A STUDY ON CITIZEN'S AWARENESS ON E-GOVERNANCE SERVICES AND CONVERGENCE OF GOVERNMENT SERVICE DELIVERY SYSTEMS MYSORE DISTRICT, KARNATAKA

Dr. H. M. CHANDRASHEKAR

Assistant Professor, Institute of Development Studies, University of Mysore, Manasagangotri, Mysuru

Abstract

The present government service models through tele centres unable to fulfill the requirements and aspirations of rural citizen in improving service delivery system. The existing telecetre model failed in sustainability, The study is to suggest better model of service delivery through Common Service Centres (CSC) convergence and reducing the cost of service delivery. The process involved in service delivery has to be reengineered and identify and propose the cost effective departmental organization. Re-engineering of the Government processes leading to "electronic governance". Brief discussion about e-Governance in general and convergence of CSCs across the state and Mysore District in particular has to be setup 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 research. The state has been making its unrest efforts in this vision being a part of the system The findings of the Research add value to the team through this research. An attempt is made to analyse the existing Government Service delivery mechanism through e-governance and its administrative legal impediments of convergence, To identify the convergence of inter-departmental government service delivery systems in one stop-shop model delivery systems, the impact of e-governance on main stakeholders, viz, citizen, and Government in terms of enhancing public delivery system, and the citizen's awareness regarding e-Governance services in the study area.

Keywords: e-Governance, Convergence, Rural Mysore District, Citizens Awareness.

Introduction

Karnataka is the first state to announce IT Policy in the year 1997. This Policy has acted as an important catalyst for the growth of IT Industry in the State. Karnataka is in the forefront of Information Technology and is called the Silicon State of India. In addition, the state capital Bangalore has shown tremendous growth in the IT Sector and is the IT Capital of India. The Tenth Plan Approach Paper of the Planning Commission calls for an emphasis on second generation reforms, reduction in subsidies and hard economic decisions to raise resources for increased investment and prune non-plan expenditure, in the context of the changing global circumstances and growing aspirations of the People.

The Emergence Information Technology (IT) on the National Agenda and announcement of IT Policies by about 19 State Governments (e.g. Andhra Pradesh, Delhi, Goa, Gujarat, Haryana, Karnataka, Kerala, Madhya Pradesh, Maharashtra, Meghalaya, Orissa, Punjab, Rajasthan, Sikkim, Tamil Nadu, Uttar Pradesh, West Bengal, etc.) have strengthened India's position in the software-driven IT sector in the World. These IT Policies, more or less, **envision** : Re-engineering administrative processes, IT Budget, IT-initiative Fund, State-wide Area Network, Smart Cards, Department wise specific MIS, IT Literacy, and Promotion of IT Industry.

Importance of the Study

The present government service models through telecentres are unable to fulfill the requirements and aspirations of rural citizen in improving service delivery system. The existing telecetre model failed in sustaining its running cost thus increasing the cost of service. The proposed topic will suggest better model of service delivery through Common Service Centers (CSC) convergence and reducing the cost of service delivery. The process involved in service delivery has to be reengineered and proposed a model is cost effective departmental organization.

Objectives of the study

1. To examine the impact of e-governance on main stakeholders, viz, citizen, and Government in terms of enhancing public delivery system.
2. To analyse the citizen's awareness regarding e-Governance services in the study area.

Collection of Primary Data

The research study requires the collection of primary data. The Primary data has been collected by administering the structured questionnaires. A pre-tested questionnaire has been administered to the respondents (citizen) chosen while they visits the Nemmadi Kendra. The questionnaire includes questions on their profile, purposes of visiting the centers, opinion on quality of service delivery and factors that influenced them into using the services and levels of satisfaction in using the services. Suggestions were also sought for improving delivery of service. The primary data data collected during 2017, by adopting three methods namely, primary survey, focused group discussions (FGDs) and case study method.

Collection of Secondary Data

The secondary data has been collected from e-governance department, Government of Karnataka, Rural Digital Services Centers (Nemmadi) now renamed as Ajalji Janasnehi Kendra, Common Service Centers functioning in Mysore district and also from NGO's and other institutions/agencies engaged in e-governance services. In addition to this, the secondary source data has bee collected from published Government reports, Annual reports, seminar proceedings/reports, peer-reviewed journals, Business Magazines etc.,

Sampling Design

The sampling in this research consists of users the NEMMADI Kendra now it renamed as Ajalji Janasnhi Kendras, which are government owned ones. As the citizens could give better feedback regarding the impact of controversy of the change in the convergence it would give us a better perspective for the study. **A Convenient sampling technique** has resorted to get the questionnaires being personally administered to the respondents.

Sample Size

Every individual interviewed during this research constitute the sampling unit. These individuals constitute are all the stakeholders of the system. The Sampling proportion constitutes as shown in the table.

Sl. No.	Stake Holders	Locations	Sample size
1	Citizens	Periyapatna Taluk	240
2	Citizens	Hunsur Taluk	240
3	Citizens	K. R. Nagara Taluk	240
		Total	**720**

Statistical Tools and Techniques

The statistical techniques which were adopted in the study are simple tabular analysis and **Statistical Package for Social Sciences (SPSS)** – Frequency analysis. Chi-Square Test etc.

The systematic statistical tools and techniques adopted, to draw definite and precise conclusions on the study are the growth equation model, to determine the growth trends of the cotton marketed, the simple frequency and percentage analysis to facilitate the descriptive account and interpretation of the field survey data, from the farmers interviewed and the regression analysis to assess the trends and associations of the data variables. In addition, tables, graphs and charts have been generated from the analysis of both the primary and secondary data collected to draw appropriate inferences. The analysis has been done using the SPSS and SYSTAT packages, for convenience data handling and manipulation.

Results and Discussions

The study mainly concentrates on the opinion of the citizens in Rural Mysore District on awareness and impact of e-governance services. The three taluks viz. Hunsur, Periyapatna and K. R. Nagar were selected for the study for collection of Primary Data. The total sample size was 720 and 240 in each taluks. The primary data were collected by administering the questionnaire.

The statistical techniques like correlation, Chi-square Test were adopted to test the hypotheses. Brief discussion about e-Governance in general and convergence of CSCs across the state and Mysore District in particular has to be setup 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 research. The state has been making its unrest efforts in this vision being a part of the system The findings of the Research add value to the team through this research. Intense policy reengineering, creating pro e-governance environment, enhanced citizen participation. Horizontal integration of systems shall enable vertical integration of systems for India's journey towards successful Service delivery systems through e-governance models. Extending and Expanding of service delivery of CSC with Mobile Seva shall cut down the cost and time involved and improve the quality in

providing G2C, G2G and B2C services, there by enhancing the efficiency and economical growth of the Citizens.

Awareness on e – governance, CGS and E-Government in study area

Table: Awareness on Atalji Janasnehi Kendra among the respondents

Taluk	Awareness of Atalji Janasnehi Kendra					Total
	1 Years	2 Years	3 Years	4 Years	5 Years	
Hunsur	0 (0.00%)	84 (35.00%)	72 (30.00%)	62 (25.80%)	22 (9.20%)	240 (100.00%)
K. R. Nagar	20 (8.30%)	138 (57.50%)	42 (17.50%)	20 (8.30%)	20 (8.30%)	240 (100.00%)
Periyapatna	40 (16.70%)	174 (72.50%)	12 (5.00%)	8 (3.30%)	6 (2.50%)	240 (100.00%)
Total	**60 (8.30%)**	**396 (55.00%)**	**126 (17.50%)**	**90 (12.50%)**	**48 (6.70%)**	**720 (100.00%)**

Source: Primary Survey – 2017.

The table explains the awareness of the Atalji Janasnehi Kendra by years. In Hunsur taluk among 240 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 240 respondents 138 respondents were of knowing Atalji Janasnehi Kendra from 2 years, while 42 respondents were of knowing from 3 years, in Periyapatna taluk 174 respondents were of knowing from 2 years. In overall in Mysore district majority of the respondents were of aware from 2 years. The study reveals that the respondents in all the three taluks were aware since 2 years with 55.00% and in Hunsur 35.00%, K. R. Nagar with 57.50% and in Periyapatna 16.70% followed by from three years with 17.50% in the study area.

Table: Source of awareness of Atalji Janasnehi Kendra

Taluk	Source of Awareness of Atalji Janasnehi Kendra						Total
	Newspaper	Television	Relatives	Other Government Employees	Other Department Payment Counters	Others	
Hunsur	48 (20.00%)	30 (12.50%)	60 (25.00%)	102 (42.50%)	0 (0.00%)	0 (0.00%)	240 (100.00%
K. R.Nagar	16 (6.70%)	64 (26.70%)	36 (15.00%)	116 (48.30%)	8 (3.30%)	0 (0.00%)	240 (100.00%
Periyapatna	12 (5.00%)	24 (10.00%)	62 (25.80%)	128 (53.30%)	10 (4.20%)	4 (1.70%)	240 (100.00%

Total	76 (10.60%)	118 (16.40%)	158 (21.90%)	346 (48.10%)	18 (2.50%)	4 (0.60%)	(100

	(8.30%)	(52.50%)	(20.80%)	(5.80%)	(12.50%)	(100.00%)
Total	56 (7.80%)	330 (45.80%)	134 (18.60%)	140 (19.40%)	60 (8.30%)	720 (100.00%)

Source: Primary Survey – 2017.

The above study show the source of awareness of the Atalji Janasnehi Kendra in the study area. In Hunsur among 240 respondents 42.5% of them were getting information from other government employees, and 25% were from relatives, in K. R. Nagar Taluk among 240 respondents 48.3% were of getting from other government employees and the 26.7% were of getting from television medium. In Periyapatna taluk among 240 respondents 53% were of getting information from other government employees and 23% were of getting from relatives.

Table: Neighborhood Citizen Aware on Atalji Janasnehi Centre

Taluk	Neighborhood People are Aware of the Atalji Janasnehi Kendra				
	Very Few	Few	Some	Most	All
Hunsur	46 (19.20%)	54 (22.50%)	8 (3.30%)	16 (6.70%)	116 (48.30%)
K. R. Nagar	28 (11.70%)	38 (15.80%)	0 (0.00%)	16 (6.70%)	158 (65.80%)
Periyapatna	20 (8.30%)	10 (4.20%)	8 (3.30%)	26 (10.80%)	176 (73.30%)
Total	94 (13.10%)	102 (14.20%)	16 (2.20%)	58 (8.10%)	450 (62.50%)

Source: Primary Survey – 2017.

The study shows how many of the neighborhood citizens are aware of the Atalji Janasnehi Kendra in study area. Among 720 respondents in Hunsur taluk among 240 respondents majority of the 48.30% of the neighbors were of knowing the Nemmdi Kendra. 22.5% were aware about the Atalji Janasnehi Kendra. In K. R. Nagara taluk among 240 respondents 65.80% of the respondents were all knowing the Atalji Janasnehi Kendra, In Periyapatna taluk among 240 respondents 73.30% were of all knowing the Atalji Janasnehi Kendra. In overall the majority of the respondents were of knowing the Atalji Janasnehi Kendra.

Satisfaction with the overall quality of service

Taluk	Satisfaction with the overall quality of service					Total
	Very dissatisfied	Somewhat dissatisfied	Neutral	Somewhat satisfied	Very satisfied	
Hunsur	16 (6.70%)	78 (32.50%)	14 (5.80%)	118 (49.20%)	14 (5.80%)	240 (100.00%)
K. R. Nagar	20 (8.30%)	126 (52.50%)	70 (29.20%)	8 (3.30%)	16 (6.70%)	240 (100.00%)
Periyapatna	20	126	50	14	30	240

Source: Primary Survey – 2017.

The table 5.65 and figure 5.63 describe the respondent's satisfaction of service with the overall quality of service in the study area. Accordingly in Mysore district among 720 respondents, in Hunsur taluk among 240 respondents 49.20% were of somewhat satisfied while 32.50% were of somewhat dissatisfied. In K. R. Nagar taluk among 240 respondents 52.50% were of somewhat dissatisfied while 29.20% were of neutral in opinion. In Periyapatna taluk among 240 respondents 52.50% were of the opinion that they were somewhat dissatisfied, while 20.80% were of neutral in their opinion. In overall Mysore district among 720 respondents 45.80% respondents are of opinion that they are somewhat dissatisfied with overall quality of service.

Recommendations

1. The Nemmadi Kendras has to be made more people friendly, because as per the respondents opinion the people in this Kendras take people requests very casual, so this has to be controlled and the workers have to work towards the welfare of people. So the Nemmadi Kendra employees need to be trained and make them friendly in their approach.
2. The errors in the documents need to be decreased so that the people going and coming to the Nemmadi Kendra again and again is decreased. So for this any error in the document is found out by the people, this error needed to be rectified on priority basis.
3. Here the other issue we found out is that the corruption is rampant in Nemmadi Kendra, any work has to go through giving money or else no work goes in proper time format so this is causing unnecessary delay in work, so to this a panel should be set up and discussed in public should take suggestions from them how the problem can be curbed.
4. The services provided in the NemmdiKendras according to the respondents opinion the services are of very slower, so this has to be decreased so as to fast-track the work in the Kendras.

5. The services charges for services should be decreased so as to facilitate economical services to the people.
6. Middlemen's in the service center need to be eliminate in the centers so as to give the people with transparent services.
7. Quality of services provided needed to be improved so as to make peoples experience good atmosphere in a Nemmadi Kendra.
8. The rules and regulations related to the services needed to be properly displayed in the Nemmadi Kendra premises so that people are well known about the procedure of the works and the charges.
9. Timings of the NemmadiKendras needed to be adjusted to the convenience of the peoples time so that the Nemmadi Kendra can make efficient services to the people in the area.

Conclusion

Brief discussion about e-Governance in general and convergence of CSCs across the state in particular has to be setup and a frame work be proposed 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 reasearch. 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 to all the stake holders and particularly to the state and citizens.

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