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The Impact of E-Governance Implementation on Public Trust and the Efficiency of Service Delivery

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Abstract

E-Governance has become a pivotal tool in modernizing public administration, aiming to enhance transparency, accountability, and efficiency in government operations. This study examines the impact of e-governance implementation on public trust and the efficiency of service delivery within public sector organizations. Through a review of existing literature and statistical analysis including demographic analysis, reliability testing, correlation, and regression analysis of cross-sectional survey data collected from 108 participants from public sector using a simple random sampling method, this research explored how digital platforms influence citizen satisfaction, reduce bureaucratic delays, and foster greater trust in public institutions. The findings indicate that well-designed and inclusive e-governance systems significantly improve service accessibility and responsiveness, thereby reinforcing public confidence in governance. The study underscores the need for strategic implementation, citizen-centric design, and continuous evaluation to ensure that e-governance serves as a catalyst for efficient and trustworthy public service delivery.

Keywords

E-Governance, Public Trust, and Efficiency of Service Delivery.

**VOL-3, ISSUE-3, 2025****INTRODUCTION**

In present days, society has been becoming increasingly complex day by day, which leads to problems like increased accommodation costs, the increased gap between the well-off and needy and inner turbulence which give rise to discouragement in inhabitants and lead to lack of confidence in the regime. Information and communication technologies (ICTs) have become common in the world, so every country wants to gain confidence of people in the regime. The impactful apps of ICTs have been used in USA, UK, and South Korea to accomplish setout targets of e-government. In the UK, the digital government is planning to accomplish and bringing together interconnected digital hub and aims to update the building information modeling, inspiring from development in South Korea. China inaugurated e-government initiative in 1990s in public administration, following two decades of developmental progress and has completely developed in e-government. The execution of internet plus public service plan has made increased demands on e-service and government. The launch of this scheme has notified a turning point in e-government. The question now is how e-government as content be judged by people and can force civilians to rely on government. Regime is facing futile and incompetent civil services which can give rise in increase of bad administration. E-Government can enhance the quality of public services by exploiting compatibility, collaboration, and merit (Sulistya A., Q., W. et al., 2019). Government initiatives and goals impact a lot on citizens' minds. DiIulio et al. (2001), government performance evaluations would then be viewed as purely a citizen subject (Yang and Holzer, 2006), E-Government digitalize the services by internet as the transactions are made easier because of E-Government and the bond between regime of government information support and citizen' demands on policy and communications to the decisionmakers (Sadik-Zada, E. R., Gatto, A., & Niftiyev, I., 2022).

People's confidence in regime is considered not any fine governance but good governance while relay on trust, reliability is an obligation in first time (Blind, 2007). For the legality and livability of parliamentary stem trust is main sector (Bouckaert, 2012). There are three levels of public trust in the regime and all the initial beliefs compel with the functioning of democracy and political institutions. "At the macro-level, trust relates to political institutions and the functioning of democracy. At the second level, the belief in making policy is observed that how regime is capable to head the expectations for upcoming days and how they lead the economic and social crisis. At the last stage, mentored that how these levels are connected and how fruitful are these in building the faith of people by giving them service delivery in daily routine" (Jameel, A., Asif, M., & Hussain, A., 2019).

This research examines & explores the impact of e-governance implementation on public trust and the efficiency of service delivery, particularly in the context of developing nations. It seeks to provide insights into how governments can maximize the benefits of e-governance while addressing the barriers that limit its effectiveness.

RESEARCH OBJECTIVES

1. To evaluate the impact of e-governance on public trust.
2. To evaluate the impact of e-governance on efficiency of service delivery.

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3. To know the association between of E-governance, Public Trust & Service Delivery Efficiency.

RESEARCH QUESTIONS

1. How does e-governance affect public trust?
2. How does e-governance affect Service Delivery Efficiency?
3. How are E-Governance, Public Trust and transportation of supplies related to each other?

LITERATURE REVIEW**E-GOVERNANCE IMPLEMENTATION AND PUBLIC TRUST**

The outcomes illustrate the crucial value of the accuracy and use of e-governance services in nurturing public trust. Furthermore, the research unveils a troubling concern pertaining to the skiving of adopt responses of inhabitants' problems and suggestions. Represents a portion of importance in the effort to cultivate public trust (Pandey, J. K, 2023). The execution of e-government that has been carried out so far has had a positive effect on public services that better focus the generation of new values, agility and control, and accountability and collaboration (Sulistya, A., Q., W. et al., 2019). From the previous record of government performances and work for the citizens, E-government examines the record and tries to regenerate the trust of citizens in government (Li, Y., & Shang, H., 2023). Government is using digital techniques which help a lot working effectively which lead to faith of citizen in regime (Jameel, A et al., 2019). It is positively associated that E-Governance reduces the corruption and citizens' relationship has positive relation with E-Governance (Singh, G et al., 2010). The ultimate purpose of these e-government initiatives is to enhance the value of correspondence of regime and people by measures of satisfaction and trust in the government (Taufiqurokhman et al., 2024). The study uncovered that overall, the level of citizen satisfaction with the e-government portal in Malaysia is somewhat higher than neutral, largely based on three out of four antecedents. The results indicated that service quality is the most influential factor and was succeeded by perceived ease of use and content quality (Sachan et al., 2018).

E-GOVERNANCE IMPLEMENTATION AND SERVICE DELIVERY EFFICIENCY

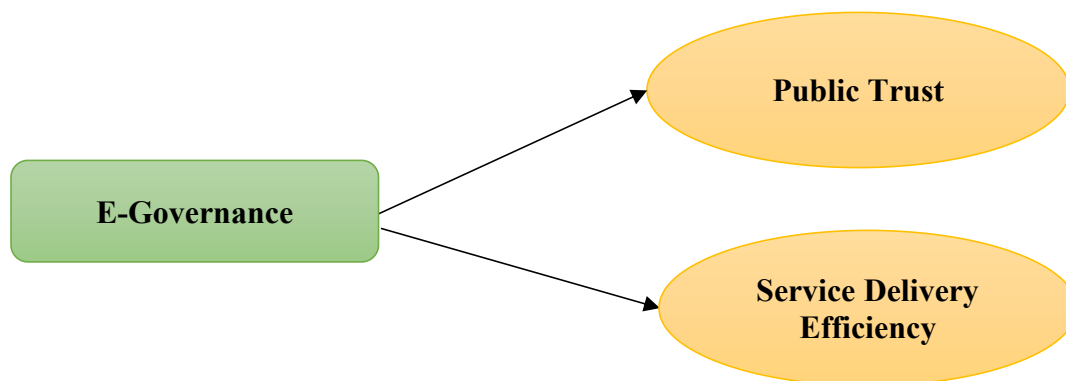
The socio-economic developed e-government provides the greatest chance and gives determination for the advancement of competence in public administration (Sadik-Zada, E. R., Gatto, A., & Niftiyev, I., 2022). The E-Government growth is kept up by private sector (Nawafleh, S., 2020). E-governance adds on to government to work wisely which led to greatest belief of citizen in government (Hartanto, D. et al., 2021). Consequently, the concept of eservice quality, namely the quality of services delivered through electronic media, comes into the forefront. Researching the level to which the quality of the e-service is defining the trust in the service or the trust in the government, will bring deep understanding toward the effectiveness of technology integration in delivering government services. To date, little literature is available concerning the effects of the digital divide or the disparity in accessing and using ICTs on the attainment of net benefits from E-Governance interventions, particularly in developing nations (Phuyal, 2024; Rai, 2022). This is because, as the results of the fast advancement in technology



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execution of E-Government becomes more vital and can't be overlooked. E-Government, therefore, relates to the implementation of Information and Communication Technology to enhance command, access and information essence in delivering public services (Mustafa et al., 2020).

RESEARCH MODEL



RESEARCH HYPOTHESES

H1: E-Governance has a significant and positive influence on Public Trust.

H2: E-Governance has a remarkable significant and positive effect on Service Delivery efficiency.

H3: There is a positive and significant relationship between E-Governance, Public Trust and Efficiency of Service Delivery.

RESEARCH METHODOLOGY

This research study based on quantitative, positivism philosophy, uses deductive approach and conducted from the citizens of Khairpur Mir's. The questionnaires were used for conducting the surveys from the employees of the educational department of Khairpur Mir's district. The data of this research is the cross-sectional time horizon, and the results of this data are analysis through SPSS software.

Four basic tests are analyzed in this research: frequency distribution test to know about the Age, Gender, Education and Position of respondents. The second test is a reliability test to know the reliability and validity of data. The third test is correlation to know the relationship of the variables with each other. The fourth test is a regression test to know the significant and relation of variables with each other.

DATA COLLECTION, SAMPLING AND PROCEDURE

The primary data is collected through Survey method by using a questioner. For the collection of data, the total number is 108 participants were taken according to the sample size formula table of Krejcie and Morgan 1770. Officials of the different grades from the educational department of District Khairpur Mir's are focused on collecting data. Using a random sampling method certifies that every member of the group will be represented in the results. There are a total of 30 questions in the questionnaire, based on 10 questions of each variable.



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DATA ANALYSIS

DEMOGRAPHIC ANALYSIS

Descriptive Statistics

	N	Minimum	Maximum	Sum	Mean	Std. Deviation	Skewness	Kurtosis
Statistic	Statistic	Statistic	Statistic	c	c	Statistic	c	Statistic
Gender	108	1	2	133	1.23	.424	1.291	.233
Age	108	1	4	253	2.34	1.006	.162	.233
Education	108	1	3	211	1.95	.419	-.309	.233
Position	108	1	4	303	2.81	.755	-.591	.233
Valid N (listwise)	108							

The total number of respondents is 108. Out of that, 25 of them are female, the remaining 83 of the are male. From the 108 employees, 26 (24.07%) of them belongs to age from 21 – 34 years, 35 (32.4%) of them belongs to 35 – 44 years age group, 31 (28.7%) of them belongs to 45 – 54 years age group and the remaining 16 (14.8%) belongs to 55 - above years age group. The respondents' education represents from 108, 12 (11.1%) have just graduated, 89 (82.4%) are post graduate and the remaining 07 (6.4%) have done M.S/M.Phil. /PhD. The total number of respondents is 108 employees, out of that 07 respondents (6.4%) are of BPS-11 to 14, 22 (20.3%) are falls in BPS-15 to 16, 64 (59.2%) are of BPS-17 to 18 and the remaining 15 employees (13.8%) are of BPS-19 or above officials.

RELIABILITY ANALYSIS

Reliability Statistics

Cronbach's Alpha	No of Items
.907	30

The above table shows that there is good coherence and credibility of supplies with Cronbach's Alpha 0.907 having 30 items. In essence, the expected alpha value is 0.7 and anything higher than 0.8 is considered to represent good reliability.

CORRELATION ANALYSIS

		Correlations		
		EG	PT	SDE
EG	Pearson Correlation	1	.493**	.496**
	Sig. (2-tailed)		.000	.000
	N	108	108	108
PT	Pearson Correlation	.493**	1	.602**
	Sig. (2-tailed)	.000		.000
	N	108	108	108
SDE	Pearson Correlation	.496**	.602**	1



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Sig. (2-tailed)	.000	.000	
N	108	108	108

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

The table shows the correlation between EG and PT. Moreover, the results show a positive correlation of 0.493 that is significant at 0.01 levels of significance. Thus, strong indication arises that high levels of E-Government (EG) are positively correlated with higher Public Trust (PT). And the correlation between EG and SDE is positively correlated, where Pearson correlation coefficient is equal to 0.496, which gives a moderate correlation level and is significant at 0.01 level. This infers that the high level of SDE is correlated with the high level of EG in a moderate degree. Hence, there is a positive and significant relationship between E-Governance, Public Trust and Efficiency of Service Delivery.

REGRESSION ANALYSIS

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.493 ^a	.243	.236	.87429986

a. Predictors: (Constant), EG

The coefficient of determination which is R^2 is equal to 0.243; thus approximately 24.3% of the variation in most probable dependent variables (Public Trust) is accountable by the differences in independent variable (E-Governance). This augurs well with the model because most of the variance is explained by these predictors, they show a very high percentage.

ANOVA^a

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	25.974	1	25.974	33.979	.000 ^b
	Residual	81.026	106	.764		
	Total	107.000	107			

a. Dependent Variable: PT

b. Predictors: (Constant), EG

The obtained F value is 33.979, which represents the ratio of explained variation by the model to the difference that is not explained by prototype. A high F value shows that the model has a strong capability to predict the dependent variable than the intercept model. The Statistically Significant value of p value is 0.000 which proves that predictor (EG) has a huge impact on the Public Trust (PT) at the conventional 0.05 level of significance.

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients		Sig.
		B	Std. Error	Beta	T	
1	(Constant)	-2.711E-17	.084		.000	1.000
	EG	.493	.085	.493	5.829	.000

a. Dependent Variable: PT



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Results reveal that both the independent variable, Public Trust and Service Delivery Efficiency are positive and significant predictors of E-Governance, but Public Trust has a stronger impact as is measured by a higher t-value and a larger standardized coefficient. The prototype implies that enhancement of these predictors should enhance E-Governance, and that the variable of Public Trust is more influential in this model as compared to the other variables. E-Governance has a significant influence on Public Trust.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.496 ^a	.246	.239	.87261118

a. Predictors: (Constant), EG

The total coefficient of determination which is R^2 is equal to 0.246; thus approximately 24.6% of the variation in most probable dependent variables (Service Delivery Efficiency) is accountable by the variation in independent variable (E-Governance). This augurs well with the model because most of the variance is explained by these predictors, they show a very high percentage.

ANOVA^a

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	26.286	1	26.286	34.521	.000 ^b
	Residual	80.714	106	.761		
	Total	107.000	107			

a. Dependent Variable: SDE

b. Predictors: (Constant), EG

The obtained F value is 34.521, which represents the ratio of explained change by the prototype to the variation that is not explained by the model. A high F value shows that the prototype has a strong capability to predict the dependent variable than the intercept only model. The Statistically Significant value of p value is 0.000 which proves that predictor (EG) has a huge impact on Service Delivery Efficiency at the conventional 0.05 level of significance.

Coefficients^a

Model		Unstandardized Coefficients	Std. Error	Standardized Coefficients	T	Sig.
1	(Constant)	1.132E-16	.084		.000	1.000
	EG	.496	.084	.496	5.875	.000

a. Dependent Variable: SDE

Results show that both the independent variable Service Delivery Efficiency is positive and significant predictors of E-Governance, but Public Trust has a stronger impact as is measured by a higher t-value and a larger standardized coefficient. The model implies

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that enhancement of these predictors should enhance E-Governance, and that the variable of assistance conveyance Efficiency is more influential in this model as compared to the other variables. E-Governance has a remarkable effect on Service Delivery efficiency

CONCLUSION

It has been concluded that based on the results of this research, the positive role of E-Governance in strengthening Public Trust and enhancing Service Delivery Efficiency. The findings suggest that the adoption of digital governance tools, such as online service portals, automated processes, and transparency initiative has led to improved government responsiveness, minimized bureaucratic delays, and increased citizen satisfaction. By promoting greater accessibility and accountability, E-Governance has contributed significantly to fostering trust in public institutions.

Moreover, the efficiency of service delivery has improved substantially with the implementation of digital solutions. The reduction of manual intervention, minimization of corruption, and acceleration of service provision have collectively enhanced the overall effectiveness of public administration. These advancements have not only streamlined operations but also shifted governance towards a more citizen-centric approach.

Despite its benefits, the full potential of E-Governance can only be realized by addressing challenges such as digital literacy gaps, infrastructure limitations, and data security concerns. Continued investment in technology-driven governance frameworks, along with measures to ensure inclusivity and cybersecurity, will be essential in sustaining public confidence.

In summary, E-Governance has proven to be a valuable mechanism for improving transparency, accountability, and efficiency in public service delivery. By leveraging digital advancements, governments can create a more responsive and citizen-friendly administrative system. Future research should explore emerging E-Governance strategies and their long-term impact on governance effectiveness.

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