



INDIAN INSTITUTE OF TECHNOLOGY GUWAHATI  
SHORT ABSTRACT OF THESIS



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SHORT ABSTRACT

E-Government systems targeted at various stakeholders aim to promote good governance and to bring in more efficiency, transparency, and accountability. The overall ease with which the end-user can avail the services from an E-Government system is paramount to its usefulness and thereby its effectiveness. The Government-to-citizens (G2C) interactions offer the widest range of information and services. The E-Government Systems built for Government to Citizen (G2C) services are intending to provide quality services, in the minimum possible time. The main benefit is improved relations between a government and its citizens. In such systems, some features require a fine balance in confidentiality and transparency. The user experience of a citizen begins from the time of receiving the information about a service and its benefits and accessing the service through multiple channels to the final interaction with the system itself. The end-to-end experience of the interaction that the user has with the system can be termed as the human-system or human-computer interaction (HCI). The different stages combine to form the user experience. Although E-Government is high on the agenda of the Indian Government and many resources are set-aside for it, E-Government systems still face significant challenges as it continues to evolve. The success of electronic service delivery is not always clear. Adoption and use of the new services are still rather limited and need to be stimulated. The focus of the research is on improving the information and services delivery through the E-Government websites in the context of the Government of Assam. The research work is combined with real-life implementation of websites and the learnings factored into the E Government website development model and framework.

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