1. **LITERATURE REVIEW**

1. **Knack, Keefer, (1995)** The field literature emphasizes high quality institutions and governance structures, physical capital, human capital and knowledge as key drivers of economic growth

2. **Ferejohn (1999)** holds that politicians who wish to enhance the size of the public sector must increase the disclosure of information in order to receive more resources and obtain the voters’ trust. Therefore, given that left-wing governments tend to argue in favor of a stronger public sector, they will be prone to implement higher levels of transparency, compared to conservatives

3. **Adebayo (2000)** The similarities they both share is that they are machinery of government saddled with the responsibility of implementing governmental policies, that is carrying out the day-to-day duties that public administration demand. It is imperative to state that public service encompasses the civil service or put differently is broader than civil service.

4. **Shilubane (2001)** The concept e-governance has been broadly defined especially as it relates to the public sector. In fact, researchers vary in their definitions of the concept, thereby presenting diverse definitions of what e-governance is all about

5. **Budhiraja (2003)** defines e-governance as the application of Information Technology to the process of government functioning in order to achieve a Simple, Moral, Accountable, Responsive and Transparent (SMART) Governance

6. **Backus, (2003)** Another distinction is that E-Governance is the application of electronic means in the interaction between government and citizens, government and businesses, as well as internal government operations to simplify and improve democratic government and business aspects of governance

7. **Bekkers, Homburg (2005)** Most innovations in public administration have an ICT component. ICT is interconnected in many practices in administration as information, communication represent vital resources for public service provision, for implementing public policies and achieving projects and programs. ICT innovative potential is determined by specific characteristics, for example „the ability to process big data and to communicate beyond the temporal, functional and geographic borders”
8. **Osborne and Brown (2005)**, the capacity of innovation in public organizations represents “a function of organizational characteristics, but also of internal culture, external environment and institutional framework”.

9. **Tolbert and Mossberger (2006)**, the first approach is orientated to providing ‘a flexible and convenient interface with government customers who can access government around the clock and experience ‘one-stop shopping’ for information and services’, and the second approach ‘allows citizens to become more knowledgeable about government and political issues, and the interactivity of the medium allows for new forms of communication with elected officials and between citizens – through chat rooms, Listservs, e-mail, and bulletin board systems’

10. **Siau and Long, (2006)** a digital administration would eliminate the time and space barriers citizens experience in their relations with public administrations, and it will be viewed as an improved service for citizens, instead of as a heavy bureaucracy. Moreover, it allows citizens to participate in democratic institutions and political processes

11. **Alt et al. (2006)** find that the results derived from fiscal policy may influence politicians’ incentives to increase the transparency level. The town councils with more funds in their budgets are in a better position to improve their information systems, and can use more resources to extend their offer of public services.

12. **Grant & Chau (2006)**, defines e-government as broad-based initiatives that leverage on the capabilities of ICT to deliver high quality, seamless and integrated public services; enable effective constituent relationship management; and support the economic and social development goals of citizens, business, and civil society at local, state, national and international levels

13. **Ni and Bretschneider (2007)**, suggest that governments with a right-wing ideology tend to carry out programs or activities of a notably economic nature, such as those associated with the development of the market, control of inflation, and the introduction of reforms in the public sector (budget discipline, privatizations etc.). In contrast, those with other ideologies tend to focus on social policies such as the development of state pensions, health care etc

14. **Piotrowski and Van Ryzin (2007)**, have shown that the economic level is positively related to information transparency in public administrations, especially
in financial and fiscal matters, and to a higher presence on the Internet. Several variables are behind this positive relationship, such as educational level.

15. **Coursey and Norris (2008)**, the theoretical frameworks provide different perspectives. Whereas the reinforcement theory and the socio-technical theories underline the role played by the managers’ worldviews of organizational change and the factors external to the organization (in this case, the government), the technological models (e.g., technology acceptance model) usually predict individual user adoption and hold that the behavior adoption on behalf of the potential users will also depend on image, output quality and perceived ease of use, among others, combining both social influence processes and cognitive instrumental processes.

16. **Banerjee S. and Karforma S. (2008)**, while accessing public services, citizens need to possess multiple instruments which will only validate their accessibility. Present instruments are very much requirement specific, but the authors are of the view that there should be only one electronic card with multipurpose functionality because issuance of multiple cards to an individual is not only economically infeasible but also leads to anomalies in data integrity.

17. **Stoica & Ilas, (2009)**, One must note that evidence shows that these levels are intertwined in practice, it is possible that a website includes components that are characteristic for a specific level, yet the previous levels are not fully developed.

18. **Mell P and Grance T. (2009)** Cloud computing is one of the new models for enabling convenient, on-demand network access to a shared pool of configurable computing resources (e.g., networks, servers, storage, applications, and services) that can be rapidly provisioned and released with minimal management effort or service provider interaction.

19. **Howley et al. (2009)**, have detected that the level of citizens’ satisfaction is higher in relation to several factors, such as environmental quality, absence of noise, services provided and facilities available. The level of satisfaction and the quality of life mainly depend on the volume and quality of the services provided by the public administration, which can be offered through e-government more effectively and efficiently.

20. **Godse & Garg (2009)**, stressed the fact that there are numerous factors to be considered in e-governance implementation. According to them, “making and implementing decisions, proper leadership, putting in place organizational arrangements, ensuring resources and funding, establishing accountability and
measuring success, telecommunications network, internal agency systems, cross-
government systems, service delivery network access points, internet access and
skilled staff, better delivery of government services to citizens, improved
interactions with business and industry, citizen empowerment through access to
information and more efficient government management” are the factors that must
be taken into consideration for the success of e-governance implementation

21. **Navarro et al. (2010)**, find that the political tendency in the governing party does
not explain the development of sustainability reporting by the public sector

22. **E-governance (2010)**, can be a suitable solution to this problem. The primary
delivery models of e-Government can be divided into Government-to-Citizen or
Government-to-Consumer (G2C), Government-to-Business (G2B), Government-to-
Government (G2G), Government-to-Employees (G2E). Authors are of the opinion
that though Indians have a strong presence in the software world, digitization of
governmental services is still at its infancy in India.

23. **Bason (2010)**, the capacity of innovation can be considered in a pyramid structure,
“with overall structural, institutional and political contextual conditions at the top
and daily practices – people and culture – at the bottom”.

24. **García-Sánchez et al., (2011)**, The implementation of electronic administrations aims at
simplifying and improving the relationships and transactions between public organizations
and their users and citizens

25. **Rodríguez-Domínguez et al., (2011)**, These studies face a common limitation:
they do not allow us to observe different digital public government styles and the
determinants of their overall development, given that they focus on information
disclosure features and their formats, ignoring the concept that e-government must
be understood as more than a simple tool for reporting public activities

26. **DG Enterprise and Industry, (2011)**, In the public administration “the innovative
activities include new services or new methods of providing services in interaction
with users, as well as re-organization of work responsibilities, new support and
logistics systems and new management systems”

27. **Worrall, (2011)**, While e-government is simply about the transformation, delivering
services effectively and seamlessly, developing new forms of communication
between government and the governed, and enhancing quality of lives through
economic development and enhancing civil society
28. Bekkers et al., (2011), In the knowledge society, the capacity of innovation and capacity to implement new innovations is very important for the public administration. „The public organizations should be able to incorporate information, knowledge, resources within the innovation processes and to harmonise the needs of citizens, businesses, NGOs”

29. Prado-Lorenzo et al., (2012), The governing party’s ideology may influence sustainable development and digital government; given that different ideologies usually propose different city styles

30. Tariq MI. (2012), Most of e-Governance projects and applications suffer with security breaches as a result sensitive data loss occurs. Though cloud computing is cheaper to provide e-Governance services but not free from security issues

31. Gerges Set al., (2013), Recent trend of e-Governance application in India is to use cloud computing services widely to benefit from elasticity and dynamic on-demand provisioning, and to reduce costs with the cloud’s pay-as-you go billing model. As many cloud based e-governance applications involve multiple collaborating of different departments shared resources, the major concern is security

32. Ojo (2014), also sees e-governance as “the application of information communication technology (ICT) by the government to enhance accountability, create awareness and ensures transparency in the management of governmental business.” He also states that e-governance can be seen as a political strategy of government through which their activities can be showcased to the public.

33. Ayo (2014), defined e-governance as “the governing of a state/country using ICT.” Meaning that, e-governance is the application of ICT in executing government businesses. From the definitions so far, it can be deduced that e-governance is simply the use of ICTs in the operations of government businesses, put in another way, it is the shift from the traditional method of carrying out government activities which is mainly hierarchical, linear, and one way to the use of internet which enables the public seek information at their own convenience and not really having to visit the office in person or when government office is open

34. Surabhi Saxena, Dr. Devendra Agarwal (2015), the authors opine that the growth of Information Communication Technology (ICT) has brought a lot of changes in the India both public and private sectors to provide services to their citizens and to change the rules and regulations and hence the E-Governance is best example. They
have explored the impact and scope of e-Governance initiatives taken by the Government in India, so that the future visions make useful way to know what are the major impacts and scope of e-Governance projects in India.

35. **Kriti Priya Gupta, et al., (2016)**, Their study extensively reviews various models that have been used for studying citizen adoption of e-government. Their study also presents a comprehensive review of factors that influence e-government adoption in the contexts of different developed and developing countries. Their proposed model integrates the unified theory of acceptance and use of technology (UTAUT) model.