

Annex 1: QUESTIONNAIRE (GENERAL PUBLIC)

Dear Sir/Madam

I am working at Nepal Telecom as Senior Engineer. I am doing a research on “effective model of e-government implementation in Nepal: A Government to Citizen (G2C) approach. I need your support, feedback and opinion for my study. Be assured that confidentiality of information solicited is guaranteed. The researcher would be most grateful if you could give your views by answering these questions below.

Thank you with best regards,

Nisha Gautam

*Required

General

1. What is your gender? *

☐ Male

☐ Female

☐ Others

2. What is your age? *

☐ under 18

☐ 18-24

☐ 25-29

☐ 30-44

☐ 45 and above

3. What is your occupation? *

☐ Technical

☐ Non-Technical

☐ Others

4. What is your educational background? *

- ☐ Primary education or less
- ☐ Secondary education
- ☐ Bachelor
- ☐ Higher education (Post Graduate)

5. What is your monthly income?

- ☐ Rs 10,000 or less
- ☐ Rs 10,000 to 20,000
- ☐ Rs 20,000 to 30,000
- ☐ Rs 30,000 and greater

Internet Usage

6. Do you use internet? *

- ☐ Yes
- ☐ No

7. If "Yes" how many years have you been using internet?

- ☐ Less than a year
- ☐ 1-3 years
- ☐ more than 3 years

8. At which of the following places do you use internet? Mark all applicable answers.

- ☐ Home
- ☐ Office
- ☐ Cyber
- ☐ others

9. How often do you use internet?

- ☐ Every day
- ☐ Several times a week
- ☐ Several times a month
- ☐ Never

Awareness

10. How familiar are you aware about the term “e-government”? *

☐

Highly familiar

☐

Familiar

☐

Least familiar

☐

Not familiar at all

11. How often do you use internet to accomplish government related tasks? *

☐

Everyday

☐

Several times a week

☐

Several times a month

☐

Never

12. What types of task do you perform?

.....

13. How do you rate present e-services? *

☐

Very effective

☐

Effective

☐

Neutral

☐

Ineffective

☐

Very ineffective

User Experience

*** Please fill the answer only if you are using present e-government services

14. How effective do you find the current e-government portals in terms of below listed categories? Tick the most suitable answer.

Options	Very effective	Effective	Neutral	Ineffective	Very Ineffective
a. User friendly interface					
b. Interconnectivity between governmental departments					
c. Interactive and easy form filing portals					

CHALLENGES

15. Do you think there are enough public awareness campaigns regarding e-government System? *

☐ Highly enough

☐ Enough

☐ Neutral

☐ Not enough at all

16. What are the major IT infrastructure related issues in e-government implementation? *

Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
a. No fast and easy accessibility to internet throughout the country					
b. The provided internet speed is very slow					
c. Insufficient PC'S for citizens					
d. High cost of internet connection					

17. What are the challenges regarding skills and knowledge of citizens in e-government implementation? *

Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
a. Shortage of computer literacy among citizens					
b. Lack of IT and ICT centres/schools for citizens					
c. Unfamiliarity of citizens in English language					
d. High cost for IT education					

18. What are the security related issues in e-government implementation? *

Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
a. I am not assured about security of citizen information in e-government system					
b. I am not confident about online transactions					
c. I am not fully confident about technologies used to conduct e-government (e.g. internet, email, fax)					

19. What are the major political and legal issues in e-government implementation? *

Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
a. There is no strong laws and policies regarding e-government system					
b. The government is not being actively involved in implementation of e-government system in root level.					
c. Ineffective implementation of policies regarding e-government.					

20. What are your expectations from e-government services? *

Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
a . Accomplish task effectively and efficiently					
b. Increase efficiency and transparency of government services					
c. Save time and money for accessing government related task					

Improvements

21. In your opinion what need to be done to improve e-government system?

.....

Annex 2: QUESTIONNAIRE (SERVICE PROVIDERS)

General

1. What is your gender? *

☐

Male

☐

Female

☐

Others

2. What is your occupation? *

☐

Technical

☐

Non-Technical

Awareness

3. Are you aware about the term “e- government”? *

☐

Highly aware

☐

Aware

☐

Less aware

☐

Not aware at all

4. Does your organization have framework for e-government? *

☐

Yes

☐

No

5. If “yes” state whether the e-government is working effectively in your organization

☐

Highly effective

☐

Effective

☐

Neutral

☐

Not effective at all

Barriers

6. Do your organization have sufficient technical staffs for the implementation of e-government? *

☐

Highly sufficient

☐

Sufficient

☐

Neutral

☐

not sufficient at all

7. What are the major IT infrastructure related issues in e-government implementation?*

Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
a. Insufficient no. of PCs in work place					
b. Slower and non-reliable internet connection.					
c. Lack of servers and proper networking to implement e-government services.					

8. What are the challenges regarding skills and knowledge of employees in e-government implementation? *

Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
a. Shortage of computer literacy among government employees.					
b. Lack of adequate IT and ICT trainings for employees					
c. Lack of motivational forces to drive IT staffs to implement e-government system.					

9. What are the security related issues in e-government implementation? *

Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
a. Lack of trust in citizen regarding e-government system					
b. Lack of secure electronic authentication and identification					
c. Lack of proper backups and disaster recovery plans					

10. What are the organizational barriers in implementing e-government system? *

Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
a. Resistance towards change					
b. Internal politics					
c. Lack of leadership and commitment.					
d. Lack of co-ordination between inter-organizational department					

11. What are the major financial issues in e-government implementation? *

Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
a. Insufficient Budget Allocation from government.					
b. Allocated budget not being properly used for e-government organization					
c. High cost for hardware and software to prepare framework for e-government					
d. High cost of IT related education and training					

12. What are the major legal and political issues in e-government implementation? *

Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
a. There is no strong laws and policies regarding e-government system.					
b. The government is not being actively involved in implementation of e-government services in root level.					
c. Ineffective implementation of policies regarding e-government					

13. What are the major social issues in e-government implementation? *

Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
a. Lack of awareness campaign about e-Government.					
b. Lack of public faith towards the new technology					
c. Lack of computer literacy in majority of citizens					
d. Lack of IT training facilities in rural areas.					
e. Lack of IT infrastructure to access e-government.					

14. Besides these, in your opinion what are other reasons that are hindering to implement e-government effectively?

.....

Expectations

15. What are your expectations from effectively implemented e-government system? *

Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
a. Makes work easier and efficient					
b. Reduce time required to finish the task					
c. Increase transparency of e-government					
d. Decrease citizen crowd in office					

16. In your opinion, what will be the potential output of e-government? *

Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
a. Reduce number of staffs					
b. Increase revenue					
c. Reduce administrative cost					
d. Reduce processing time for services					

Improvements

17. In your opinion, what are the majors to implement e-government effectively? *

Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
a. Providing proper training to employees about e-government					
b. Provision of proper technical infrastructure like computer, internet resources at government offices.					
c. Raising public awareness about e-government					

18. Beside these, in your opinion what are the other majors to implement e-government effectively?

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Annex 3: Raw Survey data for challenges (General Public)

	I1	I2	I3	I4	K1	K2	K3	K4	S1	S2	S3	P1	P2	P3
R1	5	5	5	4	4	4	4	4	3	2	2	5	2	4
R2	5	5	5	5	5	5	5	5	5	3	3	5	5	5
R3	5	5	5	5	5	5	5	5	5	2	3	5	5	5
R4	5	5	4	2	4	5	2	5	3	2	2	5	2	4
R5	4	5	2	3	5	5	5	2	2	3	1	5	5	5
R6	5	5	4	2	5	5	2	5	2	2	1	3	4	5
R7	5	5	5	5	5	5	5	5	5	4	4	4	5	5
R8	4	5	3	5	5	5	5	4	4	4	4	5	5	5
R9	5	5	5	5	5	5	5	4	4	4	3	5	5	5
R10	4	5	3	5	5	5	3	5	5	4	4	5	5	5
R11	3	5	5	5	5	5	5	5	4	3	2	5	5	5
R12	4	3	5	5	5	5	5	5	2	2	2	5	5	4
R13	5	5	5	4	5	5	4	4	3	3	4	5	5	5
R14	2	5	5	3	5	5	2	1	5	1	1	5	5	5
R15	5	3	5	5	3	5	3	5	3	3	3	5	5	5
R16	5	5	5	5	5	5	5	5	3	4	3	4	5	5
R17	5	5	5	5	5	4	5	5	3	5	2	5	5	3
R18	5	5	5	5	5	4	5	5	3	3	3	4	3	5
R19	4	5	5	5	5	2	5	5	2	3	2	5	5	5
R20	5	5	5	5	5	4	5	5	5	4	4	5	5	5
R21	4	3	5	5	5	5	3	5	3	3	3	5	3	3
R22	5	5	5	5	5	5	5	5	4	5	2	5	5	5
R23	5	5	5	5	5	5	5	5	5	4	3	5	5	5
R24	5	5	5	5	5	5	4	5	4	5	5	5	5	5
R25	5	5	1	5	5	3	5	2	5	4	4	5	5	4
R26	5	5	5	5	5	5	5	5	5	4	4	5	5	5
R27	5	5	5	3	5	5	5	5	5	3	3	5	5	5
R28	5	5	5	5	5	5	5	5	2	2	3	5	5	4
R29	4	5	5	3	2	3	5	3	4	2	4	4	4	5
R30	5	5	5	5	5	5	4	5	4	3	3	5	4	5
R31	5	5	5	5	4	5	5	5	4	4	4	5	5	5
R32	5	5	4	5	5	5	5	5	4	1	3	3	5	5
R33	5	2	5	5	2	2	2	5	5	5	5	5	5	5
R34	5	5	4	5	5	5	5	5	2	4	2	5	5	5
R35	5	5	4	5	5	2	5	4	2	3	2	5	5	4
R36	5	5	5	5	5	2	5	3	2	2	2	5	5	3
R37	4	5	5	5	5	5	5	4	1	2	2	5	5	5
R38	5	5	5	5	5	3	5	5	2	3	2	5	5	5
R39	3	5	5	5	2	5	2	4	4	4	4	4	5	5

R40	4	5	5	5	5	5	4	5	4	2	4	4	5	4
R41	5	1	5	2	5	5	4	2	4	2	2	4	5	5
R42	3	5	5	5	5	5	5	5	5	3	1	5	5	5
R43	3	4	5	5	3	3	5	5	3	3	3	3	3	5
R44	4	4	5	2	2	5	1	1	2	5	4	5	5	5
R45	5	4	5	1	5	5	2	1	5	5	5	2	5	5
R46	5	5	5	5	5	3	2	5	4	5	5	5	5	5
R47	5	4	5	5	5	5	3	5	4	2	1	5	2	2
R48	5	5	5	5	3	5	3	5	3	3	3	5	3	5
R49	5	4	5	4	4	5	5	5	3	2	2	5	5	5
R50	5	5	5	5	5	5	5	5	4	2	3	5	5	5
R51	5	5	5	5	5	5	5	5	4	3	3	2	5	5
R52	5	5	5	5	5	5	3	5	5	5	5	2	5	5
R53	5	5	5	5	4	5	5	2	4	4	3	5	2	5
R54	2	5	3	4	5	5	4	5	4	2	2	2	2	5
R55	2	5	2	2	5	5	4	5	4	4	4	5	5	5
R56	5	5	5	5	5	3	5	5	2	3	2	5	5	4
R57	4	4	2	5	5	3	2	2	2	2	2	3	5	4
R58	5	4	5	5	5	5	5	5	5	4	4	3	5	4
R59	5	5	5	5	5	3	5	5	4	2	4	5	5	5
R60	5	5	5	5	5	5	5	5	2	2	2	5	5	3
R61	3	5	5	3	5	5	4	3	4	4	3	4	4	4
R62	4	4	5	5	5	5	5	5	3	4	2	5	5	5
R63	4	4	5	5	5	5	4	5	4	4	4	4	4	4
R64	4	4	5	5	5	5	5	5	4	5	4	5	5	4
R65	4	3	5	5	5	5	5	5	2	3	2	4	5	5
R66	3	5	5	5	5	5	5	5	3	4	3	5	5	5
R67	3	3	2	5	4	5	4	5	2	3	2	5	5	3
R68	5	5	5	2	4	5	4	5	3	4	3	5	5	5
R69	5	5	5	3	4	5	5	5	3	3	3	5	5	5
R70	5	5	5	5	5	5	4	5	5	4	3	5	5	4
R71	5	4	5	4	5	5	3	5	2	2	2	4	5	4
R72	5	4	5	5	5	5	3	5	2	3	3	5	3	5
R73	4	5	4	3	5	5	5	2	2	3	3	5	5	5
R74	4	5	4	3	4	5	5	5	2	2	1	4	5	4
R75	5	5	4	5	4	5	5	5	2	4	2	5	4	4
R76	5	5	3	5	5	3	5	5	2	2	2	5	4	4
R77	4	5	5	5	5	2	5	5	2	2	2	4	5	5
R78	4	4	1	5	5	2	5	3	1	2	1	5	4	4
R79	4	4	5	5	4	5	5	5	3	3	3	5	5	4
R80	5	4	4	4	4	5	5	5	1	2	2	5	5	4

R81	5	5	5	5	5	5	5	5	3	4	3	5	5	4
R82	5	5	5	5	5	5	5	5	4	4	4	5	4	4
R83	5	5	5	5	4	5	5	5	2	2	2	5	5	4
R84	5	5	5	4	4	5	5	5	3	4	3	4	4	4
R85	5	5	4	4	4	5	5	5	4	5	4	4	4	4
R86	2	5	5	2	5	5	4	5	2	3	2	5	4	4
R87	5	2	5	5	3	5	4	5	2	2	2	5	5	5
R88	5	5	5	5	5	5	5	5	2	3	2	5	5	4
R89	5	4	5	5	5	5	5	5	1	2	1	5	3	3
R90	5	4	5	5	3	5	3	3	2	3	2	3	5	4
R91	5	4	5	5	4	3	3	5	3	3	2	5	5	4
R92	5	4	2	5	4	3	3	3	2	3	1	5	4	4
R93	5	5	3	5	5	5	5	4	2	2	2	5	4	5
R94	5	5	4	5	5	5	4	5	2	3	2	5	5	4
R95	5	5	4	5	5	5	5	5	3	4	3	5	5	4
R96	5	5	5	5	5	5	5	5	4	5	3	5	5	4
R97	5	4	5	5	5	4	4	5	4	4	4	5	5	4
R98	5	2	3	4	4	4	4	5	4	4	4	4	5	4
R99	5	4	5	4	5	5	5	5	4	3	2	4	4	5
R100	5	5	4	5	5	4	5	4	2	2	2	5	4	4
R101	4	5	3	5	5	4	5	4	1	2	1	5	5	5
R102	5	4	5	5	5	4	4	4	2	2	2	5	4	4
R103	5	2	2	5	5	5	5	5	2	4	2	5	5	5
R104	5	5	5	5	4	5	5	5	1	1	1	4	4	4
R105	5	3	1	5	5	2	5	5	1	1	1	5	5	5
R106	5	3	3	3	4	5	5	5	2	3	3	4	5	3
R107	5	5	5	3	5	5	3	4	3	4	3	4	5	3
R108	5	3	5	3	5	4	4	4	2	2	2	5	4	4
R109	5	5	5	4	5	4	4	4	4	4	4	4	4	4
R110	5	4	3	3	4	4	3	3	2	3	2	4	4	4
Mean	4.57	4.50	4.45	4.45	4.61	4.50	4.32	4.47	3.11	3.12	2.71	4.58	4.56	4.45
Overall average	4.49				4.48				2.98			4.53		

Average of Challenges (General Public)

	IT infra- struc- ture relat- ed issue s	Issues related to skill and knowled- ge of man power	Securi- ty relate- d issues	Politic- al and legal issues		IT infrast- ructur- e relate- d issues	Issues related to skill and knowled- ge of man power	Secur- ity relat- ed issue s	Political and legal issues
R1	4.75	4	2.33	3.67	R34	4.75	5	2.67	5.00
R2	5	5	3.67	5.00	R35	4.75	4	2.33	4.67
R3	5	5	3.33	5.00	R36	5	3.75	2.00	4.33
R4	4	4	2.33	3.67	R37	4.75	4.75	1.67	5.00
R5	3.5	4.25	2.00	5.00	R38	5	4.5	2.33	5.00
R6	4	4.25	1.67	4.00	R39	4.5	3.25	4.00	4.67
R7	5	5	4.33	4.67	R40	4.75	4.75	3.33	4.33
R8	4.25	4.75	4.00	5.00	R41	3.25	4	2.67	4.67
R9	5	4.75	3.67	5.00	R42	4.5	5	3.00	5.00
R10	4.25	4.5	4.33	5.00	R43	4.25	4	3.00	3.67
R11	4.5	5	3.00	5.00	R44	3.75	2.25	3.67	5.00
R12	4.25	5	2.00	4.67	R45	3.75	3.25	5.00	4.00
R13	4.75	4.5	3.33	5.00	R46	5	3.75	4.67	5.00
R14	3.75	3.25	2.33	5.00	R47	4.75	4.5	2.33	3.00
R15	4.5	4	3.00	5.00	R48	5	4	3.00	4.33
R16	5	5	3.33	4.67	R49	4.5	4.75	2.33	5.00
R17	5	4.75	3.33	4.33	R50	5	5	3.00	5.00
R18	5	4.75	3.00	4.00	R51	5	5	3.33	4.00
R19	4.75	4.25	2.33	5.00	R52	5	4.5	5.00	4.00
R20	5	4.75	4.33	5.00	R53	5	4	3.67	4.00
R21	4.25	4.5	3.00	3.67	R54	3.5	4.75	2.67	3.00
R22	5	5	3.67	5.00	R55	2.75	4.75	4.00	5.00
R23	5	5	4.00	5.00	R56	5	4.5	2.33	4.67
R24	5	4.75	4.67	5.00	R57	3.75	3	2.00	4.00
R25	4	3.75	4.33	4.67	R58	4.75	5	4.33	4.00
R26	5	5	4.33	5.00	R59	5	4.5	3.33	5.00
R27	4.5	5	3.67	5.00	R60	5	5	2.00	4.33
R28	5	5	2.33	4.67	R61	4	4.25	3.67	4.00
R29	4.25	3.25	3.33	4.33	R62	4.5	5	3.00	5.00
R30	5	4.75	3.33	4.67	R63	4.5	4.75	4.00	4.00
R31	5	4.75	4.00	5.00	R64	4.5	5	4.33	4.67
R32	4.75	5	2.67	4.33	R65	4.25	5	2.33	4.67
R33	4.25	2.75	5.00	5.00	R66	4.5	5	3.33	5.00

R67	3.25	4.5	2.33	4.33	R89	4.75	5	1.33	3.67
R68	4.25	4.5	3.33	5.00	R90	4.75	3.5	2.33	4.00
R69	4.5	4.75	3.00	5.00	R91	4.75	3.75	2.67	4.67
R70	5	4.75	4.00	4.67	R92	4	3.25	2.00	4.33
R71	4.5	4.5	2.00	4.33	R93	4.5	4.75	2.00	4.67
R72	4.75	4.5	2.67	4.33	R94	4.75	4.75	2.33	4.67
R73	4	4.25	2.67	5.00	R95	4.75	5	3.33	4.67
R74	4	4.75	1.67	4.33	R96	5	5	4.00	4.67
R75	4.75	4.75	2.67	4.33	R97	4.75	4.5	4.00	4.67
R76	4.5	4.5	2.00	4.33	R98	3.5	4.25	4.00	4.33
R77	4.75	4.25	2.00	4.67	R99	4.5	5	3.00	4.33
R78	3.5	3.75	1.33	4.33	R100	4.75	4.5	2.00	4.33
R79	4.5	4.75	3.00	4.67	R101	4.25	4.5	1.33	5.00
R80	4.25	4.75	1.67	4.67	R102	4.75	4.25	2.00	4.33
R81	5	5	3.33	4.67	R103	3.5	5	2.67	5.00
R82	5	5	4.00	4.33	R104	5	4.75	1.00	4.00
R83	5	4.75	2.00	4.67	R105	3.5	4.25	1.00	5.00
R84	4.75	4.75	3.33	4.00	R106	3.5	4.75	2.67	4.00
R85	4.5	4.75	4.33	4.00	R107	4.5	4.25	3.33	4.00
R86	3.5	4.75	2.33	4.33	R108	4	4.25	2.00	4.33
R87	4.25	4.25	2.00	5.00	R109	4.75	4.25	4.00	4.00
R88	5	5	2.33	4.67	R110	3.75	3.5	2.33	4.00
					Mean	4.54	4.56	3.05	4.63

Annex 4: Raw Survey data for challenges (Service provider)

	I1	I2	I3	K1	K2	K3	S1	S2	S3	O1	O2	O3	O4	F1	F2	F3	F4	P1	P2	P3	C1	C2	C3	C4	C5
R1	2	3	2	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5	4	5	4	5	4
R2	2	3	4	4	5	5	5	5	5	5	3	5	5	5	5	2	2	5	5	4	5	4	3	4	4
R3	3	5	5	5	5	5	5	5	5	5	4	5	4	3	5	4	3	5	4	5	5	5	5	4	5
R4	4	3	5	5	5	5	5	3	3	4	4	3	4	5	4	5	4	5	4	5	5	5	5	5	3
R5	2	2	2	1	2	5	5	5	5	5	4	2	4	5	5	5	5	5	5	5	5	5	2	4	3
R6	2	2	2	3	5	5	2	2	4	4	4	4	4	5	5	5	2	5	5	4	4	2	5	4	5
R7	4	3	3	4	3	5	5	5	5	4	4	4	4	5	5	5	5	5	5	5	5	5	5	4	5
R8	1	1	1	4	5	5	5	5	5	4	4	5	5	5	5	3	3	5	5	5	5	4	5	5	5
R9	2	2	2	4	5	5	5	5	5	4	4	4	5	4	5	2	5	5	5	4	4	5	5	4	5
R10	3	3	4	3	5	2	5	5	5	5	5	5	5	5	3	5	5	5	5	5	5	5	5	5	5
R11	3	4	4	2	5	4	5	5	4	4	4	4	4	4	5	5	3	5	4	4	5	4	5	4	4
R12	3	4	4	5	5	5	3	5	5	5	4	5	4	5	5	5	5	5	4	4	5	3	5	5	5
R13	2	3	4	5	5	5	4	5	3	5	5	4	4	5	4	4	5	4	4	5	5	4	5	4	4
R14	2	4	4	5	5	3	5	5	5	4	4	4	4	5	4	3	5	4	5	3	5	5	5	4	3
R15	3	3	3	5	5	5	5	3	3	3	3	3	3	5	5	3	3	3	3	3	5	5	5	4	5
R16	2	3	2	5	5	5	5	5	5	5	4	5	5	5	5	5	5	4	5	5	5	5	5	5	5
R17	2	3	4	1	5	5	5	5	5	2	3	4	5	5	5	5	5	3	5	5	5	5	5	4	4
R18	2	2	4	4	5	5	5	5	4	2	3	4	4	4	5	5	5	3	5	5	5	5	5	4	5
R19	3	3	3	4	5	5	5	5	4	3	4	4	4	4	5	5	5	4	5	5	4	3	4	5	5
R20	2	4	3	5	5	4	5	4	5	4	4	2	3	4	5	5	5	5	4	4	3	5	4	4	5
R21	2	3	5	5	5	5	5	5	5	5	4	5	5	5	4	5	5	5	5	5	5	4	5	5	5
R22	2	5	5	5	5	5	5	5	5	4	5	5	4	5	5	5	5	5	5	5	5	3	3	5	5
R23	4	3	5	5	5	5	5	5	5	4	5	5	3	5	1	5	5	5	4	4	1	3	2	4	5
R24	1	3	4	5	5	5	5	5	5	5	5	5	5	1	5	5	5	5	5	5	5	4	5	5	5
R25	4	4	4	5	5	5	5	5	5	4	4	3	4	5	2	5	4	5	2	3	3	4	5	4	4

R26	2	3	3	5	5	5	5	5	5	5	4	4	4	5	4	5	5	4	4	5	5	5	3	4	3
R27	2	3	3	5	5	5	4	4	4	5	4	4	5	4	5	5	4	4	5	5	5	5	5	4	3
R28	2	2	2	2	2	5	2	5	2	4	4	4	5	5	5	4	5	5	5	5	2	2	5	2	2
R29	2	4	4	4	5	5	4	5	5	4	5	5	4	5	5	5	3	5	5	4	4	5	5	5	4
R30	1	3	4	5	5	5	5	1	3	4	5	5	5	1	5	3	1	5	5	5	1	5	1	4	5
R31	2	5	5	5	5	5	3	5	5	4	5	5	4	5	5	5	5	4	5	5	5	3	5	5	5
R32	2	3	5	5	5	4	5	5	4	5	4	5	5	5	4	2	5	5	5	5	5	5	5	5	5
R33	2	3	3	3	4	5	5	5	5	4	4	2	3	5	4	4	5	4	5	4	3	5	5	4	5
R34	3	3	3	5	5	5	3	4	5	3	4	4	4	4	5	5	3	4	5	3	5	5	5	5	5
R35	2	2	4	5	5	5	5	5	5	2	2	4	4	4	5	2	5	3	4	4	5	5	5	4	4
R36	2	3	4	1	3	5	5	5	5	2	3	4	5	4	5	5	5	3	4	5	5	3	5	4	4
R37	2	3	2	5	5	5	5	5	5	5	4	5	5	5	5	3	4	5	4	5	5	5	5	5	5
R38	1	4	4	3	5	5	5	5	4	5	5	4	4	5	5	3	5	5	5	5	5	4	5	5	5
R39	1	1	1	5	5	5	5	2	2	4	4	4	4	5	4	5	5	3	2	2	4	5	5	4	5
R40	2	2	2	4	5	5	5	5	5	4	3	2	4	4	4	5	5	5	5	4	4	4	5	5	5
R41	4	4	3	4	5	4	5	5	5	4	5	4	5	4	4	5	5	5	3	3	3	5	3	3	3
R42	3	4	4	3	5	5	4	5	5	4	5	5	4	5	5	5	5	5	5	5	5	5	5	4	4
R43	4	4	5	4	5	5	5	5	5	4	4	4	4	5	5	5	5	4	5	4	5	5	5	4	4
R44	4	5	5	4	5	5	5	5	5	4	4	4	4	5	5	5	5	4	5	5	5	5	5	5	5
R45	4	5	5	4	5	5	1	5	3	4	4	4	4	4	5	2	2	4	5	5	5	2	4	4	4
R46	2	3	4	5	5	4	4	5	5	4	4	3	4	4	4	4	4	5	4	4	4	5	5	5	5
R47	1	1	2	1	5	5	5	2	2	5	4	4	5	5	4	4	3	5	4	4	5	5	5	5	5
R48	1	2	3	5	3	4	5	5	3	5	4	3	5	3	5	4	4	5	4	4	5	5	5	3	5
R49	2	5	4	2	5	5	4	3	3	5	5	5	5	4	4	4	5	4	3	3	4	2	3	5	4
R50	2	2	3	2	4	5	5	2	4	4	4	3	3	3	3	4	5	4	3	3	4	4	4	5	4
Mean	2.34	3.14	3.5	3.98	4.7	4.76	4.54	4.48	4.36	4.12	4.08	4.06	4.26	4.42	4.5	4.26	4.32	4.46	4.44	4.36	4.42	4.32	4.5	4.36	4.42

Average of Challenges (Service Provider)

	IT infrastructur e related issues	Issues related to skill and knowledg e of man power	Securit y related issues	Organizational issues	Financia l issues	Political and legal issues	Social issues
R1	2.33	4.00	4.00	4.00	4.00	4.67	4.40
R2	3.00	4.67	5.00	4.50	3.50	4.67	4.00
R3	4.33	5.00	5.00	4.50	3.75	4.67	4.80
R4	4.00	5.00	3.67	3.75	4.50	4.67	4.60
R5	2.00	2.67	5.00	3.75	5.00	5.00	3.80
R6	2.00	4.33	2.67	4.00	4.25	4.67	4.00
R7	3.33	4.00	5.00	4.00	5.00	5.00	4.80
R8	1.00	4.67	5.00	4.50	4.00	5.00	4.80
R9	2.00	4.67	5.00	4.25	4.00	4.67	4.60
R10	3.33	3.33	5.00	5.00	4.50	5.00	5.00
R11	3.67	3.67	4.67	4.00	4.25	4.33	4.40
R12	3.67	5.00	4.33	4.50	5.00	4.33	4.60
R13	3.00	5.00	4.00	4.50	4.50	4.33	4.40
R14	3.33	4.33	5.00	4.00	4.25	4.00	4.40
R15	3.00	5.00	3.67	3.00	4.00	3.00	4.80
R16	2.33	5.00	5.00	4.75	5.00	4.67	5.00
R17	3.00	3.67	5.00	3.50	5.00	4.33	4.60
R18	2.67	4.67	4.67	3.25	4.75	4.33	4.80
R19	3.00	4.67	4.67	3.75	4.75	4.67	4.20
R20	3.00	4.67	4.67	3.25	4.75	4.33	4.20
R21	3.33	5.00	5.00	4.75	4.75	5.00	4.80
R22	4.00	5.00	5.00	4.50	5.00	5.00	4.20
R23	4.00	5.00	5.00	4.25	4.00	4.33	3.00
R24	2.67	5.00	5.00	5.00	4.00	5.00	4.80
R25	4.00	5.00	5.00	3.75	4.00	3.33	4.00
R26	2.67	5.00	5.00	4.25	4.75	4.33	4.00
R27	2.67	5.00	4.00	4.50	4.50	4.67	4.40
R28	2.00	3.00	3.00	4.25	4.75	5.00	2.60
R29	3.33	4.67	4.67	4.50	4.50	4.67	4.60
R30	2.67	5.00	3.00	4.75	2.50	5.00	3.20
R31	4.00	5.00	4.33	4.50	5.00	4.67	4.60
R32	3.33	4.67	4.67	4.75	4.00	5.00	5.00
R33	2.67	4.00	5.00	3.25	4.50	4.33	4.40
R34	3.00	5.00	4.00	3.75	4.25	4.00	5.00
R35	2.67	5.00	5.00	3.00	4.00	3.67	4.60

R36	3.00	3.00	5.00	3.50	4.75	4.00	4.20
R37	2.33	5.00	5.00	4.75	4.25	4.67	5.00
R38	3.00	4.33	4.67	4.50	4.50	5.00	4.80
R39	1.00	5.00	3.00	4.00	4.75	2.33	4.60
R40	2.00	4.67	5.00	3.25	4.50	4.67	4.60
R41	3.67	4.33	5.00	4.50	4.50	3.67	3.40
R42	3.67	4.33	4.67	4.50	5.00	5.00	4.60
R43	4.33	4.67	5.00	4.00	5.00	4.33	4.60
R44	4.67	4.67	5.00	4.00	5.00	4.67	5.00
R45	4.67	4.67	3.00	4.00	3.25	4.67	3.80
R46	3.00	4.67	4.67	3.75	4.00	4.33	4.80
R47	1.33	3.67	3.00	4.50	4.00	4.33	5.00
R48	2.00	4.00	4.33	4.25	4.00	4.33	4.60
R49	3.67	4.00	3.33	5.00	4.25	3.33	3.60
R50	2.33	3.67	3.67	3.50	3.75	3.33	4.20
Mean	2.99	4.48	4.46	4.13	4.38	4.42	4.40

Annex-5: Raw data for expectation (general public)

	E1	E2	E3		E1	E2	E3		E1	E2	E3
R1	5	5	5	R38	5	3	4	R75	5	4	5
R2	5	4	5	R39	4	4	5	R76	4	4	4
R3	5	4	5	R40	5	5	5	R77	4	4	4
R4	5	5	5	R41	4	4	4	R78	5	5	5
R5	5	5	5	R42	5	4	5	R79	4	4	4
R6	5	5	5	R43	3	3	3	R80	5	5	5
R7	5	5	5	R44	5	5	5	R81	5	4	5
R8	3	3	3	R45	5	5	5	R82	4	3	4
R9	4	5	5	R46	5	5	5	R83	4	4	4
R10	5	5	5	R47	5	5	5	R84	4	4	5
R11	4	4	4	R48	5	5	5	R85	5	5	5
R12	4	4	4	R49	5	4	5	R86	5	5	5
R13	4	4	4	R50	5	5	5	R87	3	4	4
R14	5	5	5	R51	5	5	5	R88	4	4	4
R15	3	3	3	R52	5	5	5	R89	4	4	4
R16	4	4	4	R53	5	5	4	R90	5	4	4
R17	4	4	3	R54	5	5	5	R91	4	4	4
R18	3	3	4	R55	2	4	4	R92	4	3	4
R19	5	4	5	R56	4	4	4	R93	4	5	5
R20	5	4	5	R57	5	5	5	R94	4	3	4
R21	4	4	4	R58	5	4	3	R95	4	4	4
R22	4	4	5	R59	5	5	5	R96	4	4	4
R23	5	5	5	R60	5	5	5	R97	4	4	4
R24	5	5	5	R61	3	4	4	R98	4	4	4
R25	4	5	5	R62	4	3	4	R99	5	5	5
R26	4	4	4	R63	4	4	4	R100	5	5	5
R27	3	4	5	R64	5	5	5	R101	5	4	5
R28	5	5	5	R65	4	2	4	R102	4	4	4
R29	5	5	5	R66	4	3	4	R103	5	4	4
R30	5	5	5	R67	4	3	4	R104	5	4	5
R31	5	5	5	R68	4	4	4	R105	5	5	5
R32	5	4	5	R69	3	3	3	R106	4	3	4
R33	4	4	4	R70	3	4	4	R107	4	4	4
R34	4	3	4	R71	4	4	4	R108	5	4	5
R35	4	2	3	R72	5	5	5	R109	4	4	4
R36	5	4	5	R73	4	2	4	R110	5	4	4
R37	4	4	4	R74	4	5	4	MEAN	4.41	4.24	4.51

Annex 6: Raw data for expectations (Service Provider)

	E1	E2	E3	E4	E5	E6	E7		E1	E2	E3	E4	E5	E6	E7
R1	4	4	4	4	4	4	4	R26	5	5	5	5	4	3	5
R2	4	5	5	5	2	3	3	R27	5	5	5	5	4	5	4
R3	5	4	4	5	2	5	5	R28	5	4	4	4	3	5	5
R4	5	4	3	4	4	5	5	R29	5	5	5	4	4	4	5
R5	5	5	4	2	4	5	5	R30	4	5	4	3	1	5	5
R6	4	5	4	4	4	5	5	R31	3	3	3	4	3	5	5
R7	3	3	3	3	3	5	3	R32	5	4	5	4	5	5	5
R8	5	5	5	5	5	5	5	R33	5	5	5	5	5	5	5
R9	5	4	4	4	4	5	4	R34	3	5	4	4	5	3	5
R10	5	4	4	4	3	5	5	R35	5	4	3	4	3	5	3
R11	3	4	3	3	4	4	5	R36	5	3	3	3	3	3	4
R12	5	4	5	5	3	5	5	R37	5	5	4	3	5	5	5
R13	5	5	4	3	4	5	5	R38	3	5	4	3	4	5	5
R14	4	3	3	2	3	5	5	R39	4	4	4	3	4	5	5
R15	3	5	3	3	2	5	4	R40	5	5	5	5	5	5	5
R16	5	5	4	3	5	5	5	R41	5	5	4	5	4	5	4
R17	5	3	3	3	3	3	5	R42	4	5	4	4	4	4	5
R18	5	4	3	4	3	3	3	R43	5	5	5	4	4	5	4
R19	3	5	4	4	5	5	5	R44	5	4	5	5	5	5	4
R20	5	5	5	5	5	5	5	R45	5	5	5	5	4	5	4
R21	5	4	5	4	5	4	4	R46	5	5	4	3	5	5	5
R22	3	3	3	4	3	5	5	R47	5	5	4	3	4	5	5
R23	5	5	4	5	5	5	5	R48	4	5	4	3	4	5	5
R24	5	5	4	5	4	5	4	R49	5	5	5	4	4	5	5
R25	4	4	4	5	4	2	5	R50	4	4	4	3	3	5	4
								Mean	4.4	4.28	3.88	3.92	3.72	4.52	4.56

Anex-7: Critical values of t- distribution

α (1 tail)	0.05	0.025	0.01	0.005	0.0025	0.001	0.0005
α (2 tail)	0.1	0.05	0.02	0.01	0.005	0.002	0.001
49	1.6766	2.0096	2.4049	2.68	2.9397	3.2651	3.5004
50	1.6759	2.0086	2.4033	2.6778	2.937	3.2614	3.496
51	1.6753	2.0076	2.4017	2.6757	2.9343	3.2579	3.4917
52	1.6747	2.0066	2.4002	2.6737	2.9318	3.2545	3.4877
53	1.6741	2.0057	2.3988	2.6718	2.9293	3.2513	3.4838
54	1.6736	2.0049	2.3974	2.67	2.927	3.2482	3.48
55	1.673	2.0041	2.3961	2.6682	2.9247	3.2451	3.4764
56	1.6725	2.0032	2.3948	2.6665	2.9225	3.2423	3.473
57	1.672	2.0025	2.3936	2.6649	2.9204	3.2394	3.4696
58	1.6715	2.0017	2.3924	2.6633	2.9184	3.2368	3.4663
59	1.6711	2.001	2.3912	2.6618	2.9164	3.2342	3.4632
100	1.6602	1.984	2.3642	2.6259	2.8706	3.1738	3.3905
101	1.6601	1.9837	2.3638	2.6254	2.87	3.1729	3.3894
102	1.6599	1.9835	2.3635	2.6249	2.8694	3.172	3.3885
103	1.6598	1.9833	2.3631	2.6244	2.8687	3.1712	3.3875
104	1.6596	1.983	2.3627	2.624	2.8682	3.1704	3.3866
105	1.6595	1.9828	2.3624	2.6235	2.8675	3.1697	3.3856
106	1.6593	1.9826	2.362	2.623	2.867	3.1689	3.3847
107	1.6592	1.9824	2.3617	2.6225	2.8664	3.1681	3.3838
108	1.6591	1.9822	2.3614	2.6221	2.8658	3.1674	3.3829
109	1.6589	1.982	2.3611	2.6217	2.8653	3.1667	3.382
110	1.6588	1.9818	2.3607	2.6212	2.8647	3.166	3.3812