



Citizens response towards e-Governance and its initiatives in Mysore District

Mr. D. B. Natesh

Research Candidate Institute of Development Studies, University of Mysore, Mysuru, Karnataka.

Dr. H. M. Chandrashekar

Assistant Professor, Institute of Development Studies, University of Mysore, Mysuru, Karnataka.

ABSTRACT

The "e" in e-Governance stands for 'electronic'. Thus, e-Governance is basically associated with carrying out the functions and achieving the results of governance through the utilization of ICT (Information and Communications Technology). While Governance relates to safeguarding the legal rights of all citizens, an equally important aspect is concerned with ensuring equitable access to public services and the benefits of economic growth to all. It also ensures government to be transparent in its dealings, accountable for its activities and faster in its responses as part of good governance. However, this would require the government to change itself – its processes, its outlook, laws, rules and regulations and also its way of interacting with the citizens. It would also require capacity building within the government and creation of general awareness about e-Governance among the citizens. An Attempt is made in this paper is to analyse the impact of the initiatives and its challenges in implementation of e governance in rural India.

KEYWORDS

e-governance, Information Technology, initiatives, challenges,

Introduction

The **E-governance is beyond the scope of e-government.** While e-government is defined as a mere delivery of government services and information to the public using electronic means, e-governance allows direct participation of constituents in government activities. **E-governance is not just about government web site and e-mail.** It is not just about service delivery over the Internet. It is not just about digital access to government information or electronic payments, electronic Certificates but truly the reduced human interference and reduces the human decisions in the service delivery. It will change how citizens relate to governments as much as it changes how citizens relate to each other.

Convergence describes a process change in the service delivery and governance structures that combines efficient delivery through technological and economic dimensions, to meet emerging citizen needs. It is also important to examine individual cases of convergence of emerging services and technologies and to understand the possible future structures of these convergences of services of various departments.

Convergence and E-Governance is to promote e-governance at various levels of Government for delivery of services to the citizens, proposed regulatory measures on convergence technologies and services, the Central Government's "Informatics-led development programme" and "development with-in" policy to overcome "digital divide" and establish e-government (i.e. digital governance or IT-governance) at National, state, district, Taluk, Hobli and Gramapanchayath levels of government, and finally the infrastructure requirements for faster growth and penetration of Internet and convergence of services to strengthen the ongoing efforts as well as new services for establishing e-governance in the country, to usher in sustainable development and growth and convergence will lead to co-evolution

People, Procedures, and Technology have become a multi-threaded operating system to take advantage of desktop revolution, open systems, network systems, database technology, parallel computing, and web technology based services (i.e. business-to-business (B2B), business-to-customer (B2C), customer-to-customer (C2C), government-to-government (G2G), government-to-citizen (G2C), government-to-business (G2B), citizen-to-government (C2G)), Customer Relation Management

(CRM), Supply-Chain Management (SCM) and Corporate Knowledge Engineering. Information Technology, in its convergent form, is recognized as the vehicle for social, economic, and cultural transformation of society. It is a fact that optimal utilization of resources becomes difficult, unless all resources are converged. Convergence of technologies and services normally results in new capability products and services, at affordable costs to the common public. This will result in rapid establishment of virtual corporate and industrial structures (electronic markets, virtual value chain, and virtual communities) in governance.

Objectives

1. To analyse the citizen's awareness regarding e-Governance services.
2. To find the purpose to use e-Governance services by the citizens.
3. To study about the problems faced by citizens in using e-Governance services.

Hypotheses

1. There is a level of awareness between rural citizens' on e e-Governance services in Mysuru district.

Research Methodology

The study is based on structured questionnaire. The primary data was collected from the citizens utilize the services provided at Nemmadi Kendra. The data is collected through interviews and questionnaires. The method used for selection of sample is stratified sampling method in which sample units are divided into three taluks in Mysore districts. The total sample size of the study is 360 and 120 in each taluk.

Results and Discussions

Table 1: Education among the respondents in Mysore District

		Education level of respondent								Total
		Illite rate	Literate without education	Below primary	Primary	Mid dle	Sec ond ary	Inter medi ate	Gra duat e	
Hun sur	Count	43	12	7	13	7	8	15	15	120
	%	35.80%	10.00%	5.80%	10.80%	5.80%	6.70%	12.50%	12.50%	100.00%

K. R. Nagar	Count	29	24	4	13	14	8	20	8	120
	%	24.20%	20.00%	3.30%	10.80%	11.70%	6.70%	16.70%	6.70%	100.00%
Periyapatna	Count	36	8	9	26	20	5	12	4	120
	%	30.00%	6.70%	7.50%	21.70%	16.70%	4.20%	10.00%	3.30%	100.00%
Total	Count	108	44	20	52	41	21	47	27	360
	%	30.00%	12.20%	5.60%	14.40%	11.40%	5.80%	13.10%	7.50%	100.00%

Source: Primary Survey -2017

The table 1 shows Education level of respondent. Accordingly among 360 respondents in Mysore District, in this 120 respondents are from Hunsur taluk among them 35.80% of the respondents are of Illiterate, 12.5% were of Intermediate, and 12.5% were of graduate. From K. R. Nagar taluk among 120 respondents 24.20% of the respondents are of Illiterate, 20.0% were of Literate without education, and 16.7% were of Intermediate. From Periyapatna taluk among 120 respondents 30.00% of the respondents are of Illiterate, 21.70% were of primary, and 16.7% were of Middle schooling. Overall in Mysore district among 360 respondents ,majority of the 108 respondents were of illiterate, 52 respondents were of primary education.

Table 2 Awareness on Nemmadi Kendra among the respondents in Mysore District

		Awareness of the Nemmadi Kendra					Total
		1 years	2 years	3 years	4 years	5 years	
Hunsur	Count	0	42	36	31	11	120
	%	0.00%	35.00%	30.00%	25.80%	9.20%	100.00%
K. R. Nagar	Count	10	69	21	10	10	120
	%	8.30%	57.50%	17.50%	8.30%	8.30%	100.00%
Periyapatna	Count	20	87	6	4	3	120
	%	16.70%	72.50%	5.00%	3.30%	2.50%	100.00%
Total	Count	30	198	63	45	24	360
	%	8.30%	55.00%	17.50%	12.50%	6.70%	100.00%

Source: Primary Survey -2017

The table 2 explains the awareness of the Nemmadi Kendra by years. In hunsur taluk among 120 respondents 35% were of knowing from 2 years, 30% were of knowing from 3 years and 25.8% were of knowing from 4 years. In K. R. Nagar taluk among 120 respondents 69 respondents were of knowing Nemmadi Kendra from 2 years, while 21 respondents were of knowing from 3 years, in Periyapatna taluk 87 respondents were of knowing from 2 years. In overall in Mysore district majority of the respondents were of aware from 2 years.

Table 3: Sources of information on awareness of Nemmadi Kendra

		Source of awareness of Nemmadi Kendra						Total
		News paper	Television	Relative s	Other government employees	Other department payment counters	Others	
Hunsur	Count	24	15	30	51	0	0	120
	%	20.00%	12.50%	25.00%	42.50%	0.00%	0.00%	100.00%
K. R. Nagar	Count	8	32	18	58	4	0	120
	%	6.70%	26.70%	15.00%	48.30%	3.30%	0.00%	100.00%
Periyapatna	Count	6	12	31	64	5	2	120
	%	5.00%	10.00%	25.80%	53.30%	4.20%	1.70%	100.00%
Total	Count	38	59	79	173	9	2	360
	%	10.60%	16.40%	21.90%	48.10%	2.50%	0.60%	100.00%

Source: Primary Survey -2017

The table3 show the source of awareness of the Nemmadi Kendra in the study area. In hunsur among 120 respondents 42.5% of them were getting information from other government employees, and 25% were from relatives, in K. R. Nagar Taluk among 120 respondents 48.3% wer of getting from other government employees and the 26.7% were of getting from television medium. In periyapatna taluk among 120 respondents 53% were of getting information from other government employees and 23% were of getting from relatives.

Table 4: Distance between Nemmadi Kendra to their residences

		Distance between Nemmadi Kendra to residences				
		5 km	6 km	7 km	7.5 km	8 km
Hunsur	Count	15	11	26	0	6
	%	12.50%	9.20%	21.70%	0.00%	5.00%
K. R. Nagar	Count	21	8	25	2	2
	%	17.50%	6.70%	20.80%	1.70%	1.70%
Periyapatna	Count	21	11	29	1	9
	%	17.50%	9.20%	24.20%	0.80%	7.50%
Total	Count	57	30	80	3	17
	%	15.80%	8.30%	22.20%	0.80%	4.70%

Source: Primary Survey -2017

Table 5: Number of trips made for service

		Number of trips made for service							Total
		2 trips	3 trips	4 trips	5 trips	6 trips	8 trips	10 trips	
Hunsur	Count	56	16	4	40	4	0	0	120
	%	46.70%	13.30%	3.30%	33.30%	3.30%	0.00%	0.00%	100.00%
K. R. Nagar	Count	55	20	13	15	17	0	0	120
	%	45.80%	16.70%	10.80%	12.50%	14.20%	0.00%	0.00%	100.00%
Periyapatna	Count	81	12	14	4	5	2	2	120
	%	67.50%	10.00%	11.70%	3.30%	4.20%	1.70%	1.70%	100.00%
Total	Count	192	48	31	59	26	2	2	360
	%	53.30%	13.30%	8.60%	16.40%	7.20%	0.60%	0.60%	100.00%

Source: Primary Survey -2017

The table 5 shows the number of trips made for service in the study area. In Mysore district among 360 respondents from Hunsur taluk among 120 respondents 46.70% respondents have made 2 trips, 33.30% have made 5 trips to avail the service. From K. R. Nagar taluk among 120 respondents 45.20% of them had 2 trips, 16.70% respondents had 3 trips for availing the service. From periyapatna taluk among 120 respondents 67.50% of them had made 2 trips to avail the service while 11.70% of the respondents have made 4 trips to avail the service. In overall Mysore district among 360 respondents 192 respondents have 2 trips to avail the services fro nemmadi Kendra, while 59 respondents have made 5 trips to avail the services from nemmadi Kendra.

Table 6: Clarity and simplicity of processes and procedures

		Clarity and simplicity of processes and procedures			Total
		Nil	No	Yes	
Hunsur	Count	0	76	44	120
	%	0.00%	63.30%	36.70%	100.00%
K. R. Nagar	Count	0	98	22	120
	%	0.00%	81.70%	18.30%	100.00%

Periyapatna	Count	2	85	33	120
	%	1.70%	70.80%	27.50%	100.00%
	Count	2	259	99	360
	%	0.60%	71.90%	27.50%	100.00%

Source: Primary Survey -2017

The table 6 shows the overall assessment of functions of a governance by the respondents in the study area. Assessing the Clarity and simplicity of processes and procedures in the service center, in Mysore district among 360 respondents, from hunsur taluk among 120 respondents 36.70% respondents have said yes for Clarity and simplicity of processes and procedures, while 63.30% said no to the Clarity and simplicity of processes and procedures, from K. R. Nagar taluk among 120 respondents 18.30% respondents have said yes for Clarity and simplicity of processes and procedures, while 81.70% said no to the Clarity and simplicity of processes and procedures, from Periyapatna taluk among 120 respondents 27.50% respondents have said yes for Clarity and simplicity of processes and procedures, while 70.80% respondent said no to the Clarity and simplicity of processes and procedures. In overall Mysore district 259 respondents have said no with the Clarity and simplicity of processes and procedures in service center.

Table 7: Speed and efficiency in handling of queries

		Speed and efficiency in handling of queries			Total
		Nil	No	Yes	
Hunsur	Count	0	47	73	120
	%	0.00%	39.20%	60.80%	100.00%
K. R. Nagar	Count	0	23	97	120
	%	0.00%	19.20%	80.80%	100.00%
Periyapatna	Count	2	11	107	120
	%	1.70%	9.20%	89.20%	100.00%
	Count	2	81	277	360
	%	0.60%	22.50%	76.90%	100.00%

Source: Primary Survey -2017

The table 7 shows the overall assessment of functions of a governance by the respondents in the study area. Assessing the Speed and efficiency in handling of queries in the service center, in Mysore district among 360 respondents, from Hunsur taluk among 120 respondents 60.80% respondents have said yes for Speed and efficiency in handling of queries, while 39.20% said no to the Speed and efficiency in handling of queries, from K. R. Nagar taluk among 120 respondents 80.80% respondents have said yes for Speed and efficiency in handling of queries, while 19.20% said no to the Speed and efficiency in handling of queries, from Periyapatna taluk among 120 respondents 89.20% respondents have said yes for Speed and efficiency in handling of queries, while 9.20% respondent said no to the Speed and efficiency in handling of queries. In overall Mysore district 277 respondents have said yes with the Speed and efficiency in handling of queries in service center.

Table 8: Complaint handling mechanism

		Complaint handling mechanism			Total
		Nil	No	Yes	
Hunsur	Count	0	42	78	120
	%	0.00%	35.00%	65.00%	100.00%
K. R. Nagar	Count	0	30	90	120
	%	0.00%	25.00%	75.00%	100.00%
Periyapatna	Count	2	20	98	120
	%	1.70%	16.70%	81.70%	100.00%
	Count	2	92	266	360
	%	0.60%	25.60%	73.90%	100.00%

Source: Primary Survey -2017

The table 8 shows the overall assessment of functions of a governance by the respondents in the study area. Assessing the

Complaint handling mechanism in the service center, in Mysore district among 360 respondents, from Hunsur taluk among 120 respondents 65.00% respondents have said yes for Complaint handling mechanism, while 35.00% said no to the Complaint handling mechanism, from K. R. Nagar taluk among 120 respondents 75.00% respondents have said yes for Complaint handling mechanism, while 25.00% said no to the Complaint handling mechanism, from Periyapatna taluk among 120 respondents 81.70% respondents have said yes for Complaint handling mechanism, while 16.70% respondent said no to the Complaint handling mechanism. In overall Mysore district 266 respondents have said yes with the Complaint handling mechanism in service center.

Table 9: Convenience of location of center/office

		Convenience of location of center/office			Total
		Nil	No	Yes	
Hunsur	Count	3	16	101	120
	%	2.50%	13.30%	84.20%	100.00%
K. R. Nagar	Count	0	14	106	120
	%	0.00%	11.70%	88.30%	100.00%
Periyapatna	Count	4	19	97	120
	%	3.30%	15.80%	80.80%	100.00%
	Count	7	49	304	360
	%	1.90%	13.60%	84.40%	100.00%

Source: Primary Survey -2017

The table 9 shows the overall assessment of functions of a governance by the respondents in the study area. Assessing the Convenience of location of center/office in the service center, in Mysore district among 360 respondents, from hunsur taluk among 120 respondents 84.20% respondents have said yes for Convenience of location of center/office, while 13.30% said no to the Convenience of location of center/office, from K. R. Nagar taluk among 120 respondents 88.30% respondents have said yes for Convenience of location of center/office, while 11.70% said no to the Convenience of location of center/office, from Periyapatna taluk among 120 respondents 80.80% respondents have said yes for Convenience of location of center/office, while 15.80% respondent said no to the Convenience of location of center/office. In overall Mysore district 304 respondents have said yes with the Convenience of location of center/office in service center.

Table 10: Implementation of e-governance application has helped to improve the image of the government

		Implementation of e-governance application has helped to improve the image of the government					Total
		Strongly Disagree	Disagree	Neither agree nor disagree	Strongly agree	Strongly agree	
Hunsur	Count	12	39	35	34	0	120
	%	10.00%	32.50%	29.20%	28.30%	0.00%	100.00%
K. R. Nagar	Count	4	32	25	47	12	120
	%	3.30%	26.70%	20.80%	39.20%	10.00%	100.00%
Periyapatna	Count	3	21	16	69	11	120
	%	2.50%	17.50%	13.30%	57.50%	9.20%	100.00%
	Count	19	92	76	150	23	360
	%	5.30%	25.60%	21.10%	41.70%	6.40%	100.00%

Source: Primary Survey -2017

The table 10 describes the implementation of e-governance

application has helped to improve the image of the government in the study area of Mysore district. Accordingly in Mysore district among 360 respondents from Hunsur taluk among 120 respondents 32.50% respondents disagree with it, while 29.20% neither agree nor disagree with it and 28.30% respondents agree with it. From K. R. Nagara Taluk among 120 respondents 39.20% respondents agree with it and while 26.70% respondents disagree with it and 20.80% neither agree nor disagree with it. From Periyapatna taluk among 120 respondents 57.50% respondents agree with the implementation of e-governance, while in 17.50% disagree with it, and 13.30% neither agree nor disagree with it. In overall Mysore district among 360 respondents 150 respondents agree with it and while 92 respondents disagree with it, while 76 respondents neither agree nor disagree with it.

Conclusion:

Brief discussion about e-Governance in general and convergence of CSCs across the state in particular has set a frame work to my further study about the topic chosen. My approach to the chosen research topic is theoretical I am confident that it shall be more of empirical study by the end of the research. In a world where IT and its usages are restricted to urban mass and less effectively used to rural bunch this sincere attempt is to find one of the avenues to reach out in an efficient and adding up to the existing reached. The state has been making its unrest efforts in this vision being a part of the system I have chosen to add value to the team through this research. Hence the proposed topic for the registration of doctoral studies becomes relevant and to all the stake holders, and particularly to the state and citizens in Mysore districts.

In a large country like India, with a substantial number of people living below poverty line, low literacy, inadequate infrastructure, budgetary constraints etc., the challenges before the successful e-governance development are more. But India has proved to be one among the aspiring leaders in the e-governance development. That is because of the efforts and enthusiasm shown in e-governance development. India has the largest young population that forms one third of country's total population. Ready to learn new things, ready to experiment new things are the characteristics of the young India. The increased usage of mobile phones opens the door for mobile computing. E-governance initiatives with focus to mobile seva, including the features of cloud computing must be considered for wider spread and usage. Appropriate policies, creating pro e-governance environment, incorporating citizen participating in all levels of egovernance development, horizontal integration of systems which in the near futures enables the vertical integration of systems are the need of the hour for India's journey towards successful e-governance development.

References

1. Abdul Kalam P. J., A Vision of Citizen-centric, e-Governance for India, Compendium of e-Governance Initiatives in India, IIT Delhi during International Conference on e-Governance.
2. Anderson, Kim (1999), "Reengineering Public Sector Organizations Using Information Technology." In Reinventing Government in the Information Age, edited by Richard Heeks, 113-34. London and New York: Routledge
3. Backus, Michiel (2001), "E-governance in Developing Countries" IICD Research Brief - No 1, March 2001
4. Bhatnagar, S.C. (1999), "E-government: Opportunities and Challenges". Ahmedabad: Indian Institute of Management. Available at: <http://siteresources.worldbank.org/INTEDEV/LOPMENT/Resources/>
5. Balaji, V., et al. (2001). "Toward a Knowledge System for Sustainable Food Security: The Information Village Experiment in Pondichery." Accessed January 30, 2006 from <http://www.isoc.org/oti/articles/0401/balaji.html>
6. Cecchini, S., Raina, M. (2003). "Electronic Government and the Rural Poor: The Case of Gyandoot." Accessed January 30, 2006 from <http://www.iimahd.ernet.in/egov/ifip/nov2003/article2.htm>
7. Deane, Arsala (2003), "Increasing Voice and Transparency Using ICT Tools: (E-Government, E-Governance)". World Bank. March 2003.
8. Fang, Zhiyuan (2002), "E-Government in Digital Era: Concept, Practice, and Development". School of Public Administration. National Institute of Development Administration (NIDA). Thailand.
9. Gopal Naik et al (2011) Financial Sustainability of E-governance Embedded Rural Telecentres (EGERT) working Papere No 352, IIMB.
10. Governance in India – Problems and Acceptability", Journal of Theoretical and Applied Information Technology, 2005-2010.
11. Lakshmi Devasena C and Punitha Lakshmi B,(2014) "Exploring E-Governance Development in Large Populace Countries in the World," International Journal of Advanced Research in Computer Science and Software Engineering, 4 (4), April – 2014.