Abstract

The efficiency of e-government websites is a very crucial factor for e-government success. Users prefer sites that allow them to get their tasks done successfully and quickly. In this paper, the efficiency of the current government websites at the local self-government (district level) in India is measured using two different techniques. The techniques used here are related to time and effort. In the time technique, two methods are used, the first method is about the number of successful tasks that take less than average time and the second method is about the number of successful tasks per unit of time (time-on-task). In the effort technique, we calculate the number of successful tasks completed using the optimal path. The results of the experiment conducted to measure the efficiency showed that there is an urgent need to improve the usability of e-government websites in order to be efficient and more beneficial for citizens.

References

Measuring the Efficiency of E-government Websites

Information Quarterly, Vol. 24, 2, pp. 266-290.

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Keywords

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