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Abstract

Penetration of network technology has promoted growth of Information and Communication Technology (ICT) resulting in phenomenal change in global information economy. As an effect, government agencies of almost all countries have adopted ICT to reengineer the existing administration at all jurisdictional levels into effective, transparent, accountable and efficient system. The endeavour of grouping different independent and interdisciplinary functional bodies together in government with the objective of serving citizens has been termed as ‘e-government’.

Indian government has prioritized implementation of e-government projects in the five year plans allocating substantial budget to initiate e-government practices. A national level e-government plan has been proposed with focus on network and service delivery. To communicate with citizens and other stakeholders directly, government agencies have designed web sites and web portals. Citizens are eager to welcome interactive, integrated information and services from the government but have their own expectations.

This study attempts to identify the important factors determining service quality of portals and examine if the satisfaction of use depend on the service quality. E-government implementation takes place in stages and perception of service quality for users may vary with the stage of e-government. Initial stage is static ensuring web presence of government organization with essential information. Second stage is interactive where people can send emails and contact the concerned departments. Third phase is a matured phase involving transaction and two way communications between the administrators and the users. Since at this stage users have direct contact with public administrators, we considered web portals involving transaction to conduct our study.

A conceptual model has been established based on two popular models and a validated framework: TAM, D&M IS model and e-service quality framework proposed to establish E-S-Qual scale (Parasuraman,