, human dignity and autonomy, support economic development and encourage the fair and efficient delivery of services.

In this literature (Heeks 2001) review where author explained the three main contribution of e – governance that: improving government processes (e-administration); connecting citizens (e-citizens and e-services); and building external interactions (society). And also explained its ability to enhance government procedures, create citizen connections, and develop engagement with civil society, e-Governance is an attractive alternative.

As per (Madon 2004) Initiatives for e-governance are also being launched to assist individuals in overcoming poverty by giving them access to crucial information about market prices and by supporting their ability to earn a living through ICT-centered entrepreneurship. To date, the vast majority of e-governance evaluation guidelines have tended to focus on the supply-side benefits of ICT infrastructure and on the identification of constraints within the structure of institutions in developing countries.

E- Governance policy and its initiatives vary significantly across states, reflecting their unique administrative needs, technological infrastructure. for example, states with advanced digital infrastructure like Maharashtra because here the literacy rate living of standard, lifestyle is more updated than other state. Just like that we studied another literature (Singla 2012) related to Punjab state where The improper implementation of e-Governance is a result of citizens' lack of internet knowledge, hence computer education is necessary to raise public awareness of e-Governance initiatives. The government and software developers will find this research useful in designing an architecture that will support the effective implementation of e-Governance programs.

Another literature (Saini 2016) explained initiatives impact in the state of Madhya Pradesh The "Gyandoot" initiative the beginning of this project was January 1st, 2000. The primary drivers behind initiating the initiative were insufficient data on agricultural produce prices and restricted property access data and the absence of a grievance resolution process that rural villages must deal with this.

In a studied (Basu 2004) researcher try to explained the idea of a world without lines, where all government interactions might take place at a single counter, seven days a week, for 24 hours a day, is not difficult for people in developed nations to predict. But in order to have the same degree of effectiveness and the challenge of adaptability will be much greater for developing nations. Empirical evidence from industrialized nations indicates that governments could achieve this goal by accepting electronic means and allowing the decentralization of duties and procedures. On a website that has all forms, laws, news, and other information available; any person might then get in touch with the government.

According to researcher (Sideri et al. 2019) mentioned in his research how e – governance important in education system of his country that Greek educational leadership is informed by bearing the approaches of e-participation and crowd sourcing model, which are important elements in e-governance projects through social media usage, on the education field. As it updates their leadership practices and adds to the body of literature on the potential advantages and drawbacks of social media use in the developing field of e-governance in education, they should carefully analyze how to use social media more

effectively in the context of participatory decision-making.

As per (Ray and Mukherjee 2007) explained how e – governance is important in health sector also where Potential advantages of e-governance include: better information sharing and dissemination between ministries, government agencies, institutions, non-governmental organizations, and the private sector; efficient and cost-effective delivery of public services; two-way communication between the government and citizens, bringing them closer to the government; transparency and accountability in government processes; and better resource utilization and future resource planning. The foundation of every e-governance project is the value chain the activities made by the intended users should be used to gauge the success of this kind of project. The following parties are active in healthcare: the government; corporations; non-governmental organizations; and other private hospitals etc.

According to (Seiam and Salman 2024) conclude in his paper that lower levels of perceived corruption are linked to higher levels of Internet usage, political stability, and e-governance growth. The results of his study show a strong and positive correlation between EDGI (e governance development index) OCI (online service index), TII (telecommunication infrastructure index), and HCI (human capital index), suggesting that the advancement of e-government is essential to reducing corruption and promoting transparency.

As per the recently report (Text 2024) Uttar Pradesh placed second among the major states in the National e-Governance Service Delivery Assessment (NeSDA) 2021 index, which is released by DARPG every two years, with a compliance rate of more than 85%. Uttar Pradesh was one of the first states to provide required services. Included in the NeSDA 2021 evaluation. The 2021 assessment also included a commendable attempt by UP on an integrated platform called "Nivesh Mitra".

(Text 2018) One of the main steps Prime Minister Narendra Modi took in 2018 to move the government apparatus closer to his "minimum government, maximum governance" platform was the announcement of NeSDA. Additionally, it aims to improve India's overall performance on the global e-governance index, which is a crucial factor in luring foreign investment.

According to (Dwivedi 2017) explained the Applications for e-governance in public administration and good governance are virtually limitless; which are some fundamental topics pertaining to rural India like agriculture E-governance projects in the agricultural sector can provide benefit to farmers and the rural people and also enhance the lives of urban poor and Gram panchayat where The Ministry of Rural Development is implementing a number of significant programs aimed at reducing poverty, including those that create jobs, provide essential services, and construct infrastructure. The goal is to boost rural residents' involvement in the government.

Another studied done in UK (Kolsaker and Lee-Kelley 2008)where the researcher told about loss of two CDs containing the personal information of 25 million people in November 2007 by the central tax authority contributed to the current crisis of trust in the UK government in Receiving assistance for child welfare. Although trust cannot be rebuilt instantly, PIN-enabled security and transparency can at least reassure users of e-government portals about the integrity of the system. He argues that in order to enhance citizens' opinions of e-government and e-governance, it must provide clear added value above and beyond offline alternatives. Governments must involve citizens in the e-democracy process if they want to. There must be far greater transparency in the decision-making process, and the results must have purpose.

V. ANALYSIS AND FINDINGS

Table no.1

Group		Number of respondents	Response in percentage
Gender	Male	53	24%
	Female	168	76%
Residence	Urban	137	63.4%
	Semi-Urban	34	15.4%
	Rural	45	20.8%
Age	20-30	177	85.1%
	30-40	26	12.5%
	40-50	5	2.4%
	Above 50	0	-
Occupation	Student	177	80.1%
	Govt. Employee	17	7.7%
	Self Employed	9	4.1%
	Other	18	8.1%

The above table no. 1 shows that the respondents are more female than male respondents, and large proportion of the respondent fall in to (20-30) indicating that younger individuals might be more represented about the e-governance and age group (30-40) are relatively small proportion in which individuals are in early stage or middle stage of their career and rest of the respondent indicating their professionals and experienced and some are older individuals. A majority of respondent lives in urban areas suggesting urban perspective about the e-governance might dominate result and significant portion of respondents resides in rural areas offering

insights into experiences and views from a more rural standpoint. A significant portion of the respondents are students which may influence the responses toward perspective of relevant to younger demographic, substantial number of government employee and some respondents are self-employed which may affect the overall analysis by introducing diverse perspective. Overall, the data shows a diverse range of respondents in terms of age, occupation, and residence. The gender distribution provides insights both while occupation and residence distribution offer a mix of perspectives that could impact the overall findings.

Knowledge about e - governance (table no. 2)

Serial no.	factors	percentage	
		yes	no
1.	Do you use internet for e – governance services?	83%	17%
2.	Are you aware of the existing e – governance services provided by the UP government?	78.2%	21.8%
3.	Are the available e – governance services detailed and meetings your needs?	75%	25%
4.	Do you feel that your personal data is secure while using e – governance services?	75.9%	24.1%

These days, the internet plays a significant role in our daily lives. That is why we need to see that the internet education, digitalization awareness and knowledge among the people of Uttar Pradesh with the help of a survey by preparing a questionnaire based on awareness and perception of e – governance in Uttar Pradesh related questions.

As we see that in above table no. 2 where factor no. 1 is showing highest percentage of answering “yes” which indicates a strong preference for online engagement with government services. This high percentage indicates significant majority of people found e- governance platform easily and effective for accessing various govt. related services. The remaining respondents answered “no” indicate different factors like prefer traditional methods, limited access internet, may face difficulties on online system overall, the data highlights the widespread adoption of e- governance.

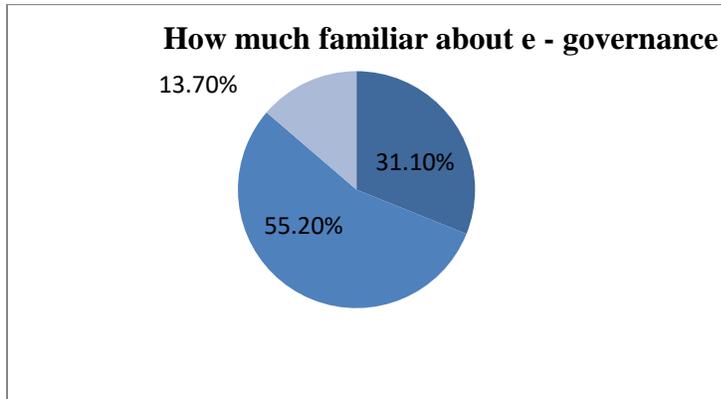
Now factor no .2 shows the significant majority of people are aware about the e- governance services available while smaller percentage are not aware. This suggests that the services are generally well known, but there is still a significant portion of the population that lacks awareness.

Next factor no. 3 shows majority of respondents, which believes that the e – governance details and meetings adequate to meet their needs. Conversely some respondents feel that these resources do not meet their needs. It shows maximum no. of the people are

satisfied with current e- governance offerings and minority respondent are not fully satisfied; it may require improvements or additional support.

Last factor no.4 indicates that a majority of respondent believes their personal data is adequately protected, including a positive perception of the security measures in place. This also reflects trust in the e-governance system’s security protocols, effective communication or user satisfaction with how their data is handled. However, respondents who response no highlights significant concern. This minority may have experienced issues or have doubt about the adequacy. In this questionnaire, we framed a question related to “How familiar are you with e – governance services provided by the Uttar Pradesh govt.” is designed to know the degree of awareness and individuals’ knowledge about the digital government services offered. The responses indicate first majority have moderate level of familiarity with e-governance services. They likely have a basic understanding of these services but may not be deeply knowledgeable about all aspects. A significant portion of respondents is highly knowledgeable about e- governance and they are well acquainted with the various services and how to use them frequently. Another response received from “not at all” familiar which is a smaller segment of respondent who have no awareness or knowledge about e – governance services they may have never heard of these digital services.

As we see that in this pie chart:
 Somewhat familiar: 55.20%
 Very familiar: 31.10%
 Not at all familiar: 13.7 %



Now moving towards we analyze other responses in table no .3 which shows what initially made respondents aware of this e - governance services to identify the primary sources through which individual first learned.

Table no.3

Serial no.	factor	Response (%)
1	Government website	25.1
2	Social media	47.4
3	Local news	14.7
4	Word of mouth	10.4
5	Community meetings	2.4

The breakdown of responses indicates that the social media is dominant channel, with 47.4% of respondents indicating primary source of awareness. This suggest that social media plays a important role in disseminating information about e – governance services. Government websites were also significant, with 25.1% of respondents reporting this as their initial source of awareness. This highlights the importance of

official online platforms in reaching citizens. Local news and word of mouth contributed less significantly which suggesting these traditional and personnel channels have a smaller impact compared to digital platforms. Community meetings had the least impact, which indicates as their initial source. This could imply that in – person meetings are less effective for spreading information compared to other channels.

Table no.4

Serial no	factor	Response (%)				
		Very easy	easy	Not sure	uneasy	Very uneasy
1	How easy is it for you to access e-governance services online?	13	32.5	34.41	11.16	8.8
2	How would you rate the user friendliness of the current e – governance platform?	11.73	36.6	31.9	13.1	6.5

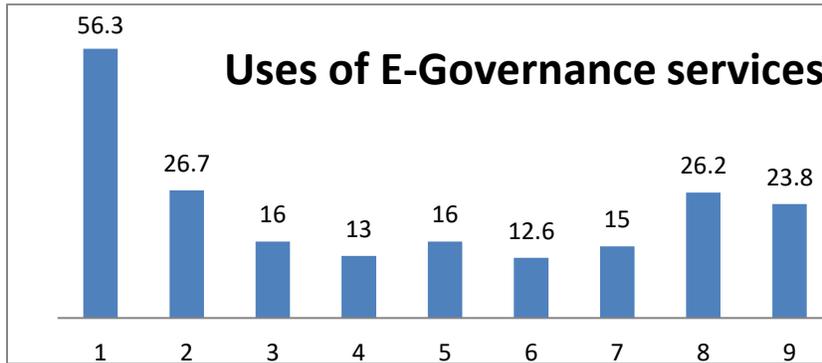
In the above table factor no. 1 shows the responses which indicates combined 45.5% of respondent find accessing e governance services online however, a significant portion 34.4% are not sure about the ease

of access, suggesting uncertainty in their experience on the other hand respondents find either uneasy or very uneasy which is reflecting challenges and difficulties.

In factor no.2 the feedback on the user friendliness reveals a mixed perception that is 48.33% of respondents found relatively user friendly and 31.9% are unsure about the ease of use, indicating lack of experience with the platform and 6.5% find platform

very uneasy to use, overall users find platform manageable, there is notable dissatisfaction which indicates a need for potential improvements in usability and user experience.

Table no.5



This bar graph shows the responses of users of e – governance services according to preference of users first most widely used services, UP online portal indicating primary platform for accessing a variety of government services. Second UPAAS used significant suggesting it is important for accessing specific services. Third UP police show moderate usage of polices services online fourth one is UP e – health which is 13% show less usages of online services fifth one is UP land records shows significant level of usage reflecting the importance of accessing land and

property records. Sixth one is DISA although less popular, seventh one is UP online RTI suggest a fair no. of users are engaged in seeking information. Eighth one is UP Jan Suvidha nearly as popular as UPAAS this service provides a broad range of citizen – centric .and lastly bar graph shows UP-RTO which is related to transportation and vehicles registration, which shows importance of vehicle related services in daily life. Overall, the data suggests UP Online Portal is most commonly used, and notable demand for various e – governance services.

Table no.6 (Challenges faced while using e – governance)

Serial no.	Factors	Responses (%)
1	Technical issues	49.5
2	Lack of internet access	28.4
3	Lack of awareness procedure	34.1
4	Language barriers	9.1
5	Poor user interface	14.9
6	other	15.9

According to table no.6 the responses about the challenges faced by users is technical issues which nearly half of the respondents it indicates system reliability and functionality are major concerns. This suggests that improving the technical infrastructure and support for e – governance services could significantly enhance user experience. Second, lack of internet access a substantial portion of users struggle with internet connectivity, which limits their ability to

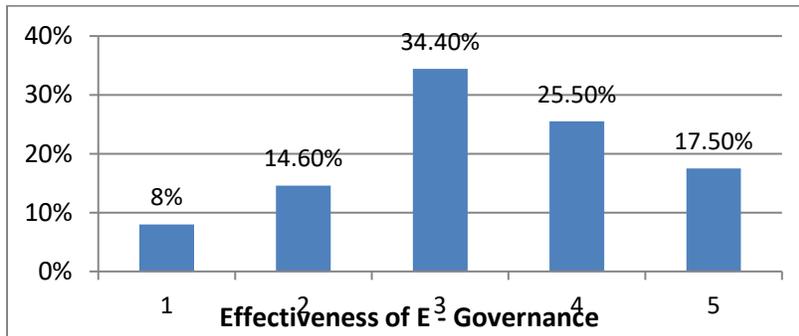
access. Third one lack of awareness which is 34.1% shows users not fully informed this suggest a need for better communication and educational resources. Fourth one is language barriers although a smaller percentage, language barrier still affects number of users need to provide services in multiple language. Fifth one is poor user interface finds difficult to navigate. And last other which includes other various challenges which reflects the diversity of user

experience and issues may need individualized attention.

After analyzing table no.6 which is related to challenges faced while using e – governance services we proceed next question which is related to satisfaction level of respondents with the time for services they requested or queries made through e-governance and the survey indicate that a majority of users 73.3% satisfied. this suggests that generally meet expectations of most of users in terms of timely responses. However, 26.7% of users not satisfied which points for improvements.

Now another question “how do you believe e-governance initiatives have impacted your community” aims to know public perception of the effect of digital governance on local life. The responses indicate strong positive perception of e-governance, with a significant no. of people seeing tangible benefits. however, there remains a small but relevant portion of the community that either views the impact negatively, perceives no impact, or is unsure, highlights area where further communication and evaluation may be needed.

Table no.7



In table no.7 we seek to evaluate the e-governance tools on making government operations more open and streamlined. Based on the responses distribution 8% rated it as (less effective) indicating a small portion believes e – governance services have minimal impact. Whereas 14% rated it as 2, suggesting a slightly larger group views these services as somewhat ineffective, 34.4% rated it as 3 which representing a significant portion who see moderate effectiveness, 25.5% rated it as 4, reflecting a considerable number who find e -governance quite effective and at the end 17.5% rated it as (highly effective), showing that notable minority sees e – governance as having a substantial positive impact. Overall, the response shows a mixed view, with moderate to high perception of effectiveness but also a considerable amount of doubt.

VI. SUGGESTIONS

On the basis of studies, surveys, interviewing the people and analysis made for collected data, following suggestions can be made to improve the e- governance experience:

1. It is suggested to focus in enhancing security measures for users on online platforms.

Strengthening data protection, protocols and implementing advanced encryption method will ensure a safer and more reliable.

2. The government could enhance the e-governance process and language to ensure that information is delivered accurately and swiftly to rural areas.
3. Government providing e- governance for the improvement of functioning however there is lack of professional monitoring of website or portal not proper functioning due which citizens use to go for physical offices which are time consuming and promote corruption.
4. Government should invest in better internet infrastructure, especially in rural areas, to ensure broader access to online services. Simplify and unify online portals for different services to make them more intuitive and easier for citizens to navigate, develop mobile-friendly platforms and apps to cater to the growing number of users accessing services via Smartphone’s.
5. UP government should also Offer training programs and support people to understand

about the governmental services especially in rural areas which will result into making them familiar with e-governance tools and also for employee of e – governance platform.

6. Government needs to focus on Feedback Mechanisms by establishing clear channels for user feedback to continuously improve services based on citizen input.
7. According to survey, there is need of Inter-Departmental Integration which ensures different government departments' systems are integrated to provide a seamless experience and reduce bureaucratic hurdles.
8. To further improve e- governance, the government should implement a dedicated helpline number and create a user-friendly website specifically tailored to support and address the needs of girls. This initiative provides direct channel for assistance, ensuring the help which they required in a timely and efficient manner which results into creation of viksit bharat@2047.
9. Government should also need to focus these e- governance schemes which must be showing through advertisement on TV and through banners on bus stand or other public places so that maximum people can be aware mostly in rural areas.
10. In order for effectively implementation of government initiatives; it becomes crucial that the government prioritize investing in top tier IT infrastructure because these ensures that systems are reliable, secure and capable of supporting advanced technological needs and contribute to the overall development of the country which shows one more step forward for creation of viksit Bharat @2047.

VII. CONCLUSION

In this research, we studied public awareness and perceptions of e-governance initiatives in Uttar Pradesh through a questionnaire-based approach where we found that while some residents are aware of these digital services and e- governance online platform but many still face challenges like less knowledge about computer, poor internet services mostly in rural areas and their literacy rate which is less in comparison to urban areas in accessing and

utilizing them effectively, which impacts their overall perception of the programs. To address these issues, we suggest several improvements like there should be increased efforts in public awareness campaigns for making them aware about e-governance initiatives by establishing a feedback mechanism will allows the public to share their experiences and suggest improvements and so on which is already explained above. Implementing these recommendations can enhance public trust and engagement with e-governance, ultimately leading to a more effective and inclusive digital governance system in Uttar Pradesh. This research can help the government by showing where improvements are needed in e-governance services. It highlights how they can better inform and assist the public, making digital services more effective. This research paper concludes with specific recommendations for Uttar Pradesh for the implementation of e governance system efficiently and successfully. So, it follows that the only way to close the gap between rural and urban areas is to properly deploy e-Government.

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