

ABSTRACT

E-Governance is becoming a global phenomenon that is consuming the attention of politicians, policy makers, and citizens. Across the world, Governments have made and continue to make huge financial and political commitments to make E-Governance a reality. E-Government, as electronic government is popularly called, refers to Government's effort to enhance access to and delivery of government information and service to citizens, business partners, employees, and governmental entities through information technologies. Major benefits from e-government initiatives include: increased efficiencies in government operations, decentralization of services and administration, increased accountability, and improved resource management. Research by the OECD suggests that e-government can be an important catalyst to public sector reform agendas, whether as a tool of reform, a catalyst for change initiatives, or an instrument for improving processes and governance.

Key question addressed in the present study is to define success of an e-government implementation and the role of management in the success. Going further the present study will validate the relationship between the System user satisfaction and Citizen Satisfaction. Traditionally, the IS success studies have focused on the importance of the Top Management support as the critical factor for the successful implementation. But in a typical e-Government implementation which spans across geographies as well as hierarchies, multi-tier management support becomes critical for the implementation.

For empirical verification data was gathered through a field study using a questionnaire. The data was analysed and the hypotheses verified through Structural Equation Modelling using LISREL. The results indicate that apart from Top Management support, local management support is crucial for successful implementation. Furthermore, results clearly confirm the positive relationship between System User Satisfaction and Citizen Satisfaction.