A Qualitative Approach to Determine Factors Influencing E-Government Adoption Among Employees in India

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Abstract: Development of information communication and technology has pushed the government to computerize services over recent years through e-government. The key objectives of e-government are to exchange information and provide quality services at reduced cost and better connectivity with citizens, businesses, employees, and other government departments for making a transparent and effective system. However, governments have provided temporary approaches to e-governance rather than a holistic view for e-government for all the stakeholder. The government spends big money on the development of e-government programs to benefit citizens, but the success of these initiatives relies much more on employee adoption. Many researchers have investigated the citizen perspective, but very little attention has been given to employees’ adoption of e-government. Employees play a crucial role in a successful implementation of e-government. This study attempted to use the qualitative research method to identify the factors influencing e-government. Eight major themes have emerged from the study of the interviews of the participants, representing the factors influencing e-government adoption among employees. The major themes are technological challenges, infrastructural problems, technical support, security concerns, digital divide, lack of trust in computer applications, and administrative issues. This research will help the government organization to focus on the critical factors required for successful adoption of e-government. Successful adoption of e-government may lead to an improvement in job performance among the employees, which will result in the efficient delivery of services to the citizens. It will help them achieve cost-effective implementation of e-government applications by managing their resources effectively and generally enhancing the efficiency of the organization.

Keywords: e-government adoption, employees perspective interpretative phenomenological analysis, technology adoption