CHAPTER 6
CONCLUSION AND RECOMMENDATIONS

6.1 Introduction
This chapter unfolds the findings of the research. 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. After taking notes from various literatures of e-Government adoption studies, an analyzed holistic theoretical model has been developed for both citizens’ and employees’ intention to use e-Government system. 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.

In addition, this chapter includes the essence of discussions and conclusions of the study that has been made in the area of e-Government system. Then this chapter follows on a brief discussion of the managerial implications for academicians and practitioners, an outline of possible limitations of the study, and area of future research in e-Government system.

6.2 Theoretical Implications
The research scholars will find more useful insights concerning the citizens and employees intention to use the e-Government system from this study. This is a unique citizen model developed in the area of e-Government research, especially to influence more and more citizens’ towards the usage of e-Government services. The research is relevant for government to citizens (G2C) and government to employees (G2E) as it provides insights and methodology for measuring the intention to use the e-Government system in public utility service sectors. Based on various e-Government adoption studies the study proposes two theoretical models: namely employees’ perspective and citizens’ perspective for intention to use the e-Government system and maximize user satisfaction. This study has the orientation of recognizing the major factors which contributes more for implementing e-Governance in the field of public utility service sectors. This study also reveals that there is a need to study both employees’ and citizens’ attitude towards using e-Government system which helps them to provide the necessary resources for implementing the new system.
6.3 Managerial Implications

This research oriented theoretical model will serve as a strong base for making decisions by the practitioners (government institutions, government officials and e-Government practitioners) at the time of developing a suitable system for e-Government. This model can be easily implemented by the government in various public departments because the proposed model is based on various well established theories in the field of technology adoption. Being in the era of digital world it is mandatory for the government to provide online system for servicing both the citizens’ as well as employees. India has huge human capital and IT wealth; hence government of India has to focus on building a successful e-Government system.

The findings from the research study will definitely give a clear set of objectives for the government for structuring various guidelines for implementing the e-Government system in public utility service sectors. Government officials as well as e-Government practitioners can take these frameworks as a pilot model for testing the intention to use e-Government system in public utility service sectors. If government focuses more attention on well-defined strategies to maximize the usage of the online system, it will create a great impact upon the minds of the citizen to move forward and interact with the online system.

6.4 Area for Future Research

Research can be usually extended further for improvising and upgrading, and the research presented here is no exception. India being vast populated country with multiple setbacks marches forward to improve the present condition of giving services and include many untouched areas with their undaunted wealth of ICT for which India alone stands for. For challenging future achievements the participation of public-private partnership will prove that the power of ICT instrument will disqualify all the barriers and bring great results in their achievements. This study brings out the need of e-Governance even in the rural sectors that holds major block of population. More and more rural Indian people have started realizing the power of ICT to handle any type of complicated issues with ease. This influence and response from the citizens’ encourage government to introduce full fledge e-Government system in the rural sectors. The research has focused on studying government employees’ perspective in only limited public sectors. Researchers can further explore many other public
services and bring out a more robust model for implementing e-Government system in government department.

6.5 Conclusions

In today’s digital world governments around the world has to incorporate information and communication technologies tools into their day to day activities. Various thoughts of authors have one common goal that is to use the fullest capacity of ICT in public sector. India understood the potentiality of e-Governance on a perfect broad base covering all the aspects to give a satisfactory response with its simplicity in operations will definitely encourage and influence the Indian mass. For successful implementation and survival of e-Government system it should have better adoptability, security, interactivity, compability, flexibility, simplicity, utility and feasibility and also with a well organized infrastructure to influence the people to come forward more and more to involve themselves in the use of e-Government services. In the absence of any one of the elements said above the implementation of e-Government will not attain its goal. Despite dismissing all the barriers such language barrier, infrastructure, corruption, illiteracy, poverty, political instability etc, the Indian mind set prepared to accept and invite all the challenges and convert them in a successful way and show their courage to make all the impossible things possible.

All the efforts that have been taken during this study, is to build these multi-skilled theoretical models for citizens’ and employees’ perspective, to stimulate the intention to use, striding towards excellence in impact of e-Governance in the public utility service sector in India. Public utility services are basically framed to give a lot of benefits to its citizens. The success of e-Government is fully dependent on the citizens’ willingness to use the new system. The powerful mechanism of ICT will create a favorable impact on citizens to voluntary involve themselves for utilizing the services offered by the government.