Review Article

Government and Non-Government Employee Perception Towards Sustainable E-Governance: An Empirical Study among Bangladeshi Employees

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Abstract

The focus of this research is to investigate the perceptions and satisfaction levels of both government and non-government employees regarding E-Governance, as well as to establish a connection between employees' perceptions and their satisfaction with the system. A quantitative research methodology was employed to collect data through a survey of 180 executives in Bangladesh's government and non-government offices, using purposive sampling techniques. The survey consisted of a pre-tested, closed-ended questionnaire with a five-point Likert scale. The data was analyzed using SPSS Version 20 software, utilizing descriptive statistics, Pearson product-moment correlation, t-test, and one-way ANOVA test. The results demonstrate a positive correlation between employee satisfaction with E-Governance and their perception of the system. Additionally, the findings reveal that demographic variables such as gender, age, and educational level have no impact on E-Governance perception and satisfaction. The study suggests that the current E-Governance system has significant potential for improvement, given the significant relationship between system quality, perceived usefulness, perceived ease of use, and user support with user satisfaction in E-Governance.

Key words: governance; e-governance; executives; perceptions; satisfactions

Introduction

Exemplary management is always expected. The qualities of e-governance today make it necessary for good governance to exist everywhere in the globe. E-governance is being implemented by regulatory organizations, service providers, and service seekers. The primary goal of this essay is to understand how government and nongovernment personnel, who play crucial roles in the implementation of e-government in the nation, feel about it. E-governance is defined in many ways by several individuals and groups from various backgrounds. A handful of them are listed below: E-governance is a procedure that uses technology to assist deliver government services to the public as quickly as possible so that people don't have to visit a government office. Additionally, employing this method will significantly speed up government operations. (Rahman, 2019; Almarabeh and Ali, 2010). Bangladesh's government started the digitization program in 2001 to bring

government services to citizens' doors and to ensure good governance. This was done in order to stay up with the globalized world. To enable the government to become accountable and committed to the welfare of the citizens, good governance includes several fundamental requirements. Being accountable, transparency in all areas, security sector reform, increased service delivery, decentralized governance, political and civil rights, the efficacy and efficiency of governmental operations, the role of the law, and good democracy are among these requirements. (Rahman, 2019). In order to provide information and e-services (i.e., services delivered electronically) to the nation's residents, the government uses Information and Communication Technology (ICT) and its many applications, or "e-governance" in short. E-governance, broadly speaking, may be defined as the uses and applications of ICT in public administration to perform procedures to efficiently manage data and information to increase the delivery of public services for the

empowerment of citizens. Web-based services, big data, mobile applications, social media, and cloud computing are just a few of the recent technological advancements that have a significant impact on individuals and the government today. The usage of e-governance can improve services, speed up public administration, and meet transparency and accountability requirements. Through efficient resource management that promotes environmental sustainability, it may assist the government in going green. E-governance encourages the social inclusion of disadvantaged and handicapped groups in society and boosts economic progress. Benefits of e-governance include the creation of new jobs, improvement of health and education outcomes, and capacity strengthening for sustainable development. E-services that are quick and efficient cut-out intermediaries and save time and money. With these internet services, living in our towns and cities would have been more challenging while managing the transportation services would have been possible (Alam, 2012; Chowdhury and Satter, 2012; Gisselquist, 2012; Rahman, 2016).

Methods And Materials:

Selecting the right study design might be beneficial, particularly for properly achieving the research objectives. The setting in which this study was done is described in this section. The technique and factors used in the study are also explained. Employees from 30 Government and Non-Government organizations in Dhaka, Bangladesh who worked at the Top, Mid, and Low levels all participated in the research (n = 180). Data collection took place between August 2020 and December 2020. Purposive sampling is a type of research sampling that allows researchers to utilize their judgment to choose appropriate participants for the sample. (Guarte and Barrios, 2006). Three components make up the designed questionnaire. Social demographic qualities like age, gender, level of education, position, and job history are included in the first section. Two scales that were employed as measuring tools for the research are included in both the second and third portions. The

first scale, which measures the system quality, utility, usability, and user support of E-Gov apps, contains four dimensions and nineteen items. The device contained: Four questions assessing perceived utility were taken from Kamir (2015); five were taken from Davis (Karim, 2015); and two were taken from Doll and Torkzadeh (Doll and Torkzadeh, 1988) and Davis (Karim, 2015). Eight items measuring system quality were also taken from these sources. (Voermans and van Veldhoven, 2007). Three questions on the second scale gauge how satisfied users are with e-government. Armstrong et al. (2005), Lin and Lee (2006), and Wang (2008) provided the inspiration for these three user satisfaction questionnaires. In the E-Gov. the setting, every scale item was changed. The user satisfaction and E-Gov perception items were provided using a five-point Likert scale with "1: strongly disagree" and "5: strongly agree." The SPSS for Windows 20.0 package application was used to analyze the data. The Kolmogorov-Smirnov test was initially employed to assess the normality of the data, and the findings indicated that the data were distributed normally and that parametric tests could be performed. First, descriptive statistics were used to examine the respondents' demographic information. Second, the mean, standard deviation, and reliability of the research instrument were examined. The link between user satisfaction with E-Gov and perception of E-Gov was examined using Pearson correlation tests. The differences according to demographic qualifications were then determined using the t-test and one-way ANOVA test.

Results:

Cronbach's alpha coefficients were calculated in this study to determine the reliability of the scales. I discovered reliability scores of 0.815 for the employee satisfaction scale and 0.921 for the employee perception scale. As a result, the findings show that both scales are internally consistent and trustworthy in the social sciences. (Gliem and Gliem, 2003).

Variable name	Particular	Frequency	(%)
Gender	Male	114	63.33
	Female	66	36.67
Age	25-31	34	18.89
	32-37	61	33.88
	38-43	45	25
	44 and above	40	22.22
Education	Undergraduate	30	16.67
	Graduate	146	81.11
	MPhil/Ph.D.	4	2.22
Position	Top-level Executive	39	21.66
	Mid-level Executive	62	34.45
	Low-level Executive	79	43.89
Experience	Less than 2	32	17.78
	2-4 year	42	23.33
	5-7 year	47	26.11
	8-10 year	33	18.33
	11 and above	26	14.45

Source: Developed by authors

Table 1: Demographic qualifications of participants.

180 employees from both the public and private sectors took part in the study. Table 1 shows that a total of 114 men (63.33%) and 66 women (36.67%) completed the surveys and returned them. The participating employees' range in age from 25 to 60 years; 34 of them (18.89%) are between the ages of 25 and 31; 61 (33.88%) are between the ages of 32 and 37; 45 (25%) are between the ages of 38 and 43; and 40 (22.22%) are above the age of 43. The participants were 37.56 years old on average. In addition, 16.67% of the participants (30 workers) had a bachelor's degree, 81.11% (146 employees) had a master's degree, and 2.22% (4 employees) among the employees had an M.Phil/PhD degree. 39 people (21.66%) were low-level

executives at the firm we discovered, 62 employees (34.45%) were mid-level managers, and 79 employees (43.89%) were top-level executives. The

typical length of time spent working for their present company was 6.25 years.

The mean for the employee perception scale was calculated as 3.78 (SD: 0.73) and the mean for the employee satisfaction scale was 3.69 based on the findings of the descriptive statistical analysis. (SD: 0.69). The mean and standard deviation for each variable is displayed in Table 2. Moderate scores were reported for each variable. These results demonstrate that participants

marked "agree" as their response on both measures. The four components of the E-Gov. perception scale is assessed near one another, and participants give E-Gov. activities almost the same priority. (Table 2). Similarly, 3.69 was calculated as the mean for the dimensions of the E-Gov. satisfaction scale. (SD: 0.69). Participants in this study underline the value of electronic government while also expressing satisfaction with the electronic government system they utilize.

Scales and Dimensions	Mean	SD	N
System quality	3.82	.71	180
Perceived Usefulness	3.76	.79	180
Perceived Ease of Use	3.85	.68	180
User Support	3.61	.72	180
E-Gov. perception (total)	3.78	.73	180
User Satisfaction with E-Gov.	3.69	.69	180

Source: Developed by authors

H1: There is a relationship between the employee satisfaction of E-Gov. and their perceptions towards E-Gov.

Table 2: Mean, Standard Deviation values of the scales and their dimensions.

Pearson correlation analysis was performed to examine the connection between E-Gov workers' impressions of the organization and their level of satisfaction with it. The findings showed a high and favourable correlation between the perceptions of the E-Gov. and the satisfaction of its employees. The correlation coefficient is 0.857 (p 0.01) as well. H1 is therefore considered true.

Variables	1	2	3	4	5
1.System quality	1				
2. Perceived Usefulness	.773**	1			
3. Perceived Ease of Use	.771**	.595**	1		
4. User Support	.588**	.745**	.689**	1	
5. User Satisfaction with E-Gov.	.675**	.771**	.591**	.761**	1

**p<0.01

Source: Developed by authors

Table 3: Correlation between E-Gov. perception dimensions and User Satisfaction with E-Gov.

The link between E-Gov. aspects of perception and user satisfaction from E-Gov. was also looked at in order to further understand this beneficial relationship, as seen in Table 3. To determine the substantial impact of the concept, a correlation was conducted between each of the factors and user satisfaction from E-Gov. According to correlation findings, user happiness and system quality are positively connected (r=0.588, p0.01). User satisfaction showed a positive correlation (r=0.666, p0.01) with perceived usefulness. Similar to this, perceived ease of use and user satisfaction had a positive correlation (r=0.588, p0.01). Additionally, user support and user pleasure were positively correlated (r=0.452, p0.01). As anticipated, there was a correlation between user happiness and facilitating conditions (r=0.452, p0.01).

H1a: Employees' perceptions of E-Gov. show differences according to their job position.

The t-test was performed to determine whether the position variable affected how employees perceived the E-Gov. And a statistically significant difference was discovered between these two variables (p: 0.007 0.05). Thus, the H1a theory is confirmed.

Therefore, we may conclude that there are differences in how employees perceive themselves as top-level executives, mid-level executives, and low-level executives. In the direction of difference, the arithmetic means of the responses were examined. The results show that the perceptions of top-level executives and mid-level executives are statistically and substantially different from those of low-level executives (top-level executives 3.92, mid-level executives 3.67, and low-level executives 3.03).

		Sum of Squares	df	Mean Square	F	Sig.
Perception towards E-Gov.	Between Groups	5.786	3	1.929	6.123	.009
	Within Groups	32.674	56	.584		
	Total	38.460	69			

Source: Developed by authors

H1b: Satisfaction of employees from E-Gov. shows differences according to their job position.

Table 4: Results of one-way ANOVA analysis for E-Gov.

In order to determine if employee satisfaction with E-Gov varies by position, a one-way ANOVA test was conducted. The study shows a statistically significant difference (p: 0.0280.05) between these two factors. H1b theory is therefore accepted.

As a result, we may conclude that there are differences in the levels of satisfaction among personnel working as top executives, mid-level executives, and low-level executives. In the direction of difference, the arithmetic means of the responses were examined. The results show that the

employee satisfaction of executives at different levels is statistically and substantially different from that of executives in the public and private sectors (top-level executives: 3.87, mid-level executives: 3.61, low-level executives: 3.10). (Table 5).

		Sum of Squares	df	Mean Square	F	Sig.
E-Gov. satisfaction	Between Groups	5.989	3	1.996	4.189	.028
	Within Groups	43.782	56	.781		
	Total	49.770	69			

Source: Developed by authors

Table 5: Results of one-way ANOVA analysis for E-Gov. satisfaction

The t-test and one-way ANOVA tests were used to see if there were any differences in how people saw the government online and how satisfied they were with their experience. The findings show that there

was no statistically significant difference between these factors. Table 6 displays all analysis findings for the study hypotheses.

Hypothesis	p-value	Result
H1: There is a relationship between the employee satisfaction of E-Gov. and their perceptions towards E-Gov.	.000	Accepted
H1a: Employees' perceptions of E-Gov. show differences according to their job position.	.009	Accepted
H1b: Satisfaction of employees from E-Gov. shows differences according to their job position.	.028	Accepted
H1c: Employees' perceptions of E-Gov. show differences according to their genders.	0.189	Rejected
H1d: Satisfaction of employees from E-Gov. shows differences according to their genders.	0.232	Rejected
H1e: Employees' perceptions of E-Gov. show differences according to their education levels.	0.787	Rejected
H1f: Satisfaction of employees from E-Gov. shows differences according to their education levels.	0.454	Rejected
H1g: Employees' perceptions of E-Gov. show differences according to their ages.	0.099	Rejected
H1h: Satisfaction of employees from E-Gov. shows differences according to their ages.	0.180	Rejected

Source: Developed by authors

Table 6: Results of research hypothesize.

CONCLUSION

This study looked at how government and non-government personnel perceived and felt satisfied with e-government. The findings of the correlation study show that all aspects of e-government, including system performance, quality of information, perceived usability, and user support for e-government, have positive and highly significant connections. Additionally, it has been discovered that employees' opinions of the government as a whole and their level of satisfaction with its employees vary by position. Additionally, the findings revealed no association between demographic factors (gender, age, and educational attainment) and users' perceptions of or satisfaction with using e-government. The study's findings show that employees find E-Gov to be helpful and to provide enough user assistance. They also express satisfaction with the system. Additionally, it was shown that there are differences between how the government perceives and feels about its employees depending on their position. The limited access to E-Gov operations based on staff employment may be the cause of this discovery. There is enough room to continue with a lot more study in order to extend the conclusions of this essay.

If the conclusions are put into practice; they may help the nation's development and implementation of good governance.

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