IMPACT OF PROJECT MANAGEMENT PRACTICES IN DELIVERY OF E-GOVERNANCE SERVICES.

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- **Abstract:** Adoption of project management practices in Information Systems development in Government has a significant impact on delivery of e-Governance services to citizens. This paper attempts to identify the major Project Management practices adopted in Information Systems development and grouped them as Strategy, People, Process and Technology related Project Management Practices. A survey was done among employees of Government IT Sector to understand the impact of these four factors on e-Governance service delivery. Analysis indicated that people and strategy related project management practices have a statistically significant impact on delivery of e-Governance services to citizens than Process and Technology related factors. This study will help Project Managers working in e-Governance sector to adopt Project Management practices more focussed on Strategy and People related Project Management practices to see visible improvements in e-Governance Service delivery.
- **Keywords:** Project Management practices, Information Systems development, Analysis, e-Governance Service delivery