E-PARTICIPATION TO PARTICIPATE IN E-GOVERNANCE IN PAKISTAN

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ABSTRACT: *The purpose of this study is to inquire the impact of e-participation levels which influence the participants to participate in e-governance websites. We also explore the mediating effect of user trust during participation in e-governance websites. This research is based on questionnaires which are distributed among university student. Total 150 questionnaires were distributed among the students in faculty of social sciences in GCUF. The results of this study shows significant relation among the e-participation levels and intentions to participate in e-governance. Trust of people in e-governance websites also mediates this relation and significant impact. So, we can say that if greater the e participation, greater will be the intention to participate in e-governance. Governments need to assert the role of citizens in the decision making process. Such assertion is done through the e-participation process.*

KEYWORDS: E-Consulting, E-Informing, E-Empowerment, E-Governance, Trust

INTRODUCTION

Background Information

Technology base self-services are getting more popularity with the advent of information communication technologies (ICT). It's very important to design such ICT technologies according to its usage. These ICT technologies have change the way of customer interaction as well as changed the way of government services delivery such as e-government (Venkatesh, Chan & Thong, 2012). E-government is defined as the government services and information delivered to citizens or other stakeholders by using internet or other digital means (Basu, 2004; Abu-Shanab, 2014). These governmental services are mainly categories as e-government services.

For the establishment of these e-government services, it's very important to create e-participation process which is seen as the core of e-government initiative. According to Al-Dalou & Abu-Shanab, (2013), e-participation is using new technologies to facilitate and support the interaction of government and citizens. E-participation is seen as the basic principle of e-democracy, which means taking part in collaborative and political activities for achieving common goals.

Citizen's participation in e-government shows the public trust on government. According to Kim & lee, (2012), citizen's participation and impact of building public trust on governments is still under test/researches. As Abu–Shanab, Harb & Al–Zoubi, (2013) explains that to

increase the public trust on government, governments need to increase the access of information to p

ublic and building a mechanism to track government official decision and actions. According to Heeks (2008) only 15 percent of the e-government projects are successful, 35 percent totally fail and 50 percent partially fail in developing countries. So there is very important for these countries to take attention to resolve this problem. Despite the failure of e-government projects, developing countries are also facing a lot of challenges such as lack of a proper ICT infrastructure, lack of awareness about available e-government services and a lack of citizens' trust in the government as well as the internet, which are basis for e-government project failure.

Problem Statement:

According to Heeks (2008) only 15 percent of the e-government projects are successful, 35 percent totally fail and 50 percent partially fail in developing countries. There is less participation of public in government functioning. E-governance is a new tool that used in the developed countries for the participation of public in governance process. This thing helps the government to function perfectly as their public wants. In this study we inquired how e-participation levels influence the intention of the people towards using e-governance websites for better governance process.

Significance of Study

This research is going to improve the participation of people in e-governance website trough different e-participation paradigms. Greater the people participation of public on e-governance website greater will be the transparency and good governance. People participation in e-governance website improved the government functioning. The use of e-governance websites is efficient in working, speedy in response and transparent in outlook. By making the use of e-governance, and by employing information technology, especially the Internet, the government services are delivered to citizens, businesses, and other government agencies efficiently. This form of delivering government services is vibrant enough to connect more directly the government tiers with the citizens of the country

LITERATURE REVIEW:

E-participation Level:

According to Al-Marabeh & AbuAli, (2010) US vice president Al-Gore raised the idea of e-government. The vision of Al-Gore was to link governmental services with Information communication technologies where access of information and other services are performed in an automated way. This thing improves the governmental performance as well as reduces the cost to access governmental services. E-Government is defined as the use of information communication technology to provide the government services electronically. According to Abu-Shanab (2013) e-government has following objectives; 1) Provision of information to public by overcoming traditional physical processes, 2) Improvement in the access and delivery of governments services,3) Improvement in government performance and 4) Improvement in democratic process. To access the information and knowledge is mechanized by ICT tool and it's easier to share with public. These new technologies create a new generation that is known as digital citizens/e-citizens (Shirazi,2010).

It's very important to concede the actors involved in the e-participation process. Citizens play a vital role in using e-government services. E-participation levels are significantly moderates by the demographic factors related to citizens (Al Athmay, 2015). According to Macintosh (2004) citizens provide feedback on the availability, accuracy, quality and reliability of e-government. To facilitate public participation e-government institutions play a vital role such as by deploying ICT platform and tools to manage citizens' participation. Moreover they find the best funding partners in the private sectors (Bryson, Quick, Slotterback & Crosby, 2013). According to Tambouris, Liotas & Tarabanis (2007) politicians use the information technology to exercise their political role such as informing a consensus, e-campaign activities, or in ICT polls. NGOs can be considered a key player in such imitative. They are referred to as civil society organizations and grassroots movement that seek a clear vision visibility and influence policy through the e-participation process (Tambouris et. al 2007).

E-Consulting: E-consulting permits citizens to share their views on specific and selected subjects of public concerns. E-consulting is known as a two way channel to collect public opinion and alternatives (Tambouris, Liotas & Tarbanis, 2007). As Coleman & Norries (2005) said that if people believe that their contribution in public matter is taking seriously then they really care to participate in governmental activities. They freely share their opinions because they know our suggestions have some value. According to Phang & Kankanhalli (2008), there are many researches on e-participation directs that opinions, views, ideas and values exchange between e-participation groups help to rise the citizen intension to contribute in e-governance activities.

E-Empowerment: As Macintoch & Whyate, (2006) explain that, E-empowering is the power that citizen have to make decision and determine the weight of their response. According to Tambouris, Liotas & Tarabanis, (2007), Citizens are empowered to engage in decision making process and observing policy that made in public concern. Some earlier researches indicate that the efforts of government to empower political groups and civil society organizations will impact positively on citizens' intention to contribute in e-government initiatives (Moreira, Möller, Gerhardt & Ladner, 2009).

E-Informing: Accoring to Al-Dalou, & Abu-Shanab (2013), e-informing is defined as a one way channel taht provides information to customer either by government or by citizen. Citizen's intention to participate in e-government initiatives will be stronger if the government provides meaningful and accurate information to the citizens. Earlier researches have shown that publishing/advertising more information about governmental activities increases transparency and efficiency of the e-participation process. Such types of efforts will result in greater citizens' participation in e-government initiatives (Macintosh & Whyte, 2006).

Intention to participate In E-Governance:

In the 21st-century, the concept of e-democracy has evolved which is based on the trio of electronic participation, electronic voting and electronic government. Where e-democracy is considered as a mirror of the old-style political system, this new term reflects the great diversity of the new form of citizens' engagement. This means that e-democracy cannot be real if the traditional political system is not democratic. As Liden, (2012) said that e-democracy emphases on the importance of civil and human rights. E-democracy is the empowering people to perform their role in electing politicians, who are answerable for their acts in the public jurisdiction.

According to Fedotova, Teixeira & Alvelos, (2012), the developments in ICT field affected public participation from indirect to direct. These massive changes have shaped a new phenomenon which is called electronic participation. Phang and Kankanhill (2008) describe e-participation as government efforts to encompass ICT capabilities for enhancing citizens' involvement in the government decision making process. Furthermore, researchers states that e-participation is the process by which the public interests, concerns, needs and values are unified into governmental decision making process (Tambousi, Klampokis & Tarbanis, 2008). Tambousi, Liotas & Tarbanis, (2004) said that e-participation is an idea that entitles the efforts of the organizing and growing of political participation by empowering citizens to interact with each other and with their political representatives by using the ICT tools.

Trust:

According to Mantymaki, M. (2008) trust in e-government is defined as the individual perception on producing and delivering of government services by using technology. According to Warkentin, M., Gefen, D., Pavlou, P.A., Rose, G, (2002) citizens expectation of suffering a loss in pursuit of a desired outcome is known as perceived risk. To overcome the perceived risks trust in e-government websites is very important.). Different kinds of risks and uncertainties prevail in online transactions (Teo, T., Srivastava, S., Jiang, L.,2008), so placing trust in e-government is very important. Teo et al. (2008) claimed that trust and risk act responsibly when a citizen visits or transacts with an e-Government website and Karavasilis et al. (2010) argued that trust and perceived risk are key research constructs influencing directly or indirectly the intention to continue using e-Government websites. For these reasons, trust and perceived risk are taken into consideration to explain citizens' intention to use e-Government websites.

Research Framework

By reviewing the literature following theoretical framework is build.
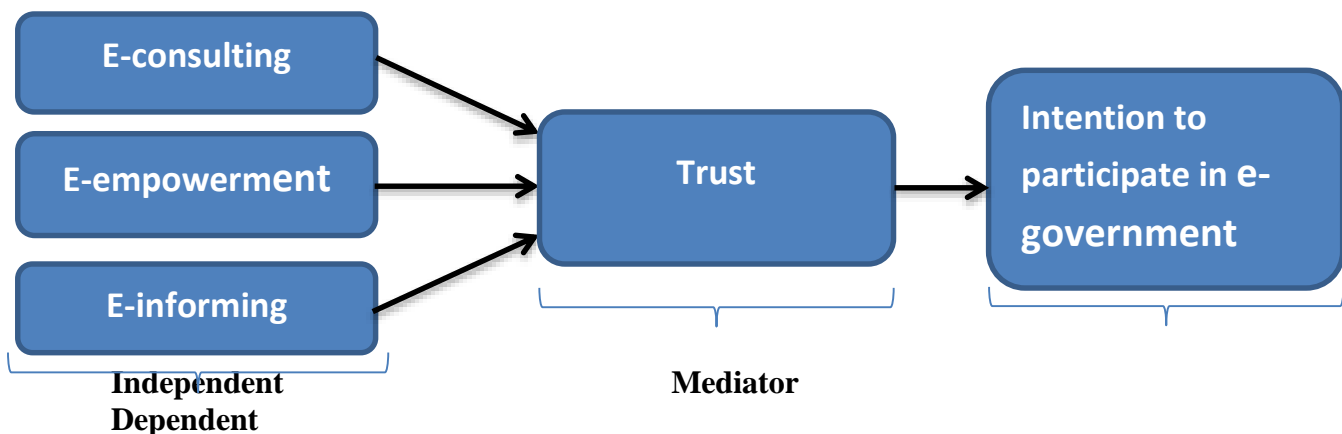
Research questions:

By keeping in view of theoretical framework following research questions are generated

1. What is the impact of e-consulting on intention to participate in e-government?

2. What is the impact of e-empowerment on intention to participate in e-government?

3. What is the impact of e-informing on intention to participate in e-government?

4. What is the relationship between e-consulting and intention to participate in e-government under the moderating role of trust?

5. What is the relationship between the e-empowerment and intention to participate in e-government under the moderation role of trust?

6. What is the relationship between the e-informing and intention to participate in e-government under the moderation role of trust?

Objectives of Study

By taking into account the above research questions following objectives are achieved.

➤ To explore the impact of e-consulting on intention to participate in e-government.

➤ To explore the impact of e-empowerment on intention to participate in e-government.

➤ To explore the impact of e-informing on intention to participate in e-government.

➤ To investigate the relationship between e-consulting and intention to participate in e-government under the moderating role of trust.

➤ To investigate the relationship between the e-empowerment and intention to participate in e-government under the moderation role of trust.

➤ To investigate the relationship between the e-informing and intention to participate in e-government under the moderation role of trust.

HYPOTHESES

By considering above mentioned objective of research, following hypothesis will develop.

H1: There is a positive impact of e-consulting on intention to participate in e-government.

H2: There is a positive the impact of e-empowerment on intention to participate in e-government.

H3: There is a positive the impact of e-informing on intention to participate in e-government.

H4: There is a positive relationship between e-consulting and intention to participate in e-government under the moderating role of trust.

H5: There is a positive relationship between the e-empowerment and intention to participate in e-government under the moderation role of trust.

H6: There is a positive relationship between the e-informing and intention to participate in e-government under the moderation role of trust.

Scales and Questionnaire

We adopted 3 items of e-consulting, 3 items of e-empowerment and 3 items of e-informing from Lana Bataineh Emad Abu-Shanab, (2016). He used these questions in his paper and adopted from the work of Al-Dalou, and Abu-Shanab (2013). We measure trust by 3 item and adopted this scale from Teo et al. (2008). We measure intention to participate in e-governance with 6 items and adopted from Lana Bataineh Emad Abu-Shanab, (2016).

METHODOLOGY

For getting better understanding of the E-participation level on intension to participate in E-governance websites, the nature of study was empirical. The respondents of the study consist of Student of the university. We selected the Student from social sciences departments.

Sample size of this study was 150. For data collection, survey based questionnaire was distribute among respondents of University students. One questionnaire is given to each respondent of the study. Total 162 questionnaires were distributed among the students and150 were fairly attempted with response rate of 93.75%.

The participants were selected randomly. This shows that the distribution of questionnaires was random and no specific individual was targeted while administering the surveys. To check the relationship of variables correlation test used and Regression analysis used to check the strength of relationship of variables. For testing our hypothesis SPSS 21.0 software was used.

RESULTS AND DISCUSSION

Demographic Factors

	F	%
Gender		
Male	63	42
Female	87	58
Age		
16-25	104	69.3
26-35	37	24.7
36-45	9	6
Above 45	0	0
Qualification		
Graduation	69	46
Master	38	25.3
MS/M,phill	29	19.3
Ph.D	14	9.4

Frequency and percentage of demographic variables (N=150).

For Gender, there were 87 participants that fell into the category of female with 58%.There were 63 participants that fell into the category of male with 42%.

For Qualification, there were 69 participants that fell into the category of graduation with 46% and 38 participants that fell into category of master with 25.3%. Further 29 and 14 participants fall into the category of MS/Mphill and Phd. respectively with cumulatively 28.7 %.

For Age, there were 104 participants that fell into the category of 16-25 with response rate of 69.3% and 37 participants that fell into category of 26-35 with 24.7 %. Furthermore 9 participants fall into the category of 36-45 with 6 % response rate.

Correlations

	Cronbach's Alpha	1	2	3	4
Intention to participate in e-governance web	**.830**	-			
e-Informing	**.741**	.681**			
e-Consulting	**.715**	.705**	.675**		
e-Empowering	**.834**	.579**	.555**	.600**	
Trust	**.723**	.687**	.572**	.752**	.691**

**. Correlation is significant at the 0.01 level (2-tailed).

*. Correlation is significant at the 0.05 level (2-tailed).

Table depicts that Intention to participate in e-governance web is positively linked with e-Informing with a value of .681, which is strongly significant at 1%. The table also shows that e-Consulting is positively associated with Intention to participate in e-governance web with a value of .705. Similarly, e-Empowerment and trust are also positively associated with Intention to participate in e-governance web with a value of .579 and .681 respectively.

Further e-Informing is positively associated with e-Consulting and e-Empowerment with a value of .675 and .555 respectively. Similarly, e-Informing also positively associated with trust with a value of .572.

E-Empowerment and trust are positively associated with e-consulting .600 and .752 respectively. E-Empowerment and trust are positively correlating each other with the value of .692.

Regression Analysis:
Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.769ᵃ	.591	.583	.58773

Predictors: (Constant), E_empow, E_Info, E_con

ANOVA[a]

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	72.925	3	24.308	70.373	.000[b]
	Residual	50.432	146	.345		
	Total	123.356	149			

Dependent Variable: ITPrt

Predictors: (Constant), E_empow, E_Info, E_con

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.423	.151		2.809	.006
	E_Info	.327	.073	.331	4.462	.000
	E_con	.388	.078	.382	4.948	.000
	E_empow	.147	.060	.167	2.440	.016

Dependent Variable: ITPrt

In the above table R square shows that e-participation levels have 59.1% impact on Intention to participate in e-governance web which shows that a significantly impact of e-participation levels on Intention to participate in e-governance web.

$$Y = b_0 + b_1 X_1 + b_2 X_2 + b_3 X_3$$

Intention to participate in e-governance web = .423 + .327(e-Informing) + .388 (e-Consulting) +.147(e-Empowering)

Mediation Analysis by following the Barron and Kenny test(1986).

	For e-Informing	For e-Consulting	For e-Empowerment
R_1^2	.464	.497	.336
R_2^2	.327	.565	.478
R_3^2	.472	.472	.472
R_4^2	.569	.554	.493
B_1	.672	.717	.509
B_2	.613	.830	.660
B_3	.633	.747	.633
B_4	.423	.441	.176

*Beta is significant at .05 level

R_1^2= Represents regression coefficient of Path C in Barron and Kenny test,

R_2^2= Represents regression coefficient of Path A in Barron and Kenny test,

R_3^2= Represents regression coefficient of Path B in Barron and Kenny test,

R_4^2= Represents regression coefficient of Path C′ in Barron and Kenny test

B_1= Represents the coefficient beta of Path C in Barron and Kenny test, B_2= Represents the coefficient beta of Path A in Barron and Kenny test, B_3= Represents the coefficient beta of Path B in Barron and Kenny test, B_4= Represents the coefficient beta of Path C′ in Barron and Kenny test

Results shoes that there is a partial correlation among the variables. E-informing, E-consulting and E-empowerment is mediated by the trust. So trust on e-governance process plays a vital role.

Implication to Research and Practice:

This research shows that there is need to take attention on decision making process. Government need to increase citizen participation in the e-government function by provision of informing (e-informing) and empowering (e-empowerment). It is also important for citizens to utilize the provided information by governments on their websites.

Such utilization is the first step towards a better participation process. As for the diminished role of involving and collaboration, it is important to participate in public activities to the fullest, and try to participate in the agenda setting, design of policy and then making decisions. Such process is a complete cycle that might be supported by the feedback of citizens and the accountability of governments towards the public. Policy makers within the government body need to pay attention to the capabilities of ICT tools to better facilitate the e-participation process and provide the necessary channels to get citizens' feedback. The second issue related to such direction is to personalize such ICT use for certain categories of public to better target their needs and context. It is also necessary to follow a structured process to emphasize the seriousness of governments towards the e-participation of citizens.

CONCLUSION

Technology base self-services are getting more popularity with the advent of information communication technologies (ICT). It's very important to design such ICT technologies according to its usage. So, government needs to enhance the understanding of e-governance by successfully integrating the e-participation process. In e-participation process e-informing-consulting and e-empowering are shown the basic tools for enhancing the e-participation in e-governance. Moreover trust also plays a vital role in this whole process of e-participation. By developing trust on the ICT technology usage in e-governance, participation on e-governance websites will also be increased. Greater the use of e-governance websites, greater will be the transparency, excess of information and service delivery.

Future Research

We have conducted this research in the one specific city and specific university students. Further researches may be conducted in the different universities students to generalize the effect of the concept. We believe that in the developing countries unit of analysis should be the students because they may provide a healthy response as compared to the general public.

Moreover, future researches may conduct by using different moderating variables like globalism, technology etc. You may use different mediator to explore the effect.

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