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E – GOVERNANCE IMPACT ON EASE OF DOING BUSINESS IN INDIA

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ABSTRACT:

Ease of doing business index provides aggregate figures of country's operational business environment. World bank publishes ease of doing business reports, ranking respective countries at par with accessible business ecosystem. E-governance was one of the most important factors considered for ease of doing business indexing. Moreover, E-governance was the platform government utilizes for sharing information, operationalizing transactions and integrating service on offer. E-governance therefore, was predominantly used by governments in providing information, communication and technology (ICT) related services to citizens of the country. In addition to ease of doing business, e-governance was also impacted by a host of other factors. There were many international research studies identifying factors related to ease of doing business. Therefore, the purpose of this research study is to find out various factors which impacts ease of doing business in India concluding that e-governance and internet readiness matters for better ease of doing business.

E-GOVERNANCE

According to (West, 2005), the use of public sector information as digital services through the platform of internet is e-governance. It also states that e-governance is the use of democracy through internet network. (Howard, 2001), states that e-governance focus on reduction of cost and increasing the efficiency by implementing techniques of e-commerce that helps to create an interface between the government and its stakeholders whereas (Lin, Aboulhosen, Lau & Atkin, 2008), states that e-governance helps to connect the citizens with the government digitally and defines it as a process where citizen of a country can access the services and information offered by the government or different government agencies digitally. Many authors highlighted that e-governance does not mean the government use Information

Technology but defined as e-governance is a process of creating a new interface between the government and its stakeholders. Since 1980s when internet emerged, across the globe governments are actively implementing the tools and techniques of Information Technology in order to reduce their cost, increase efficiency in operational work and data management (Norris & Kraemer 1996; Brown 1999). Interaction between the government and its stakeholders is new and emerged recently. E-governance became more participative due to the rapid growth of social media sites. By following the internet trends, e-governance is improving its relationship with the citizens. The two-way relationship that is access to the opinions and suggestions of citizens, and policies and priorities of the government supported by citizen's participation helps the government to have transparent view of their spending and actions. This way e-government is becoming more consultative (Katz and Halpern, 2012)

E-governance strategies that are fast, complete and responsive potentially benefits the business. The Doing Business Report (World Bank, 2009) states that the characteristics such as fast, complete and responsive are called "Enterprise creation and maintenance enablers".

According to (Moy & Xenos, 2007) transparent and accountable governmental transactions can eliminate corruption perception and result in a better e-government strategy. To start or operate a business such e-government strategy helps the citizens to access the services easily by reducing corruption. With less corruption and ease of doing business, new firms will be able to start their business making a country more competitive as the procedures will be functional, fast and well reported. Successful implementation of e-government can help in reducing the cost by reducing the cost and time spent on government employees (Jaeger, 2003). (Gupta & Jana, 2003) stated that a country aiming for better governance need to implement e-government. E-governance of the States in India can be accessed by its internet readiness index.

E-Governance in India

In India, Digital India is project which is produced under e-governance. But e-governance was introduced in 1970s, when government of India established the "Department of Electronics" under the National Informative center. This was the major step to introduce concept of e-governance in India and the first state which adopted complete e-governance practices and policy was Maharashtra. Yadav and Singh (2012) stated that in 1987 District information system of the National Information Centre (DISNIC) offered the state government free software and hardware and computerized all manual tasks at all districts offices. Keruwala (2013), stated that Digital India aims at making India into "digitally empowered society" where the focus is on connecting more than two lakh villages, schools and post offices and converting them into internet hubs, through which all the citizen can get facilities of the government. With this he also stated that in January, 2015 government of India also provided free wi-fi internet connections in more than two thousand cities. The "National e-governance plan" (NeGP), a government of India's project is aimed that delivering and making available of all government services to the citizen of India through digital portal. The government introduced Digital India and UMANG (Unified Mobile Application for New-

age Governance) to deliver government services to its users on such portals to make the process effective and efficient.

Internet Readiness Index (IRI)

A study on “Index of internet readiness of Indian States - 2015” was conducted by Internet Mobile Association of India (IAMAI). The objective and motive behind this study was to measure the performance of States of India on the basis of their internet readiness. With the increasing effective and efficient use of internet and different digital platforms, the country is transforming into a better digital known economy. Different studies and research work have conducted on this index with different methodologies by various nations and institutions such as “The United Nations” e-Government Readiness Index (2008), The Economist Intelligence Unit (EIU, 2006), The WEFs Network Readiness Index (2008-09)” and NCAER in India.

IAMAI conducted the study on internet readiness of Indian States every year. According to the report generated by the institution on “Internet readiness of Indian States” in 2017, objectives of the study is described as:

1. E-Readiness index of each state can be developed on the basis of developed digital infrastructures, IT services, Citizen’s participation in those services, government digitization services and ease of doing business digitally.
2. With the help of developed index, states can be ranked.
3. It highlights digitization programs and services initiated in the states other than central government schemes.
4. It measures the quality and effectiveness of the services initiated across the states by the government.

To develop Internet Readiness Index, four major indicators or parameters were used on the basis of which the states were assessed and ranked. These indicators are:

1. **E-Infrastructure**
2. **IT Environment**
3. **Government E-Services**
4. **E-Participation**

Ease of Doing Business

According to World Bank Group (2018) ease of doing business is the concept which is basically an index. In this concept a higher ranking indicated higher and easier, rules and regulation for an organization or a business and powerful protection of property rights. World bank (2019) states that ease of doing business index includes both quality and efficiency of rules and regulation in a particular place which are easy to understand and follow. Doing a business is an outcome of two measures, that are the ease of doing business ranking and ease of doing business score. Ease of doing business ranking is depended on ease of doing business score. This concept compares economy of one country with another. Rao (2018) stated that ease of doing business considered it as barometer for doing a business. Prime minister Narendra Modi’s government targeted to bring India into the category of top 50 ease of doing business ranking globally from 142 in year 2014. In 2017 India came into top 100 category. This rise from 142 to 100th position in year 2017 made India as top 10 best improved countries. Gaur and Pidiya (2017) stated and recognized that ease of doing business is an essential factor in order to encourage exciting as

well as new entrepreneurs to come in business practices and to promote simplicity of complex process of doing business. Ease of doing business includes many essential factors or we can say dimensions of the business environment that can affect domestic firms and organization.

Ease of Doing Business Index/ Indicators

World bank reports (2018) states that ease of doing business includes many essential factors or we can say dimensions of the business environment that can affect domestic firms and organization. It gives quantitative indicators or parameters on regulation for -

1. Starting a business
2. Getting electricity
3. Dealing with construction permits
4. Registering property
5. Trading across borders
6. Paying taxes
7. Getting credit
8. Protecting investors
9. Enforcing contracts
10. Resolving insolvency

According to the Department of Industrial Policy and Promotion, Government of India Andhra Pradesh, Telangana, Haryana, Jharkhand, Gujrat are the top five states where businessman and entrepreneurs can carry out the process and operations of business easy and smooth as compared to other states. Whereas, states like Lakshadweep, Arunachal Pradesh, Meghalaya, Sikkim and Manipur are the bottom five states where ease of doing business lacks that means entrepreneurs and business person have difficulty in operating business processes.

RESEARCH OBJECTIVE

Objective of this study is to investigate the impact of e-governance on ease of doing business. This study also aims to understand the concept of e-governance and ease of doing business better. Many research works have been conducted related to ease of doing business on an international level. This study is based on Indian states. It is also aimed to know the impact of dimensions of e-governance on ease of doing business as well as the awareness and satisfaction level of e-governance services. This study also aims to motivate other researchers to work in same context and contribute to ease of doing business and e-governance literature.

Conceptual Framework and Hypothesis Development

Relating E-infrastructure to Ease of Doing Business

E-Infrastructure refers to the collection of tools, services, facilities, technology and resources that citizens require for proper internet usage contributing to internet readiness. This category mainly measures the extent of usage of mobile networks and internet by general public and business organizations. It measures every State on the basis of their e-infrastructure support available to its citizens. (James et al, 2008)

In a state if proper internet facilities and services are provided then there will be better participation and motivation to business man/woman and

entrepreneur. “Information and Communication Technologies (ICT)” plays a major role in development. With proper ICT, carrying out business practices can be improved. Digitization made easy for the government to get feedback from the entrepreneurs about the services provided to them. In sum, when better e-infrastructure prevails in the state, processes and operations of carrying out business activity gets easy and effective.

Therefore, we posit:

H1: E-Infrastructure is positively associated with ease of doing business.

Relating IT Environment with Ease of Doing Business

IT Environment refers to number of IT companies registered, number of start-ups etc in the region. There are very few information technology hubs present in India. With more IT companies in the region, can help the entrepreneur to get better ICT services and faculties. With a greater number of start-ups, employment opportunities can be increased, India will be able to take a bigger step toward Digital India, aid from foreign companies won't be required thereafter. (Ray, 2017)

In sum, when IT Environment will be appropriate, more encouragement to young entrepreneur and business man/woman will be there and also smoothening processes. Therefore, we hypothesize:

H2: IT Environment is positively associated with ease of doing business.

Relating E-Participation with Ease of Doing Business

E-Participation is defined as to what extent the citizens of a region can efficiently use internet and information technology for different activities such as prevailing government services, e-Transaction, social media, etc. (Jafarkarimet al., 2014). More entrepreneurs and business person accessing internet means they are able to prevail services provided by the government through digital portal. Hence, we propose:

H3: E-Participation is positively associated with ease of doing business.

Relating Government E-services with Ease of Doing Business

Government E-services refers to services offered by the government digitally. (Rowley, 2006) Aadhar card services is an example of this. E-books provided by the government, payment of electricity or water bills, filing taxes, etc. through internet comes under government E-services. With a greater number of services and facilities provided by the government through digital portal more efficiently is the region governed.

If entrepreneurs can use services efficiently and easily then surely the nation will develop that means there is ease of doing business in the nation. Therefore, we propose:

H4: Government E-Services are positively associated with ease of doing business.

RESEARCH MODEL

Research model of the study is described in figure 3.1. this model shows the relationship between internet readiness factors and ease of doing business.

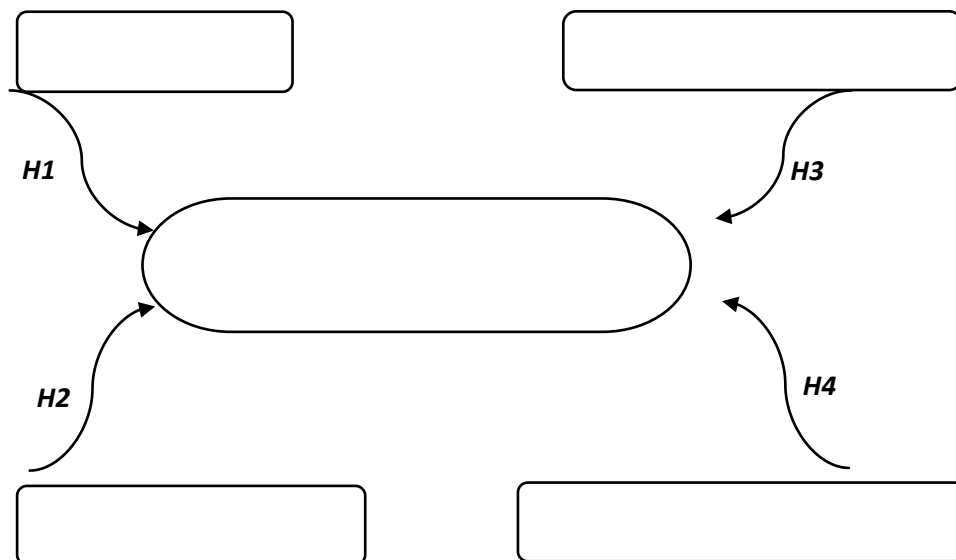


Figure 3.1: Research Model

In this model Ease of Doing business is the dependent variable and the categories of E-Governance, that are E-Infrastructure, E-participation, IT environment and government services are independent variables. Ease of doing business is impacted by E-governance indicators that is why it is taken as dependent variable and indicators or E-governance are impacting ease of doing business that is why they are taken as independent variables. Control variables that may affect the study are regional differences that is the size of regions. Control variables are also taken in consideration in order to make sure that study gives precise results.

RESEARCH DESIGN

For the purpose of testing the hypothesis formulated, archival data was gathered. This was done mainly because of two reasons: For quality research work, a large amount of primary data had to be collected from all the states of India. Lack of resources and availability of time were constraints for such type of research work (Srivastava and Teo 2008; Krishnan and Teo 2012). Many researchers (Jarvenpaa, 1991) suggests that archival data have many advantages like: bias free and robust (Woszczyński & Whitman, 2004), it can be easily reproduced, they are large dataset that can give better generalized results (Kiecolt & Nathan, 1985). The data was gathered from Ease of Doing Business Reports (2017) and Internet Readiness Index Reports (2017). These agencies collected data rigorously and precisely, they followed complicated procedures to collect such large data set to get reliable data. This is the reason due to which we directly used the data given in these reports. Hypothesis testing was done by using the data of the year 2017, cross sectional analysis of 37 states. We used single year cross-section analysis due to some limitations. Ease of doing business is measured upon Ease of doing business index that is a dependent variable and other dimension of internet readiness are independent variables. The primary data related to awareness and satisfaction level of

citizens and users of e-governance application and website was referred. the null hypothesis the study was that there is no awareness of e-governance services and users are not satisfied with e-governance services. Whereas the alternative hypothesis was there is awareness of e-governance services and users are satisfied with e-governance services. The type of research was descriptive in nature. Whereas survey method was used for data collection. Primary data was collected through structured questionnaire. Secondary data was collected from research paper, journals and internet.

DATA ANALYSIS AND INTERPRETATION

Analysis for Impact of E-Governance on Ease of Doing Business

Analysis of the archival data gathered was done by applying regression and correlation techniques to it. Table no. 4.1 describes how all the variables (E-Infrastructure, E-Participation, IT Environment, Government Services and Ease of Doing Business index) are correlated.

Table 4.1 :Correlations Result

Correlations

		e- Infrastr ucture Index	e- Particip ation Index	IT- Environ ment Index	Govern ment e- services Index	Ease of Doing Busines s Index
e- Infrastructure Index	Pearson Correlation	1	.381*	.512**	.424*	.285
	Sig. (2- tailed)		.022	.001	.010	.092
	N	36	36	36	36	36
e-Participation Index	Pearson Correlation	.381*	1	.238	.555**	-.102
	Sig. (2- tailed)	.022		.162	.000	.555
	N	36	36	36	36	36
IT- Environment Index	Pearson Correlation	.512**	.238	1	.230	.532**
	Sig. (2- tailed)	.001	.162		.178	.001
	N	36	36	36	36	36
Government e- services Index	Pearson Correlation	.424*	.555**	.230	1	-.176
	Sig. (2- tailed)	.010	.000	.178		.304
	N	36	36	36	36	36
Ease of Doing Business Index	Pearson Correlation	.285	-.102	.532**	-.176	1
	Sig. (2- tailed)	.092	.555	.001	.304	
	N	36	36	36	36	36

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

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

As shown correlation among most of the variables are significant at $p < 0.05$ except IT – Environment index with Ease of Doing Business. We also used Regression for testing the developed hypothesis. This technique is the hierarchical regression analysis technique that is used in many studies in the field of macro-economics and international businesses that are similar to our study. As discussed earlier there is no effect of multicollinearity so analysis can be done easily without considering its effect (Lance 1988). Summary of the regression results are represented in table no. 4.2 and table no. 4.3.

Table . 4.2:Regression Model Summary

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.638 ^a	.407	.331	33.07501

a. Predictors: (Constant), Government e-services Index, IT-Environment Index, e-Participation Index, e-Infrastructure Index

As shown in the table no. 4.2 value of R Square is 0.407 and value of adjusted R Square is 0.331. This indicates that the model developed is not strongly capable of explaining the concept of the study effectively.

Table 4.3 – Regression Results

ANOVA^a

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	23296.514	4	5824.129	5.324	.002 ^b
	Residual	33912.652	31	1093.957		
	Total	57209.167	35			

a. Dependent Variable: Ease of Doing Business Index

b. Predictors: (Constant), Government e-services Index, IT- Environment Index, e-Participation Index, e-Infrastructure Index

Coefficients^a

Model		Unstandardized Coefficients	Standardized Coefficients	t	Sig.
		B	Beta		
1	(Constant)	57.901		6.005	.000
	e-Infrastructure Index	21.701	.192	1.096	.282
	e-Participation Index	-17.151	-.132	-.777	.443

IT- Environment Index		85.818	25.813	.536	3.325	.002
Government e-services Index	e-	-40.659	22.889	-.307	-1.776	.085

a. Dependent Variable: Ease of Doing Business Index

In the table no. 4.3 above, the developed hypothesis is tested where EODB Index (Ease of Doing Business) is dependent variable and others are independent. Among the mentioned four dimensions of E-Governance, E-Infrastructure and IT Environment (Beta = 0.192 and 0.536 respectively) are positively associated with ease of doing business whereas E-participation and government e-services are negatively associated (Beta = -0.132 and -0.307 respectively). This means that H1 and H2 are supported whereas H3 and H4 are not supported.

MAJOR FINDINGS

Motivated by different theories given by a number of scholars in the same field and contradictory views of each of them on the question of impact of e-governance on ease of doing business. The objective and purpose of this study was to determine the relationship of e-governance and ease of doing business in simple words to determine the impact of internet readiness on ease of doing business. This study was to determine the impact of each dimension of e-governance and understand ease of doing business in political terms, technical terms and economical terms as well. For this study, model was developed that depicted the relationship of dimensions of e-governance on ease of doing business. Using archival data of 37 Indian states for the year 2016, empirical validation of hypothesized model was tested. Several interesting findings were made and mentioned.

Firstly, among the four dimensions of E-governance, E-Infrastructure and IT Environment were positively associated with the ease of doing business. This means that better the e-infrastructure and IT Environment provided to the existing business person or young entrepreneurs of India, better will be the production level and encouragement for the youth to be entrepreneurs. E-infrastructure can be better only when the government approves different plans of private companies and comes up with different initiatives. At present, personal and organizational work of employees was influenced by technological systems like human resource information system (Srivastava & Bagga, 2014) also based on employee preference (Singh, Vishnoi, & Bagga, 2018). For their regular daily work, they are dependent on technology whether on their smart phones or on their laptop. So, for this reason internet services and network plays an important role. People get satisfied when they are offered fast network and internet services. This requires government approval as the network market is dominated by private service provider companies. These companies seek government approval for different purposes such as installation of network towers in different regions, layering of wires underground and in open areas. Also, better e-infrastructure is positively associated with ease of doing business as free Wi-Fi in different areas are provided by the government, many schools these days have computer facilities, post-offices have e-mail and internet facilities. With all these,

business person or entrepreneurs have the perspective of e-governance prevailing in their areas. This directly points to the e-services and facilities that the government provides and different technical initiative by them to satisfy citizens and business person of the country. IT Environment is also positively associated with ease of doing business. This is because with better IT environment, business person and entrepreneurs have better perspective about the e-governance in their region. If there is better IT Environment, it means that there are more IT companies that are offering great services to entrepreneurs. Not only great service but with increasing number of IT companies, number of job and business opportunities for the youth and for the unemployed is also increasing. With more employed population of a state or country contributes to its development indicating towards good governance in that area. So, e-infrastructure and IT environment are impacting the country resulting in positive impact on ease of doing business.

Secondly, the other two dimensions of E-governance, E-participation and government e-services are negatively associated with the ease of doing business. This means that e-participation have minimal impact on ease of doing business. E-participation involves people and citizens participating in electronic transactions. Ease of doing business have no relationship with the frequency of entrepreneurs participating in the online services as per the study. E-Participation involves the adults who are literate are able to enroll online services through internet. Entrepreneurs participating online does not impact ease of doing business. Number of transactions done by the entrepreneurs in any field has no link to ease of doing business. Whether they are able to transact online or not, it does not impact their perspective about how easily business operations can be carried out. Entrepreneur's literacy level and their ability to use internet has minimal or no impact on perspective about how they carry their business activities. This is because of the fact that government is not involved in any of this process. Entrepreneur's literacy and their mode of payment or transaction is solely their choice. So, it does not impact ease of doing business. Other than e-participation another dimension of e-governance that is government service is negatively associated and has no impact on ease of doing business. Government Services involves wireless broad band schemes in India, e-Services rolled out. This does not impact entrepreneur's ease of doing business because in 2016, these services were not implemented successfully and also people were less aware about these at that time. This also involves expenditure incurred on service centers, citizens believe on the development they see and the facilities that they access. So, these expenses and initiative that were not successfully implemented does not impact the entrepreneur's perspective about the carrying out business operation through electronic mediums in their region. Comparatively in 2016, less e-government services were offered as that was the beginning of new tenure of new political party in the lead. This is also one of the reasons why it does not impact the ease of doing business.

This study establishes significant role describing about the impact of e-infrastructure and IT environment on ease of doing business and no impact of e-participation and government service on ease of doing business. Hence, better e-infrastructure and more IT companies in India can lead to a developed

nation (IBRD 2002). It surely contributes to the development of the nation and represents the better functioning of the e-government and business opportunities in all the states of India.

The concept of e-Governance is important for the developing nations and is the outmost capable service delivery mechanism of interaction of government with citizens, government with businesses and government with government offices. The benefits that e-Governance delivers comes with huge cost of implementing. The cost benefit analysis of the system which is so vast to spread across the country is really a toughest task to perform. The other objective and purpose of this study was to determine the awareness and satisfaction level of e-governance service's users. For this study a structured questionnaire was developed in order to depict the awareness and satisfaction level of e-governance service's users. It was found that the percentage of respondent who were aware of the e-governance services provided by the government of India was more than those who were not aware but the percentage of respondents who haven't used the any e-governance was more than those who have used. Whereas, the respondents who were aware and have used e-governance services provided by the government of India were highly satisfied with the services. The respondents found that e-governance services are user friendly, ease to navigate, easily accessible, has customer support system and reliable. It was found that male respondents were more aware of e-governance services than female respondents. The percentage for the male respondents who were aware of the e-governance services and have not used services differed for each service but number of male respondents were more than female respondents. The respondents who fall in the monthly income group of Rs. 31,000 to 50,000 and respondents who were not earning had more awareness of service which are provided at the e-governance portals than respondents who fall in category of Rs. 10,000 to Rs. 30,000 and Rs. 51,000 and above respectively. Whereas the major percentage of the respondents who fall in the category of less than Rs. 10,000 were not at all aware of the e-governance services provided in comparison to other monthly income group. Similarly, respondents who belonged to metropolitan city was more than the respondents who belonged to non-metropolitan city regarding the awareness about e-governance service. There are few challenges which are faced by government in order to make e-governance services a success. First is reliability, the users of any new software or technology should be confident, comfortable and trustworthy in nature. The citizens who are using e-governance services are trusting the innovations of e-governance to some extent. The chances of fraudulent activities done by any other entity definitely erodes trust for e-governance services among all citizens of the economy. The second challenge is digital divide, even in the era of science and technology, there is still huge gap which exists between users and nonusers of e-governance services. There are majority of the masses, who living below poverty line and are deprived of government services. In contrast, some portion of people are immensely using the e-services of government. However, this gap needs to be made narrow, then only, the benefits of e-governance would be utilized equally. The third challenge is cost, one of the difficult tasks of the government is to spend on implementation of e-governance initiatives to which government has to bear huge cost. The fourth challenge is infrastructure, it is essentially required for implementation of e-

governance. Electricity, internet and poor adaptability of technology will retard the progress of e-governance. The fifth is language barrier, the e-governance constrains the access of non-English-speaking population. In the case of India, 95 percent of the population does not speak English. Due to such overwhelming dominance of English over e-governance services are quite useless in Indian villages.

In concordance with this research the main suggestion in order to harness true developmental potential of functional electronic governance system is to build awareness. There is need for creating pervasive awareness amongst the general public. E-governance demands an escalating number of electronic interactions between the general public and the concerned government department and not merely in building the infrastructure or an environment conducive for e-Governance. The Government needs increase general awareness amongst public towards e-governance. This can be done through educating the people about the advantages of e-governance over physical governance. This can also be done through raising awareness of the leaders who can motivate the people to go online. The second strategy could be to build technical infrastructure. India does not have comprehensive information and communication technology set up for achieving successful implementation of e-governance. Complete implementation of E-governance in India should ensure accessibility, user-friendly interface, cost-effectiveness, reliability and security. It will also include better and faster connectivity options. Newer connectivity options will include faster Broadband connections and faster wireless networks such as 3G and 4G.

CONCLUSION

Despite of extensive recognition of the potential of e-governance to promote the ease of doing business in a country, both practitioner and research teams have less knowledge about dimensions of e-governance and their effects. To start the work in this field, first step is to raise awareness about the impact of e-infrastructure and IT environment on ease of doing business. Intelligent agent technologies like marketing intelligence (Vishnoi & Bagga, 2020), business intelligence (Tripathi, Bagga, & Aggarwal, 2020), artificial intelligence (Vishnoi, Bagga, Sharma, & Wani, 2018) and automation (Vishnoi, Tripathi, & Bagga, 2019) were majorly being used all over the world in the design and conceptualization e-governance programs. The purpose of present study is to examine the ease of doing business and e-governance, their dimensions, their indices and their impact and awareness of e-governance services. In sum, the results indicate that e-governance and internet readiness matters for better ease of doing business in the country. It is also important for the country economically, politically and technically. Whereas, in order to make e-governance a success level of awareness should be increased and government should develop better technical infrastructure (Bagga & Khanna, 2014) and social infrastructure i.e., social networking sites (Bagga, 2012) so that every citizen can access the services. India being a developing country should focus on such factors that could help it to be a developed nation in near future. Such studies and research work will definitely help researchers to come up with more valuable findings.

MANAGERIAL IMPLICATION

This study contributes to the “e-governance-ease of doing business” literature and would help other researchers to gain knowledge about it and motivate others to contribute more to this domain. Many earlier studies examine the impact of e-governance on ease of doing business through a qualitative case study approach. This study is based on quantitative approach that uses the archival data of 37 Indian states. This study identifies the dimension of ease of doing business and e-governance. This also determine the impact of dimensions of each two variable that are e-infrastructure, e-participation, IT Environment and government services on ease of doing business. This helps policy makers, practitioners and public administrators to understand citizens, entrepreneurs and users of e-governance services perspective in a better way. This would help the government institutions and agencies to know about the shortcoming in the government initiatives and its e-services. If taken care of all the impacts, India can develop on a faster pace and contribute to its development economically and technically as well.

There exist several directions that future researchers can focus on. In this study, one of the most unexpected finding is that government electronic services have least or no impact on ease of doing business, future researchers can contradict this finding and also identify more relative facts that support this finding. Also, as this study indicates that e-infrastructure and IT Environment impacts ease of doing business, future researchers can work in this direction by exploring more in this domain. In this study, archival data is used so in future researchers can also analyze and use data from different published sites to find out unexpected findings. As this study was related to Indian states, other future researchers can do the same study for different countries to know governance in those countries. This type of study would surely prove useful and significant for research work of other developing nations. This could help the government of those countries to understand the shortcoming and improve it. This would surely help researchers and government to do some constructive work in this direction.

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