

# Analysis of adoption of E-government services in J&K

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**Abstract**— Now the government is more concerned in ensuring its overall direction, control, effectiveness, supervision and accountability. Therefore the government is now using more of ICT and other means to improve its performance, Ministry of Information (MIT) plays a crucial role in facilitating governance by reinforcing, encouraging coordination among users, based on international standards, promoting the internet and introducing IT education [1]. Providing govt. information, services, products and transactions electronically has the potential benefit of accessibility for a wider audience, political and administrative transparency and improved service delivery. The policy-makers tend to justify the adoption and expansion of e-governance on the grounds that it costs less, reduce waste, promote transparency, eliminate corruption, generate possibilities to resolve rural poverty and inequality, and guarantee a better future for citizens [2]. This paper explores the key factors of user adoption of e-government services through empirical evidence gathered by survey of J&K citizens including IT department employees from different public sectors. Based on the analysis of data collected the researchers were able to identify some of the important barriers and challenges from these different perspectives. As a result, this study has generated a list of possible recommendations for the public sector and policymakers to move towards successful adoption of e-government services in J&K...

**Index Terms**— Challenges; E-government services; adoption; J&K; Citizens perspective; IT employees.

## I. INTRODUCTION

E-Governance is in essence the application of information and Communications Technology (ICT) to government functioning in order to create simple, moral, accountable, responsive and transparent governance. Better service delivery, transparency and accountability, empowering people through information, improved efficiency with governments and improved interface with business and industry are the roles of e-governance. The word governance derives from the Greek word “kebernon” which means to steer and was used for the first time in a metaphorical sense by Plato. It then passed on to Latin and then on to many languages [3]. In current usage, to govern means to steer, to control, and to influence from a position of authority. An alternate definition sees governance as: the use of institutions, structures of authority and even collaboration to allocate resources and coordinate or control activity in society or the economy [4]. Therefore, governance is an exercise of power for steering social systems, as well as a method by which different institutions are directed,

controlled, and held to account to their society. It is a set of the systems, tools and techniques concerned with ensuring the overall direction, control, effectiveness, supervision and accountability of an institution. It relates to decisions that define expectations, grant power and authority, or verify performance. E-governance is the application of electronic means in the interaction between government and citizens and government and businesses, as well as in internal government operations, to simplify and improve democratic, government and business aspects of Governance [5]. E-governance has been defined as an application of I.T to the processes of government functioning to bring out responsible, responsive, efficient and transparent governance [6]. E-governance is the effective use of Information & Communication Technology (ICT) to improve the system of governance that is in place, and thus provide better services to the Citizens [7]. E-governance makes the various services and schemes of the government readily available to the citizens in a convenient, efficient and delivering various government initiatives to the remotest of the parts of the country.

## II. RESEARCH METHODOLOGY

In this study a quantitative research method using questionnaires was used to conduct an interpretive study with two sample populations from government IT department employees and members of the general public. Questionnaires are a widely used data collection instrument for recording participant responses to research related questions presented in a predetermined order [4]. Rigorous questionnaire design was undertaken to provide the research with reliable measures that have been validated for this application [5], [6], [7]; also ensuring participants can understand the questions and answer accurately. The questionnaire was used to determine the strength of general citizens’ perceptions of obstacles and challenges facing the adoption and diffusion of the e-government services in J&K. Also, the same challenges were investigated from IT services providers’ perspectives. IT employees in this study represent an element of the government sector and it is very important to explore their expert views and opinions about this issue.

At the beginning of the questionnaire the researcher explained the purpose of the survey and directions for filling out the questionnaire. The questionnaires were distributed to a range of J&K citizens in public locations such as: shopping centers, internet café and other such locations. For the second sample made up of IT employees such as programmers, software engineers and web designers, participants were

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approached for participation at their work locations.

The first section of the questionnaire was designed to capture demographic information such as age, occupation, work experience, and educational background. The second section was designed to obtain information on their capabilities using computers and Internet services. The last section contained eleven previously determined barriers [10] to be identified by respondents as either not a barrier (0) or important barrier (1) or very important barrier (2) as shown in Table 1.

It was included to gain better understanding of challenges and obstacles that prevent or influence e-government services acceptance.. A sample population for this study comprises of two group J&K citizens and IT employees. 400 respondents were ordinary J&K citizens while 60 were employees from ten (10) governmental public sectors in KSA. Data were then analyzed using SPSS software where selected variables were subjected to exploratory, descriptive and inferential statistical analysis.

### III. DATA ANALYSIS AND DISCUSSION

The following sections highlight the main findings and provide indications as to how the research question might be answered based on the survey results. The first section presents an overview of the results of the online survey questionnaire then the following two sections illustrate the implications for the research question in more detail.

#### A. Demographic information

Table1 and Table 2, following, provide a general overview of the J&K citizens group and IT employees group in terms of the demographic information, such as gender, age, education level, computer knowledge and internet knowledge. The general population sample might be characterized as being between 21 and 40 years old, mostly degree educated, self identified as having moderate computer knowledge and moderate to good Internet knowledge. By comparison, the major differences in the IT employee group were self identification as having mostly very good computer and Internet knowledge.

#### B. Interpretation of research Question: Barriers and challenges to E-Government services adoption

There are many organizational, technical, social and financial barriers that are facing e-government services adoption and diffusion in KSA. Berge, Muilenburg & Haneghan [8] emphasized that the diffusion of technology into society and citizens is not without obstacles and barriers. However, the government sectors face challenges from J&K citizens, who expect higher levels of service than from the private sector [9]. The researchers identified eleven barriers to e-government services adoption based empirical research [10] and verified by literature review.

Consequently, participants were asked to evaluate their perceptions of the levels of importance of each barrier by selecting one of the following (0: not a barrier, 1: important barrier, 2: very important barrier).

The barriers that might provide challenges to e-government service adoption are listed in Table 3 and

explained in the following sections based on the survey questionnaire groups (J&K citizens and IT employees).

TABLE I. DEMOGRAPHIC INFORMATION OF J&K CITIZENS

Variable		Frequency	Percent
Gender	Male	295	62.7%
	Female	105	37.3%
Age	Less than 20	85	0.6%
	21-30	125	48.3%
	31-40	162	56.5%
	41-50	19	5.5%
	More than 50	9	2.1%
Education	H.Shool	14	0.5%
	Diploma	122	45.0%
	Bachelor	260	80.3%
	Higher education	6	98.2%
Computer knowledge	Poor	13	3.5%
	Moderate	154	55.7%
	Good	225	39.7%
	Very good	48	40.0%
Internet knowledge	Poor	29	3.5%
	Moderate	108	49.9%
	Good	251	45.1%
	Very good	12	1.5%

TABLE II. DEMOGRAPHIC INFORMATION OF IT STAFF

Variable		Frequency	Percent
Gender	Male	60	100%
Age	21-30	25	71.7%
	31-40	35	58.3%
Education	Diploma	20	33.3%
	Bachelor	40	66.7%
Computer knowledge	Good	13	61.7%
	Very good	47	78.3%
Internet knowledge	Good	9	45.0%
	Very good	51	85.0%

TABLE III BARRIERS OF E-GOVERNMENT SERVICES ADOPTION

No	Barriers	Not a barrier	Important barrier	Very important
1	IT Infrastructural weakness of government public sectors	0	1	2
2	Lack of knowledge and ability to use computers and technology efficiently	0	1	2
3	Lack of knowledge about the e government services	0	1	2
4	Lack of security and privacy of information in government's websites	0	1	2
5	Lack of users' trust and confidence to use e-government services	0	1	2
6	Lack of policy and regulation for e-usage in KSA	0	1	2
7	Lack of partnership and collaboration between the governmental sectors	0	1	2
8	Lack of technical support from government's websites support team	0	1	2
9	Governmental employees resistance to change to e-ways	0	1	2
10	The shortage of financial resources of government sectors	0	1	2
11	The availability and reliability of internet connection	0	1	2

1) Perception of citizens regarding barriers to e-government services

As shown in Table 4 all eleven barriers were selected as either an important or very important barrier and no one of them was selected as not a barrier. In this way the barriers identified both through empirical qualitative investigation [10] and literature review are validated for this sample population.

a) Barriers perceived as being "important"

Inspecting the top three barriers that citizens perceived as being "important" it can be seen that the IT Infrastructural weakness of government public sectors was popular at (53.5%). Moon [11] confirmed that the lack of technical, personnel, and financial capacities are seen as significant obstacles to the development of e-government services in many countries. Moreover, several researchers have mentioned the importance of ICT infrastructure as one of the main barriers in J&K [12-15]. Lack of security and privacy of information in government's websites come as the second barrier also with a popularity of (53.5%). West [16] emphasized that e-government will not grow without a sense of privacy and security among citizens regarding their online services and information and services providers need to take care of these issues more seriously. The third barrier is about lack of knowledge and ability to use computers and technology efficiently with a popularity of (51.2%). This is confirmed as an important barrier that is relevant to J&K [17].

b) Barriers perceived as being "very important"

From the "very important" angle it is clear that lack of technical support from government's websites support team got the highest percentage at (67.5%) followed by the

availability and reliability of Internet connection with (67.0%). Al-shehry [19] highlighted the importance of ensuring positive user experiences in building trust in e-government systems. High quality Internet services will provide system performance to create excellent user experiences. Importantly poor user experiences present risks of citizen rejection of e-government services which may prove difficult to recover [19]. The next most popular barrier in the "very important" category was lack of knowledge about the e-government services at (66.5%). This indicates that a program of promotion is likely to be a significant factor for successful of e- government systems. For any new technology there are many steps to convince and encourage people to accept it and then use it. Research into technology adoption indicates that potential users must perceive that it is useful [28], that it is easy to use [29], and that it provides some relative advantage over the current way of doing things [30]. For citizens to develop these perceptions before extensive experience is gained, programs of promotion and advertising can be key tools to accomplish this task.

TABLE IV. ANALYSIS OF E-GOVERNMENT SERVICES OBSTACLES FROM CITIZEN'S PERSPECTIVE

No	Barriers	Important barrier		Very important barrier	
		Frequency	Percent	Frequency	Percent
1	IT Infrastructural weakness of government public sectors	214	53.5%	186	46.5%
2	Lack of knowledge and ability to use computers and technology efficiently	205	51.2%	195	48.8%
3	Lack of knowledge about the e-government services	274	33.5%	544	66.5%
4	Lack of security and privacy of information in government's websites	214	53.5%	186	46.5%
5	Lack of users' trust and confidence to use e-government services	197	49.3%	203	50.7%
6	Lack of policy and regulation for e-usage in KSA	198	49.5%	202	50.5%
7	Lack of partnership and collaboration between the governmental sectors	166	41.5%	234	58.5%
8	Lack of technical support from government's websites support team	130	32.5%	270	67.5%
9	Governmental employees resistance to change to e-ways	170	42.5%	230	57.5%
10	The shortage of financial resources of government sectors	198	49.5%	202	50.5%
11	The availability and reliability of internet connection	132	33.0%	268	67.0%

2) Perception of IT employees toward obstacles of e-government services

Table 5 summarizes the barriers from the analysis of IT employees' perspectives. Again, the three most popularly identified barriers from the two perception levels will be illustrated in the following subsections.

a) Barriers perceived as being "important"

Of the barriers that IT employees perceived as "important" it is clear that lack of knowledge and ability to use computers and technology efficiently ranked most highly at (68.3%). The ability of citizens to effectively use computers and the

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Internet is a critical success factor in e-government projects, and the lack of such skills may lead to marginalization or even social exclusion [20]. Lack of security and privacy of information in government's websites presented as the second most popular barrier at this level of importance at (65.0%). Ndou [21] considered privacy and confidentiality as critical obstacles toward the realization of e-government in developing countries. It was revealed that citizens studied were deeply concerned with the privacy of their information and confidentiality of the personal data they are providing as part of obtaining government services. Thus, it was pointed out that privacy and confidentiality are high priorities when establishing and maintaining web sites in order to ensure the secure collection of data. On the other hand governments should provide a secure authenticated access to their online services in order to maintain citizen trust in use of e-government services. Practically, media campaigns and promotion through awareness seminars and brochures about safe Internet use and security principles is an important supporting strategy in citizen acceptance of any e-government system. E-government systems are revolutionary in many developing countries around the world and support its effective use it requires appropriate policies and regulatory framework. Such laws and regulation should be "e-aware" to cover all e-applications such as e-payments, e-mail usage, copyright rules, e-crimes, e-business, e-commerce and others [22]. In the KSA case, the J&K government has issued many government regulations and laws such as e-transaction law, information criminal law, shift to electronic methods decision and many other laws. These laws and regulations are playing an important function in promoting effective communication between citizens, business and government to accelerate the adoption of e-government service on all levels. However, the existence of these laws and regulations is but one step in e-government adoption process and needs information about them to be published in the community domain to facilitate and provide confidence in their use.

### *b) Barriers perceived as being "very important"*

From the barriers that IT employees viewed as "very important" Table 5 reveals that the lack of technical support from government's websites support teams got the highest percentage at (93.3%). Thus a fast and accurate technical support service is an essential part of an effective and efficient e-government system. Citizens may understandably be easily deterred by technical failures, so it is very important to have a professional team to detect and respond to technical issues and to help users as soon as possible. Citizens require high-quality technical support, in order to learn how to use the e-services and become familiar with them. Hoffman [23] defined technical support as "knowledge people assisting the users of computer hardware and software products", which can include help desks, information centre support, online support, telephone response systems, e-mail response systems and other facilities. Technical support is one of the significant factors in the acceptance and use of technology [24, 25], and accordingly in the adoption of e-applications such as e-government services. The second most popularly

perceived "very important" barrier was lack of knowledge about e-government services at (81.7%). As raised earlier, effective promotion is likely to be one of the most significant factors influencing successful citizen adoption of e-government systems [26]. For any new technology there are many steps to convince and encourage people to adopt and use it so promotion and advertising are tools central to accomplishing this task. The survey results indicate that the lack of programs to promote the e-government services benefits and advantages may be a significant barrier to the adoption of e-government in J&K society. The third most popular "very important" barrier was IT infrastructural weakness in government public sectors at (80.0%). The ICT infrastructure is an essential part of successful e-government implementation and diffusion [17]. It enables government agencies to cooperate, interact and share work in an effective and professional fashion. Development of ICT infrastructure, both in government and private domains, needs to be sensitively handled in the J&K context and accompanied by an effective, staged roll-out strategy [27].

**TABLE V. ANALYSIS OF E-GOVERNMENT SERVICES OBSTACLES FROM IT EMPLOYEE'S PERSPECTIVE**

No	Barriers	Important barrier		Very important barrier	
		Frequency	Percent	Frequency	Percent
1	IT Infrastructural weakness of government public sectors	12	20.0%	48	80.0%
2	Lack of knowledge and ability to use computers and technology efficiently	41	68.3%	19	31.7%
3	Lack of knowledge about the e-government services	11	18.3%	49	81.7%
4	Lack of security and privacy of information in government's websites	39	65.0%	21	35.0%
5	Lack of users' trust and confidence to use e-government services	26	43.3%	34	56.7%
6	Lack of policy and regulation for e-usage in KSA	38	63.3%	22	36.7%
7	Lack of partnership and collaboration between the governmental sectors	36	60.0%	24	40.0%
8	Lack of technical support from government's websites support team	4	6.7%	56	93.3%
9	Governmental employees resistance to change to e-ways	33	55.0%	27	45.0%
10	The shortage of financial resources of government sectors	18	30.0%	42	70.0%
11	The availability and reliability of internet connection	15	25.0%	45	75.0%

### *3) Comparison of perceptions of barriers*

The aim of this section is to compare between the viewpoints of J&K citizens and IT employees about barriers to adoption of e-government services. It is clear from the previous sections that there are many perceived barriers that are common to both. Firstly, both sample populations nominated lack of technical support for government websites as a "very important" barrier and ranked that as the most important barrier in the list. This agreement between both

sample populations indicated that it is a critical barrier to be resolved with a high level of priority. Next, both groups agreed that lack of knowledge about the e-government services was considered the second or third most important barrier in the “very important barriers” list. Finally, there was a distinction in the next most popular “very important” barrier to e-government adoption and this reflects the individual perspectives of the sample populations. For the IT employees within the government IT infrastructural weakness was seen as a significant barrier to them being able to provide reliable and effective services. From the perspective of the ordinary citizenry having access to reliable and effective Internet services has impact on their ability to access and make effective use of the available services. Table 6 presents the common barriers and distinct barriers with their relative popularity.

**TABLE VI COMMON AND DISTINCT BARRIERS BETWEEN THE TWO**

Barrier	Rank	Percent	
		Citizens	IT employees
Lack of technical support from government's websites support	1	67.7%	93.3%
Lack of knowledge about the e-government services	2	66.5%	81.7%
The availability and reliability of internet connection	3	67.2%	75.0%
IT Infrastructural weakness of government public sectors	3	46.5%	80.0%

**IV. IMPLICATIONS FROM RESEARCH**

Based on the research outcomes, the highest priority strategies to be implemented to help successful adoption of e-government services in J&K are:

- Instantiation of reliable and responsive technical support systems that cover all J&K government organizations and agencies. Results indicate that technical support is the foundation stone of a successful adoption program and should be integral to e-services rollout. Any weakness in technical support systems may present a barrier to all e-government implementation stages.
- Instantiation of comprehensive information and training programs that raise citizen awareness and knowledge of e-government services as they become accessible in each region. An associated advertising campaign focusing on each emerging e-government system and service with its benefits and advantages.
- Acceleration of the rollout of high performance network and Internet infrastructure to government agencies and service providers. Acceleration of the rollout of high performance Internet infrastructure starting with the areas of highest population density.

These can then be supported by:

- Development and adoption of a set of standards and processes for the design, development, and maintenance of all government websites. Instantiation of government Web developer training programs to ensure appropriately skilled

professionals needed to build and maintain websites that provide a high level of transaction security and ease of use for all e-services.

- Instantiation of interagency agreements that require and promote high levels of collaboration, cooperation, and service consistency between all government agencies and with the ongoing Yesser national e-government development project [13].
- Instantiation of standards and protocols to ensure and enforce highest levels of information security and privacy across all e-government agencies and services. Instantiation of standardized trusted payment systems and gateways which are highly secure, highly accessible, and simple to use for all online transactions.

**III. CONCLUSION**

Citizen’s adoption of e-government services is an important goal for many governmental service providers, however the success of this adoption process is not easy and requires a thorough understanding of the needs of citizens and system requirements. This paper focuses on the barriers of e-government services adoption in J&K.

The result of this work based on the response of J&K citizens and IT employees in public sectors to the research question. Based on the data collected through a questionnaire survey the researchers identified and uncovered many important factors which affect directly the adoption process. It is clear that there are many important factors which common between the two groups and that need to be addressed in quick and professional manner. As result of this study, a brief set of recommendations has been made in order to help the public sectors and government originations to improve the e-government services outcome and to achieve the aspirations of J&K citizens and their satisfaction with electronic services.

The issues related to -governance considered in the current study are good governance, participation of citizens in decision making, grievance redressal and employment information. It is observed that only 31.15% of the respondents believe that e-governance has contributed for good governance. 47.54% of the people believe that e-governance has brought people closer to government. Further our research shows that performance of e-governance in grievance redressal area is only 27.86% and at last the performance of the e-governance in providing employment information by online employment exchange is better as compared to other factors in the current study and 59.02% of the respondents has availed the benefit of online employment exchange.

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