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

MAJOR CONTENTS AT A GLANCE

SR. NO.	PARTICULARS	PAGE NO.
I	Certificate	I
II	Declaration by the Candidate	II
III	Acknowledgements	III
IV	Major Contents at a Glance	V
V	List of Tables	VIII
VI	List of Graphs	XV
VII	List of Figures	XVI
VIII	List of Abbreviations	XVII
IX	List of Annexure	XX
CHAPTER ONE:: REVIEWING MANIFESTATIONS OF e-GOVERNANCE INITIATIVES		
1.0:	Executive Summary	04
1.1:	Introduction	05
1.2:	e-Governance Models	10
1.3:	e-Governance in India: Current Policies, Initiatives & Institutions	26
1.4:	Major Impacts of e-Governance on the Relations among Citizens, Politicians and Public Servants	29
1.5:	e-Governance initiatives of Vadodara Municipal Corporation (VMC)	31
1.6:	e-Governance Initiatives of State Government of Gujarat	34
1.7:	Review of e-Governance Services at the Global level, illustrative, Developing Nations	37
1.8:	Benefits of e-Governance	45
1.9:	Issues and Challenges of e-Governance	47
1.10:	Recommendations for Way Forward for e-Governance	50
CHAPTER TWO :: REVIEW OF LITERATURE AND CONCEPTUALIZATION OF PERCEIVED USEFULNESS & VALUE CREATION FOR e-GOVERNANCE USERS		
2.0:	Executive Summary	70
2.1:	Introduction	70
2.2:	Review of Literature	72
2.3:	Perceived Risk and Perceived Usefulness	117
2.4:	Value Creation	122

CHAPTER THREE :: RESEARCH METHODOLOGY		
3.0:	Introduction	132
3.1:	Key Terms of the Research Study	133
3.2:	The Rationale of the Research Study:	135
3.3:	Scope and Coverage of the Research Study	135
3.4:	Objectives of the Research Study	135
3.5:	Research Questions of the Research Study	136
3.6:	Research Design of the Research Study	136
3.7:	Research Methodology	136
3.8:	Hypotheses of the Research Study	141
3.9:	Conceptual Model Developed and Used in this Research Study	141
3.10:	Drafting of the Structured Non-Disguised Questionnaire of the Research Study	143
3.11:	Data Analysis and Interpretations of the Research Study	156
3.12:	Findings and Implications of the Research Study	156
3.13:	Recommendations and Suggestions of the Research Study	157
3.14:	Limitations of the Research Study	157
3.15:	Directions for the Future Research Studies	157
3.16:	Chapterisation Scheme of the Ph.D. Thesis	158
CHAPTER FOUR :: DATA ANALYSIS & INTERPRETATIONS OF THE RESEARCH STUDY		
4.0:	Introduction	168
4.1:	Profile of Selected e-Governance Users	168
4.2:	Selected Users Accessing Internet and Awareness About e-Governance Services	176
4.3:	Selected Users' Awareness about e-Governance Schemes offered by the Government of Gujarat	179
4.4:	Selected Users' Awareness about e-Governance Schemes offered by Local Municipal Corporation	182
4.5:	Selected User's Comparison About in Manual Services Versus Use of Digital Services (e-Governance)	184
4.6:	Selected e-Governance Users' Experience from the use of e-Governances Services of Local Municipal Corporations (LMC) and Government of Gujarat (GoG)	188
4.7:	Selected e-Governance users' Experience for Behavioural Intentions and Attitudes	237
4.8:	Selected e-Governance Users' Experience about Perceived Importance of e-Governance Services	245
4.9:	Selected e-Governance Users' Experience About Overall Satisfaction from e-Governance Services	246
4.10:	Discussions and Interpretations of the Research Study	247

CHAPTER FIVE :: FINDINGS AND IMPLICATIONS OF THE RESEARCH STUDY		
5.0:	Introduction	259
5.1:	Findings of Correlation	260
5.2:	Findings of Chi-Square Test	264
5.3:	Findings of the Friedman Test of Selected e-Governance users' Experience of Selected Features of System Quality	276
5.4:	Factor Analysis of Selected Factors related to e-Governance Services	281
5.5:	Findings of Structural Equation Modeling [SEM] using Smart Partial Least Square Path Modeling [SMART PLS]	318
5.6:	Key Findings and Implications of the Research Study	331
CHAPTER SIX :: CONCLUSIONS, RECOMMENDATIONS OF THE RESEARCH STUDY		
6.0:	Introduction	344
6.1:	Organization of the Ph.D. Thesis	345
6.2:	A Brief about the Research Study	345
6.3:	Research Methodology	347
6.4:	A Brief of the Structured Non-Disguised Questionnaire	350
6.5:	Profile of the Selected e-Governance Users	353
6.6:	Key Results of the Research Study	355
6.7:	Findings of the Research Study	361
6.8:	Conceptual Model for the Research Study	366
6.9:	Structural Equation Model (SEM) of the Research Study	368
6.10:	Findings and Implications of the Research Study	372
6.11:	Recommendations based on e-Governance Users' Responses on the Quality Features of e-Governance Services	391
6.12:	Recommendations and Suggestions Inferred from the Research	399
6.13:	Suggestions of the Research Study	402
6.14:	Concluding Remarks of the Research Study	403
6.15:	Limitations of the Research Study	405
6.16	Directions for Future Research Studies	406
	References	407
BIBLIOGRAPHY		
1.0:	Books	410
2.0:	Research Reports, Journals, Theses and Dissertations	412
3.0:	Reports, Conference Proceedings	418
	Webliography	420
ANNEXURES		
I	Summary of Review of Literature in Table Form	
II	Questionnaire in English Language	
III	Questionnaire in Gujarati Language	
IV	Map of Gujarat State	
V	Research Paper Publications	
VI	Abstract	