


# Chapter 5

## Digital-Locker Services in India: An Assessment of User Adoption and Challenges

**Sumangla Rathore**

 <https://orcid.org/0000-0001-9626-1544>  
Suyash College, Udaipur, India

**Avinash Panwar**

Mohanlal Sukhadia University, Udaipur, India

### ABSTRACT

*On 1st July 2015, Government of India launched a Digital India campaign which is a flagship program of the government with an objective to transform India into a digitally empowered society. One key initiative of the program is digital locker service which aims at sharing and storing of electronic documents at one place in a digital locker. A study was undertaken to assess the awareness level of citizens regarding this service, to identify the problems and challenges associated with its implementation, to identify factors that affect adoption of such initiatives, and to make recommendations to various stake holders. The data analysis revealed that main concerns associated with the service include security, confidentiality, and ease of use. The survey data also revealed that the behavioral intention regarding adoption of this service is mainly determined by the user innovativeness and ease of use, usefulness, and compatibility do not seem to have an impact on the behavioral intention to adopt the service.*

DOI: 10.4018/978-1-5225-5412-7.ch005

## **INTRODUCTION**

### **What Is Digital India Programme?**

On 1<sup>st</sup> July 2015, Government of India launched a Digital India campaign which is a flagship programme of the government with an objective to transform India into a digitally empowered society. Digital India programme covers multiple digitization ideas and projects under a common umbrella. The program has been conceptualised by the Department of Electronics and Information Technology, Government of India. The Digital India program was expected to be implemented in phases until 2018 and shall be a transformational journey towards making sure that government services are available to all citizens electronically.

### **Vision of Digital India Programme (as per the Press Information Bureau, Government of India)**

The Digital India programme aims to achieve following objectives as per its vision statement:

1. Infrastructure as Utility to Every Citizen:
  - a. Making available high speed internet as a core utility in all Gram Panchayats.
  - b. Digital identity throughout the lifecycle of an individual – unique, lifelong, online and authenticable.
  - c. Enable participation for digital and financial services through Mobile phones and Bank accounts.
  - d. A Common Service Centre within the locality for easy access.
  - e. Private space on a public Cloud which is shareable.
  - f. Ensuring safety and security in Cyber-space of the country.
2. Governance and Services on Demand:
  - a. Easy and single window access to all persons through seamlessly unified departments or jurisdictions.
  - b. Real time availability of Government services through online and mobile platforms.
  - c. Easy access to all citizen privileges by making them available on the Cloud.
  - d. Digitally enabling government services with an objective of improving ease of doing Business.
  - e. Cashless financial transactions by making them electronic, above a threshold.
  - f. Decision support systems and development through GIS.

29 more pages are available in the full version of this document, which may be purchased using the "Add to Cart" button on the publisher's webpage: [www.igi-global.com/chapter/digital-locker-services-in-india/238952](http://www.igi-global.com/chapter/digital-locker-services-in-india/238952)

## Related Content

---

### Tackling the Digital Divide: The Shift from Access to Capacity

Mark Liptrott (2016). *International Journal of Public Administration in the Digital Age* (pp. 70-84).

[www.irma-international.org/article/tackling-the-digital-divide/143033](http://www.irma-international.org/article/tackling-the-digital-divide/143033)

### Improving Accessibility Through VGI and Crowdsourcing

Igor Gomes Cruzand Claudio E.C. Campelo (2019). *Crowdsourcing: Concepts, Methodologies, Tools, and Applications* (pp. 374-392).

[www.irma-international.org/chapter/improving-accessibility-through-vgi-and-crowdsourcing/226746](http://www.irma-international.org/chapter/improving-accessibility-through-vgi-and-crowdsourcing/226746)

### Pharmaceutical Product Complaint Handling: Evolution of A Systematic Mechanism

Nirmal Kumarand Ajeya Jha (2019). *International Journal of Public and Private Perspectives on Healthcare, Culture, and the Environment* (pp. 43-58).

[www.irma-international.org/article/pharmaceutical-product-complaint-handling/231618](http://www.irma-international.org/article/pharmaceutical-product-complaint-handling/231618)

### A Framework to Analyze Variation of the Satisfaction of Patients for Outpatient Needs: A Case of West Bengal, India

Arnab Jana (2015). *International Journal of Public and Private Healthcare Management and Economics* (pp. 21-35).

[www.irma-international.org/article/a-framework-to-analyze-variation-of-the-satisfaction-of-patients-for-outpatient-needs/143727](http://www.irma-international.org/article/a-framework-to-analyze-variation-of-the-satisfaction-of-patients-for-outpatient-needs/143727)

### EAGLE\_Index: Enhancement of an Accountability Guide for Learning E-Government

Carlos Santos, Augusta da Conceição Santos Ferreira, Rui Pedro Figueiredo Marquesand Graça Maria do Carmo Azevedo (2018). *Handbook of Research on Modernization and Accountability in Public Sector Management* (pp. 103-129).

[www.irma-international.org/chapter/eagleindex/199460](http://www.irma-international.org/chapter/eagleindex/199460)