Comments and Questions
GCABSS 2020

Paper No. 201214

Comment 1
I would like to believe that "8 major themes have emerged from the study of the participants' interviews, representing the factors influencing e-government adoption among employees" as claimed by the authors. It is claimed that "technological challenges, infrastructural problems, technical support, security concerns, digital divide, lack of trust in computer applications, and administrative issues". We believe that the research will help the government organization focus on the critical factors required for successful adoption of e-government.

Answer
Thank you!

Comment 2
Concept of e-governance is important for the provision of better public services to citizens. The paper is very much relevant to the present-day issues. We would like to appreciate authors attempting to address a very pertinent and important issue in their research.

Answer
Thank you!

Question No. 1
What is the definition of the e-governance from your perspective?

Answer
E-government means the use of information and communications technology, such as the Internet, to improve the processes of government services delivering online. In other words, E-Government refers to the use of internet technology as a platform for exchanging information, providing services and transacting with citizens, businesses and government.

Question No. 2
Do not you think that your conclusions are a bit half prepared?

Answer
I have included all the eight major themes which can influence e-government adoption among employees.

Question No. 3
Can you explain your study's environmental limitations?
The environmental context consists of the environmental characteristics in which the organization conducts their services. The contextual factors influence an organization’s decision to assimilate an innovation, which eventually impacts the employee performance.