e-Governance refers to the application of information technology (IT) to improve the services provided by the government sector to benefit the citizens. IT is changing rapidly, and it is almost essential for the government to use the IT services in an effective way to provide hassle-free services to the citizen. Information and Communication Technologies (ICT) have witnessed a significant boom in the current century. e-Governance is an expanded form of e-Government. e-Governance can be defined as a medium to make coordinative interaction between the e-Government and the citizens to benefit both. In one simple definition we cannot put all the concept and meaning of e-Governance. e-Governance principally focuses on responsibilities of a politically elected government to effectively interact with citizens to attain the goal of socio-economic policies. e-Governance should post all the necessary information on the government website. All the developed nations of the world such as U.S.A, U.K, Canada, Australia and Singapore have adopted IT in a big way for e-Governance. Developing nations like India, China, Sri Lanka, Philippines and Brazil are advancing well without any dents and snags in e-Governance implementation.

The aim of this research is to propose holistic theoretical frameworks, which identify the citizen and government employees’ perspective factors in implementing e-Governance in public utility service sector in India. There is lot of studies existing in the field of e-Government adoption in developed countries, but very few studies are available in Indian context. Every study has used various factors in different public utility service sector. There is no common reason to judge for determine which factors contribute to the adoption of e-Government which leads to a gap in the literature review. The unnerved gap study tries to identify and establish the most suitable factors for measuring the intention to use e-Government system in India.

This study is divided into two parts which measures citizens’ as well as government employees’ perspective of e-government system. The hypotheses logically proposed, are based on the theoretical models. The study consists of fourteen broad hypotheses which are proposed to measure the citizens’ perspective along with four broad hypotheses for employees’ perspective of intention to use e-Governance in public utility service sector in India. The present study
employed quantitative techniques by using of survey questionnaire method for data collection. For citizens’ perspective, the questionnaire was distributed to the respondents through the researcher personal and email contact. By researcher’s personal contact the data related to employees is collected from certain government departments such as railways, land and revenue, income tax, telephone and electricity.

The survey questionnaire was distributed among a total of 750 respondents to citizens. From a total of 550 responses were collected, 498 were usable responses obtained and used for all the analysis. The survey questionnaire of employees’ perspective was distributed among a total of 250 respondents from which 110 responses were obtained. Suitable statistical analysis tools were used to analyze the data. Standard Statistical Package for Social Sciences (SPSS) version 12.0 software was used for analyzing the data.

This study identified factors contributing for citizen intention to use e-Government system from various e-government adoption literatures. This study identified ten independent variables namely perceived ease of use, perceived usefulness, security, website quality, computer anxiety, computer self efficacy, personalization, familiarity, local language and perceived risk and one dependent variable i.e., intention to use. The citizens’ perspective model with ten independent variables records 55.8% of the variance towards the dependent variable – intention to use e-government system. The analysis registers the factor computer self-efficacy is the first and for most important predictor for intention to use e-government system in India.

This study also recognizes the contribution made by the citizens’ demographic variables like age, gender, income and education which are influencing towards intention to use e-government system. Demographic variables like income and education are the more contributing towards intention to use the e-government system, whereas age and gender have no difference in intention to use the e-government system.

This study also reveals the factors contributing for employees’ intention to use e-Government system by going through various e-government adoption literatures. This study also recognizes four independent variables namely performance expectancy, compatibility, job fit and facilitating
conditions and discover one dependent variable i.e. intention to use. The multiple regression analysis results showed that the model is clearly explaining 79.5% of the variance towards the dependent variable – intention to use the e-government system. The analysis shows that the factor job fit holds to be the most important predictor for employees’ intention to use the e-government system in India.

This research offers a possible relationship between the past studies and the present research findings. The importance of e-Governance in all public utility service sectors in India is expressively stressed in this study. This research study also attempts to get a bright glimpse about the factors that facilitate the intention to use e-government services by both citizens’ perspective as well as employees’ perspective. Based on the research findings the author has given a set of recommendations to create a supportive environment for the future research in the area of e-Government services.