E–GOVERNMENT IN PAKISTAN: FRAMEWORK OF OPPORTUNITIES AND CHALLENGES

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The existing study aims to highlight the challenges and opportunities of e-government in the third world nation. World governments are investing outmost efforts to launch the reliable e-projects and reduce the traditional work mechanism in the public sector organizations. The miracle of globalization empowered the next generation with the adaptation of scientific age to interconnect whole world as a global village via online means. The majority the earlier researchers paid attention on developed countries, whereas developing countries are beyond the centre of attention and face the number of multifaceted hindrances in the social, political and economic nature in order to meet the e-project goals. The current study presents the debate concerning the opportunities and obstacle of e-government in the developing countries like Pakistan. In this way, there are several opportunities of e-governments in Pakistan society to make it adoptable in the society and it results to decrease investment of time and resources on traditional work mechanism. The major dilemmas relating to the third world countries are associated with to social, political and economic issues. Additionally, this study also provides appropriate strategies to prevail over the obstacles, in order to meet challenges to be faced in the way to adopt e-project and make it successful. Thus it can be expected, that prevailing review will assist to understand the key difficulties related to technological adoption which are belong to political, social, economic, infrastructural, and users' perspectives and legal issues in Pakistan. In this study, the nature of the conceptual research has been incorporated and exploratory research followed. It can also assist the researchers, policy makers and officials for their positive implementation and development of e-projects.

Key point— E-Government, Pakistan, opportunities, challenges, public sector, strategies, communication and information technologies (ICT).

1 INTRODUCTION

THE information and communication technology (ICT) has brought the significant progress in the digital connectivity to stimulate the competition in the era of globalization to revolutionize the business sector and enhanced competition in the all other organizations. The rapid progress in the e-government materialized a powerful change in the attitude of the world governments to initiate the e-project (Torres, et al., 2005). An abrupt phenomena in the e-government adaptation spread its wings due to new economic order and innovative technology made it adoptable successfully (Al-Shafi, and Weerakkody, 2010; Srivastava, and Teo, 2005; Ndou, 2004). In this new background, IT literacy constitutes the significant factor to adopt the e-government which reveals with the cooperation, degree of reliability

of user and financial and political assistance of the government (Alomari, et al., 2014; Earle and Cvetkovich 1995; Lundvall and Johnson, 1994). Additionally, there are number of researchers argue trust building as the powerful agent among the users to adopt e-government services (Albesher, 2015 and Warkentin et al. 2002). The vitality of e-government is an unavoidable reality due the perfect need of the technology and its advantageous in the prevailing era of globalization that succeed technological adaptation (Al-Shafi and Weerakkody, 2010; Srivastava and Teo, 2005).

The framework of e-government opportunities facilitates to stimulate the ongoing competitive environment in an organization. The researchers argue that adaptation of e-government speed up the competitive environment in an organization (Bwalya, 2009 and Qazi, 2006). Unlikely, there are number of research that make e-government a difficult task despite of numerous advantageous (Al-Shafi, et al., 2010 and Srivastava and Teo, 2005). The low developed countries face the difficult task to meet the demand and supply of the innovative technology. The researcher Sullivan, et al., 2003 defines the developing country, as a less developed country (LDC), by means of low standard of living, industrial constraints, and fragile Human Development Index (HDI). Despite the miracle role of globalization there is sorrow state of the e-government the application which is not the paved the way to succeed the bed of roses in Pakistan. Likely, the weaknesses prevail in the developing countries like Pakistan that is to be presented by difficulties, challenges, and obstacles to be brought into jurisdiction of a table task to be solved. In the same line of discussion, there are number of opportunities and set of strengths besides the obstacles to represent the positive points which require to be progressed. The existing paper attempts to identify and find out a general framework, concerning the e-government problems and opportunities in Pakistan perspective.

Information system has become a global phenomenon to support the emerging nations like Pakistan that require appropriate IT policies to promote e-Government. The e-project of government must be adhered as the fourth stage to assure provision of better services to Pakistan citizens and innovative technological use brought a changing role of government to participate citizens to meet their problems and make it capable government to take to speedy decision (Pradhan, and Shakya 2018; Madsen, et al., 2014). The use of e-government services can assist to Pakistan in controlling the delayed service delivery, corruption, avoidance of transparency and hampered accessibility of information. E-government transforms the public sectors and it ensures its internal and external relationships via providing the online means of services to mobilize an affective delivery of services to public participation and to the technical population of societies (Pachón, et al., 2012). The triumph of an e-government use faces the security dilemmas and it can be triumphant with an effective implementation process in order to stimulate the development in Pakistan. Electronic Government Directorate (EGD) has been established in 2002 October, which was performing it services under the ministry of information technology, Pakistan (MOIT) and it can assist to solve the obstacles faced in public sector. Moreover, Pakistan is the sorry of state to meet a successful mega e-government projects in the country. Henceforth, it becomes an intensive issue in the third world nations like Pakistan to ensure the provision of surplus financial assistance on information communication and technology (ICT) infrastructure, however the initiatives gives unpractical and unsatisfactory results (Ahmed and Diesner 2012; Arfeen and Khan, 2012). There are various difficulties of the social, political, economic, cultural and religious nature in order to introduce electronic government in Pakistan.

The security's dilemmas have emerged as the main challenges for the triumph of e-

Government use and it can be solved when, there is an effective execution process prevails in order to achieve the true essence of development in Pakistan. Under the ministry of information and technology Electronic Government Directorate (EGD), is working in Pakistan since 2002 to meet the obstacles concerning the e-Government. The desired goals of the government could not meet to its set targets. Additionally, mega projects relating to e-government has been unsuccessful in the country. It is a core of debate in the third world nations like Pakistan that government investing hug finance on the information and communication technology (ICT) infrastructure but all initiatives become an abortive effort and unproductive (Ahmed, and Diesner 2012 and Arfeen,and khan 2012). The flawed strategies and unfavorable policy making are the hunting factor to design an effective strategy and ensure sound implementation of e-Government projects in Pakistan (Baqir, et al., 2009). The financial deficit and misuse of the budget also halt the e-schemes to meet the set goals of information and communication technology (ICT). Likely, according (Haider, et al 2016 and Alomari, et al., 2014) the financial dilemma is the chief obstacle in the way of e-projects success in the developing countries like Pakistan in which inadequate salary to employees, mismanagement of funds, and budget deficits are in first rank financial hindrances. Henceforth, researcher Haider, et al (2016) argues there is no little hope to materialize e-government schemes successfully without enough financial support in Pakistan.

Pakistan's role as the front line of the war on terror also turned her into financial decline and that not only urged her to invest huge economy in this regard but it also lost the human capital. Additionally, Pakistan participation in the alien designed war on terror gave birth to depression, deprivation, and destruction and it results more to erupt the volcano of poor human development, negligible national saving and technological backwardness (Haider, et al., 2016). E-projects

initiatives in Pakistan never met it target and these e-government projects neither implemented nor provided due attention but such type of e-schemes left it's incompletely. Furthermore, Noor, et al., (2012) argues that e-projects in Pakistan followed the total failure, partial failure and success under certain percentage as 34%, 49% and 15% respectively. Number of hindrances creates the obstacles before government in Pakistan and these challenges are pertaining to socioeconomic constraints, and miserable implementation of e-projects schemes in the public sector. Likely, researcher (Baqir, et al., 2009.) argues that ineffective strategies, fault-finding policies, incompetency in government, poor performance of public sector, emerging challenges of the ITC quality and infrastructure, and financial constraints.

2. LITERATURE REVIEW

E-Government has been defined as an interconnecting system of government to ensure the digital accessibility to its various departments and people. E-Government provides the valuable services to public sectors and adds the information to citizens. E-government provides numerous online means of services with the assistant of information and communication technology (ICT) (Wang, et al., 2012). The e-Government projects mobilized at global level with a short history since 2000 and recognized the customer's oriented services through an effective delivery of services and speedy accessibility in order to materialize the satisfactory and build user of e-government services (Haider, et al 2015). Information and communication technology (ICT) enables government departments to meet the state affairs in an effective and efficient way. E-Government implies the provision of services to people electronically. It may offer the opportunity to users to interact the public departments to accelerate a cheap interconnectivity in order deliver services to people effectively and efficiently. With the use of ICT government can ensure the provision of services to citizen, public officials and business sector. Despite of the influential vitality of ICT there are number of opportunities and challenges belong to developing and underdeveloped countries like Pakistan. Likely, the main challenge faced by Pakistan is the implementation of an e-Government schemes and financial constraints. Pakistan is among the third world countries which face the dearth of basic ICT

infrastructure (Haider et al., 2016). Information and communication technology (ICT) infrastructure is the dire need to enhance the citizens' electronic facilities (Krishnan, et al., 2013 and Hu, et al., 2013). It creates unawareness of People also to use the technology. There is lacking of ICT infrastructure to number of companies. The scarcity of ICT infrastructure turns down the online culture in the country and organizational communication has become a core of discussion. The applications of e-Government rely on wireless means of accessibility of government which is associated with the innovative technology and ICT interconnectivity within and outside of an organization. Nowadays, it is the most important debatable discussion among the scholars concerning the innovative technology in the developing countries like Pakistan. Despite of hug investment on the ICT infrastructure Pakistan meets with an unpractical outcomes and unsatisfactory productivity (Arfeen and Khan, 2012; Ahmed and J. Diesner, 2012).

The poor literacy rate concerning the information technology also gives birth to hindrances in the technological adoption. IT illiteracy creates unawareness to People about technology. There are number of companies to use the computer in their daily affairs and transaction in which workers do not know that what technology is in its true sense (Odat, 2012). In Pakistan traditional business is strong which lack the innovative business mechanism and use of technology in business sector and professional workforce (Odat, 2012). Resultantly, old age workforce hesitates to be trained with ICT which becomes a challenge to developing country like Pakistan. The use of e-services faces the Hierarchical disturbance. Information system department is the centre of attention of everyone to depend on it, while misappropriate services by the department people target it.

Paradigm shifts in public service delivery		
	Bureaucratic paradigm	e-Government paradigm
Orientation	Production cost-efficiency	User satisfaction and control, flexibility
Process organization	Functional rationality, departmentalization, vertical hierarchy of control.	Horizontal hierarchy, network organization, information sharing
Management principle	Management by rule and mandate	Flexible management, interdepartmental
		team work with central coordination
Leadership style	Command and control	Facilitation and coordination, innovative entrepreneurship
Internal communication	Top down, Hierarchical	Multidirectional network with central coordination, direct communication
External communication	Centralized, formal, limited channels	Formal and informal direct and fast feedback, multiple channels
Mode of service delivery	Documentary mode and interpersonal interaction	Electronic exchange, non face to face interaction
Principles of service delivery	Standardization, impartiality, equity.	User customization, personalization

Table 1 – Reinventing Local Governments and the e-Government Initiative (Ho, 2002)

The poor technical project also create obstacles in the way to succeed the e-services use in Pakistan which spreads the wings due to low information technology (IT) education, unawareness of ICT, fragile financial resources, lack of trained human resources and trust deficit to government. The lack of any online recruiting system also creates obstacles in the way of e-services which results in the form of poor willingness of employers to use the information system. Political commitment is the chief agent to e-services use which can stimulate the progressiveness of e-government goals. The triumph of e-government can bring reforms in the public sector that creates a competitive atmosphere in the country (Snead, and Wright, 2014). It is a difficult task for all world governments to execute the e-government but it becomes a possible factor with the chart outing the obstacles as Pakistan e-Government, the directorate (Shah, et al., 2011) argues that advancement information and communication technology (ICT) is in a progressive stance and assure the adoption of innovative technology is motivating in the third world countries.

There are number of recommendations to advance in technological sphere for the developing countries like Pakistan in which Pakistan can be a digital state via immense use of e-services and

launching e-schemes in the country. The adaptation of e-government initiatives around the world with an appropriate use of ICT has improved the digital governmental functions in the public sectors at global level (Schuppan, 2009). Moreover, e-projects can popularize the use of information system in the society and help the collective life in progress and prosperity of the country with an advanced technological use. The productivity of e-government use can promote the users satisfaction in the way to adopt e-services. Likely, the fruitful e-projects of a digital government can elevate the citizens and government satisfaction to utilize e-services (Sreejith, et al., 2014). In this way, the acknowledged factors and a vigilant estimation can impact the trend of success and failure concerning to the e-projects of government (Venkatesh, 2014). ICT infrastructure can provide the facilities of e-services to citizens (Hu, 2013). The developed countries are technological well decorated and advanced in ICT infrastructure that could help their social, political and economic prosperity. Hence, development authorities must pay attention to manage and organize an appropriate ICT infrastructure in the country (Haider, et al., 2016). Strengthening the ICT infrastructure can enrich e-projects in the country with the efficiency and effectiveness. The less ICT infrastructure and lack of IT human resource are the key challenges to e-government success (Hameed, et al., 2012). Thus it is important to build ICT infrastructures can enhance the e-government development in Pakistan. The poor IT literacy is the major hindering factor toward e-government succeed in Pakistan. Likely, there are number of researchers who argue that a fluctuation of e-literacy is most important challenge of the implementation of E-projects (Almarabeh, and Ali, 2010 and Raman, et al., 2007). In the developing countries e-illiteracy emerges due to fragile economy, unemployment, and failures of education institutions which is also required due reforms in Pakistan in order to make adjustable with the technological competitiveness. For ensuring e-service in Pakistan need an effective motivational power by educating the innovative technology to people. The funding dearth is another major hurdle in the way of e-government program success. The funding resources play the catalyst role to acquire implementation of e-government initiatives. Since, e-Government implementation makes government responsible to assure the provision of funds in order the e-project schemes in Pakistan (Dada, 2006). Pakistan faces diverse nature of challenges in the way of e-government victory in the country in which political instability and bad

government are two chief obstacles. Likely, Haider, et al., (2016) argue that corruption is the major socio and political issue of Pakistan to meet the prevailing technological competitive age. Resultantly, misuse of public offices and for vested interest at the government level lock the progress in all other social institutions and the misuse of public offices results poor satisfactory (Soomro, and Memon, 2011). The poor ICT infrastructure, privacy dilemma, political unwillingness, cultural barrier and security miserliness are the big challenges in Pakistan towards e-government development in the country. Likely, it is argued that government related issues are unavoidable and ignorable in which privacy and security is serious technical challenges concerning ICT that are acknowledged by number of researchers in literature (Alshehri and Drew, 2010).

3 CATEGORIES OF E-GOVERNMENT

E-government provides diverse functions via wireless means to public employees, citizens, businesses stockholders and agencies pertaining to government (Alenazi et al., 2014 and Kanaan, 2009). E-Government ensures the provision of an online means of services in order to interconnect an individual to another user and a government branch to another government branches. E-Government can be categorized within government-to-government (G2G), government-to-business (G2B), government-to-citizens (G2C) and governments and their employees (G2E).

Category	Abbreviation	Description
Government to Citizen	G2C	It sustains the inter relationship of government with citizen via online means
Government to government	G2G	It interconnects one public sector to another via their online services
Government to business	G2B	It makes sure the relation via online of a government with its business or commercial sector (public or private)
Government to employees	G2E	It provides an electronic service with the employees

Table **Error! No text of specified style in document.**2 categories of e-government

GOVERNMENT TO CITIZENS (G2C)

Government to citizens (G2C) refers to an interconnectivity of citizen to agencies and departments pertaining to government through a wireless means of service. Number of researchers pays attention on the government to citizens (g2c) friendly relationship with public departments and agencies (Lee, and Rao, 2005 and Torres, et al., 2005). It provides an ongoing accessibility of information via electronic services to citizens and individuals. In e-government citizen and government relationship possess the deep vitality (Al Rashidi, 2013). E-government assists to find out the possible initiatives to meet the accessibility of services in an easy and quick means via online services to people. Henceforth, the central goal of e-government is to ensure the facilitation to citizen in the form of government to citizen (G2C) relationship. Likely, Government to citizen (G2C) initiatives ensures the provision of e-services to people in a non-stop means (Evans and Yen, 2006). In a broad sense, internet plays significant role to interconnect citizen to government in order to adjust people to secure an effective delivery of services and transformation of information.

3.1 GOVERNMENT TO GOVERNMENT (G2G)

Government to government (G2G) sustains the interrelationship within government in order to interconnect the federal, regional and local level via interconnectivity and propagation of information and dissemination of the periodical administrative affairs. According to number of researchers government to government (G2G) relationship is the most important to interlink the state department through e-government (Yong, 2005 and Seifert, 2003). It develops the operations of government in an efficient and effective means (Torres, et al., 2005). Government to government ensures the provision of the facilitation to government at all to accomplish task except any hindrance to meet the demand and supply of citizens and businesses.

3.2 GOVERNMENT TO BUSINESS (G2B)

Government to business (G2B) implies an online means of transaction to interconnect the business and financial sphere. It ensures the provision of facilitates in the business via financial transaction between public and private sector (Rowley, 2011). Government to business (G2B) gets better the communication between the two parties such as private and public sector) (Al- Nagi, and Hamdan, 2009). In the Government to business (G2B) updates the information to carry out the business to other sectors in an efficient means and sustain the interconnectivity when they usually can off the web (Evans, and Yen, 2006).

2. 3 GOVERNMENT TO EMPLOYEES (G2E)

The government to employee (G2E) ensures the interconnectivity between public employees and the government (Al Nagi, and Hamdan, 2009). it provides the link to log-in ID and password in order to facilitate

by a legacy in which payroll accounts is to be linked and called as W-2. Government to employee (G2E) assists the employees to be notified via email. The researcher Carter and Bélanger, (2004) argues that government to employee (G2E) project is an automated system to provide online benefit to federal public employees to manage via online operation of their thrift Savings Plan accounts and health benefits. The use of G2E materializes the service delivery in the public sector which ensures the lessen administration costs and better internal processes. Government to the employee (G2E) is considers as a sub-set of (G2G) category that stimulates the day to day functions in order to prevail bureaucracy via an online means and in transaction and provision of an effective and efficient administrative process to citizens (Seifert and Petersen 2003).

4 CHALLENGES OF E-GOVERNMENT

Information system has become a global phenomenon to support the emerging nations like Pakistan that require appropriate IT policies to promote e-Government. The e-project of government must be adhered as the fourth stage to assure provision of better services to Pakistan citizens (Madsen, et al., 2014). The e-government adaptation can promote the service efficiency, transparency and reducing corruption phenomenon and trouble-free accessibility of information. E-Government sustains the internal and external relationship of public sector that enabled through net, information technology and communications (ICT) to advance an effective delivery of services and ensures the public participation. Security's dilemmas have emerged as the main challenges for the triumph of e-Government use and it can be solved when, there is an effective e-policies execution process prevails in order to achieve the true essence of development in Pakistan. Under the ministry of information and technology Electronic Government Directorate (EGD), is working in Pakistan since 2002 to meet the obstacles concerning the e-Government schemes in the country. The desired goals of the government could not meet to its set targets due to certain challenges in this regards thus mega projects relating to e-government has been unsuccessful in the country. It is a core of debate in the third world nations like Pakistan that government investing hug finance on the information and communication technology (ICT) infrastructure but all initiatives become an abortive effort and unproductive (Ahmed, and Diesner 2012 and Arfeen, et al., 2012).

The flawed strategies and unfavorable policy making are the hunting factor to design an ineffective strategy and ensure poor implementation of e-Government projects in Pakistan (Baqir, et al., 2009). The financial deficit and misuse of the budget also halt the e-schemes to meet the set goals of information and communication technology (ICT). Likely, according (Haider, et al., 2016 and Alomari, et al., 2014) argue the financial dilemma as the chief obstacle in the way of e-projects success in the developing countries like

Pakistan in which inadequate salary to employees, mismanagement of funds, and budget deficits are in first rank financial hindrances in the country. Henceforth, researcher Haider, et al., (2016) argues there is no little hope to materialize e-government schemes successfully without enough financial support in Pakistan. E-projects initiatives in Pakistan never met it target and these e-government projects neither implemented nor provided due attention but such type of e-schemes left in it's incompletely. Furthermore, Noor, et al., (2012) argues that e-projects in Pakistan followed the total failure, partial failure and success under certain percentage as 34%, 49% and 15% respectively.

Area of issue	Barriers/challenges	References
Financial challenges	Inadequate salaries to employees, Budget deficit and Poor national saving	(Haider et al 2016 and Alomari, et al., 2014)
Social issues	The social divide or social digital divide, Poor IT literacy, Traditional workforce, Political unwillingness, Inflexibility and slow response on time, and Low IT literacy, lack of awareness and legal framework	(Haider, et al 2016; Alomari, et al., 2014; Khan et al., 2012 and Odat M A, 2012)
Technological dilemmas	lack of architecture interoperability, data Mismatched standards, The dilemma of privacy and security Rigidity of legacy systems ,Mismatched technical standards of. Acceptance of Information technology And Lack of access, or lack of IT infrastructure	(Nawi, 2011; Almakki 2009; Al-Omari, 2006 and Basu, 2004)
Policy issues	E-Government strategy development, Obstructive rules and principles, Absence of inclusive vision,	(Almarabeh, 2010; Matavire, 2010; Hossan, 2006; Gil-García, 2005 and
	Absence of accountability and transparency e. Absence of proper risk management strategy, Inadequate permissible and supervisory agendas and government policy, Dearth of ownership and governance, Lack of security rules, and policies and privacy laws	Ndou, 2004)
Organizational issues	Nonexistence of applicable internal supervision and practical skills, deficiency of operative headship provision and commitment between high-ranking public officers, absence of participation of all stakeholders, deprived project management, Absence of configuration of organizational goals, numerous or incompatible goals, manager's attitudes and manners, absence of project plot, deficiency of skills and information in project management, Poor ICT background for Project Manager, Inept in creation of decision on selecting ICT projects, Improper cost estimate, absence of satisfactory approaches for requirements documentation, dearth of appropriate plan and maintainability, Absence of understanding on ICT management, Lack of	(Rehman, 2011; Bwalya, 2009; Elsheikh, 2008; Hossan, 2006; Ebrahim, 2005 and Ndou, 2004)

	proficiencies, Lack of E-Literacy, Deficiency of public sector talents, as a result E-government projects are outsourced to the private sector often and Shortage of staffs with additional skills and Unqualified project manager	
IT Infrastructure issue	a. digital divide among states b. Poor technological Infrastructure c. Huge "design-reality gaps" d. Absence of consistent systems and communication e. Composite and mismatched present systems f. Absence of documents specifically in the situation of custom systems g. Telecommunications infrastructure restraints h. Clashes of interest for ICT	(Yang, 2007; Dada, 2006; Salem, 2006; Choudrie, 2005; Ndou, 2004)
Security and privacy issues	a. Lack of confidentiality of private data b. Deficiency of knowledge for safety hazards and penalties	(Almarabeh,2010; Mutula, 2010; and Ebrahim, 2005)
Funding issues	a. Unavailability of economic recourses in public sector organizations b. Lack of funding c. Lacking resources	(Iqbal, 2011; Rehman, 2011; Salem, 2006 and Ebrahim, 2005)
Change management issues	Culture resistance to modification, Unfortunate change management due to nonexistence of change management hard work, Resistance	(Almarabeh, 2010; Dada, 2006; Ebrahim, 2005 and Ndou, 2004)

	to change by top administration and Staff resistance to change	
Political issues	Supremacy of government, Absence of political wish can lead to sluggish or disappointment of e-project and Government uncertainty	(Haider, et al 2016; Hossan, 2006 and Dada, 2006)
Requirement elicitation issues	Job Insecurity, Absence of Expert & Skilled Human Resources, Administrative Inner Politics, Resistance, Deprived (Poor) Communication f. Gender problems, Difficulty of understanding, Indeterminate scope, Indistinguishable requirements and Indistinct project aims	(Mutula, 2010; Gichoya, 2005 and Heeks, 2003)

Table 3- E-government Challenges

Poor it literacy rate is an effective hurdle in the way to succeed the e-government adaptation. An according to (Ahmad, et al., 2012 and Al-Omari, 2006) deprived literacy rate is the main challenge faced by developing countries like Pakistan. Lack of awareness is another difficulty to execute e-government (Al-Omari, 2006). Pakistan is a south Asian country which keeps similarity with other countries in the way of it infrastructure, geography, adaptation of e-government services and development and literacy rate. E-learning and information and communication technology (ICT) literacy encompass the deep significance for the people in order to become benefited with use of e-government applications (Ndou, 2004). The e-government dilemmas can be accomplished through the increasing IT literacy. Literacy, and skills concerned with the adaptation of the applications and tools of technology can assist to encounter prevailing problems relating to public sector (Ndou 2004).

5 THE OPPORTUNITIES OF E-GOVERNMENT

State and Government seeking through the concept of E-Government to achieve a set of goals and objectives will

benefit for all individuals, institutions and societies. The crux of the discussion summed up with certain important tips to consider for successful e-government initiatives in Pakistan.

- E- assessment – initiatives must be launched to an e -readiness assessment to enlighten the stakeholders and user of e-services concerning the current state of affairs of technological infrastructure and increasing globalization and speeding competitive atmosphere and Strategies must be planned on the basis of assessment of human capital.

- Increasing wakefulness in public and private organizations through managing workshops, conferences and seminars in order to highlight real challenges opportunities and advantageous and implement the measure to revolutionize the ICT.

- Long-term is to prefer to meet the obstacles in the way of e-government adaptation and launch human capital development schemes via providing appropriate training and IT literacy in order to meet the coming technological innovativeness.

- The use of information and communication technology (ICT) has a considerable advantageous to Cost reduction and efficiency gains for private organizations and it benefits the major aspect of e-Government initiatives (Tapscott, 1996; Amit and Zott, 2001 and Malhotra, 2001).

- Quality of public Service Delivery to Businesses and Customers can turn down the dilemmas relating to violation of transparency, investment of hug timing in the administrative process, traditional manual work mechanism, high costs and miserable accessibility to authority.

- Cost Reduction and Efficiency Gains Researchers argue that ICT has considerable potential to contribute to efficiency gains and cost reductions for private organizations (Tapscott, 1996 and Malhotra, 2001).

Information and communication technology (ICT) is the powerful agent to revolutionize the economic, and administrative development in the modern form of the digital government. E-government possesses the launch the reliable e-projects and reduce the traditional work mechanism in the public sector organizations. Next generation can be empowered via adoption of technology. The majority the earlier researcher paid attention on developed countries, whereas developing

numerous challenges that hamper the use of opportunities. Adaptation of e-government is common challenge for the all governments of the world Ahmad M O et al., 2012. In the number of studies, developing countries are affected with Lack of awareness, infrastructure, technical skills, inexpensive technology, human resource capacity, and effective government regulation as the major challenges in the way to succeed e-government.

In this connection, developing countries like Pakistan faces the difficulties for instance deprived literacy rates, inadequate IT infrastructure, slow development in e-government services and adaptation Ahmad M O et al., 2012.

The challenges of e-government mean the barrier and obstacles in the way of its management and implementation. The following table mentions the main challenges which were identified in the diverse studies of e-government implementation and development in developing countries. In this connection, there are number of challenges of the social, political, economic, religious, and technological and education factors to turn down the adaptation of e-government and its initiatives and implementation. In order to meet the challenges of e-government following measures can be fruitful to achieve the goal in this regard.

- Integration, Interoperability, Record Mobility, Availability, and Preservations.

- Resistance of change, Transparency, Turnover of Workforce, Collaboration and Coordination.

- E-Literacy, Accessibility, Awareness, Trust, Security, and Privacy.

- Citizen's satisfaction will rise and the customer numbers of using E-Government will increase also.

All these problems require from us to discover the suitable solutions to meet the concerned issues. So, great initiatives should be designed to resolve these problems, solving these problems will contribute to build success E-Government project. In case of authentication success of these issues the level of user's satisfaction will increase and the customer numbers of using E-Government will enhance as well

6 CONCLUSION

The nature of the existing study is elaborates the possible strategies to policy makers, decision-makers, and government officials for their positive implementation and improvement of electronic projects. World governments are investing outmost efforts to

countries are facing number of multifaceted hindrances concerning with socio-economic development, ICT ineffectiveness, and execution difficulties to meet e-project goals. Existing paper presents the better elements to understand the obstacles which are

associated with to social, political and economic issues of technological users. Additionally, this study also provides appropriate strategies to prevail over these

obstacles, in order to meet issues to be faced in the way to adopt e-government successfully.

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