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Analysis of Factors that Affect e-Governance

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Abstract

e-Governance is an application of ICT (Information & Communication technology) to provide government services to its citizens and organizations. Punjab is one of the leading states in implementation of e-Governance but still there are some obstacles in its effective implementation at rural level. This research paper highlights the factors that are affecting the implementation of e-Governance. It also includes a survey questionnaire which takes all the factors into account and before starting actual survey a pilot study for this questionnaire was done which confirms its acceptance.

Introduction

E   -Governance refers to the delivery of services provided by the government through the means of internet. Government of Punjab has implemented a number of projects for the implementation of e-Governance. The website of almost every government department has been launched so as to provide their services online. For this purpose Government of Punjab has launched www.punjabgovt.gov.in where we can access a short description of a particular department and its related website links. The description of 46 departments is available on this website. In addition to this a large number of SUWIDHA centres are opened at district and sub-divisional level which are accessible to the common man. CSCs (Common Service Centres) and Jagriti e-Seva are also provided for the convenience of semi-urban and rural citizens. But there are some obstacles due to which rural citizens are not able to access e-Governance services. In this survey, an attempt to collect the factors that affect the implementation of e-Governance is done so that the necessary actions can be made for its effective implementation.

Factor Categories

This questionnaire considers all the factors affecting the services of e-Governance at urban and rural level. Most probably all these factors are taken according to their suitable priority. It includes major factors and all these factors are taken as questions which can be answered in two different ways (Yes, No) according to which we can take better services and from government and suggest some points to government for better implementation of e-Governance services.

Classifiers

According to the factors in the questionnaire the respondents can be classified in two categories, these are following:
- Rural Citizens
- Unban Citizens

Category Factor Variables

General Questions

4.1.1   Do you use internet in your daily life?

4.1.2   Do you access the internet at home?

4.1.3   Are you visiting the internet cafe for accessing the internet?

4.1.4   Is there any internet cafe in your village?

e-Governance

4.2.1   Have you ever heard about e-Governance?

4.2.2   Do you know that the computerization of government departments and delivering the services through its website is a part of e-Governance?

4.2.3.1   Do you prefer to use government services online?

4.2.4   Is the access to government websites:

4.2.4.1   Easy

4.2.4.2   Time saving

4.2.4.3   Cheaper

4.2.4.4   Secure

SUWIDHA

4.3.1   Have you ever visited SUWIDHA centre?
(If Yes, Please attempt the following)
    4.3.1.1   Where do you access SUWIDHA centre?
        4.3.1.1.1 In your city/village
        4.3.1.1.2 Nearby your city/village
    4.3.1.2   Is it easy to access that SUWIDHA centre?
(If No, Please mention the reason/reasons)
        4.3.1.2.1 Distance to be travelled
        4.3.1.2.2 Transportation cost
        4.3.1.2.3 Misguidance by agents
        4.3.1.2.4 Complicated procedures
    4.3.1.3   Are all the staff members of centre available at your visiting time?
    4.3.1.4   Which medium of instructions are used by the staff?
        4.3.1.4.1 Punjabi
        4.3.1.4.2 Hindi
        4.3.1.4.3 English
    4.3.1.5   Do you think the staff members at the centre are well trained?
    4.3.1.6   Are the staffs co-operative?
    4.3.1.7   Do the staffs ask for more money than the fee?
    4.3.1.8   Are you satisfied with the behaviour of the staff on duty?
    4.3.1.9   Are the forms costly?
    4.3.1.10 Sitting arrangement is sufficient
    4.3.1.11 Is there lack of drinking water facility?
    4.3.1.12 Is there any delay in submission of forms at the counter?
    4.3.1.13 Is there any interference of agents?

SUWIDHA Services

4.4.1   Do you know SUWIDHA centre provides following services? (Check Yes if already known)
    4.4.1.1 Arm Licences related Services
    4.4.1.2 Services to Pensioners
    4.4.1.3 Counter Signing of Documents
    4.4.1.4 Character Verification
    4.4.1.5 Issuances of Bus Passes
    4.4.1.6 Issuance of Dependent Certificate
    4.4.1.7 Issuance of Unmarried Certificate
    4.4.1.8 Issuance of Licenses
    4.4.1.9 Endorsement of SPA/GPA

4.4.1.10 Issuance of Nationality Certificate
4.4.1.11 Issuance of Copy of a Document/Inspection of Record & Misc Services
4.4.1.12 Issuance of Marriage Certificate
4.4.1.13 Issuance of ID-Card
4.4.1.14 Appointment of Namberdar
4.4.1.15 Driving License related Services
4.4.1.16 Registration of Vehicle related Services
4.4.1.17 Issuance of Birth Certificate
4.4.1.18 Issuance of Death Certificate
4.4.1.19 Issuance of Affidavits
4.4.1.20 Issuance of Permissions
4.4.1.21 Issuance of Indemnity Bods
4.4.1.22 Issuance of Surety Bonds
4.4.1.23 Submission of Passport Applications
4.4.1.24 Issuance of No Objection Certificates

4.4.2   Do you know the procedure to get the services from SUWIDHA centre?
4.4.3   Which services have you ever accessed from SUWIDHA centres?
    4.4.3.1   Arm Licences related Services
    4.4.3.2   Services to Pensioners
    4.4.3.3   Counter Signing of Documents
    4.4.3.4   Character Verification
    4.4.3.5   Issuances of Bus Passes
    4.4.3.6   Issuance of Dependent Certificate
    4.4.3.7   Issuance of Unmarried Certificate
    4.4.3.8   Issuance of Licenses
    4.4.3.9   Endorsement of SPA/GPA
    4.4.3.10 Issuance of Nationality Certificate
    4.4.3.11 Issuance of Copy of a Document/Inspection of Record & Misc Services
    4.4.3.12 Issuance of Marriage Certificate
    4.4.3.13 Issuance of ID-Card
    4.4.3.14 Appointment of Namberdar
    4.4.3.15 Driving License related Services
    4.4.3.16 Registration of Vehicle related Services
    4.4.3.17 Issuance of Birth Certificate
    4.4.3.18 Issuance of Death Certificate
    4.4.3.19 Issuance of Affidavits
    4.4.3.20 Issuance of Permissions
    4.4.3.21 Issuance of Indemnity Bods

4.4.3.22 Issuance of Surety Bonds
4.4.3.23 Submission of Passport Applications
4.4.3.24 Issuance of No Objection Certificates

4.4.4   Are you satisfied with the response of your queries?
4.4.5   Do you know that you can check the status of your queries at website of SUWIDHA centre?
           (If Yes, attempt the following)
4.4.5.1   Have you ever checked the status of your queries?
4.4.6   Are you satisfied with the services provided by SUWIDHA centres?
4.4.7   Do you think some other services should be available at SUWIDHA centres?
           If Yes, Please mention:

[ ]

e-Governance in rural areas
4.5.1 According to you, what are the reasons due to them e-Governance is not implemented at rural level?
   (Please tick from the given factors)
      4.4.7.1 Due to illiteracy
      4.4.7.2 Due to shortage of funds
      4.4.7.3 Due to policies of government
      4.4.7.4 Due to short distance of available SUWIDHA centres from rural areas
      4.4.7.5 Due to the cost involved to visit a SUWIDHA centre
      4.4.7.6 Due to non-existence of kiosks in villages

Contribution in controlling corruption
4.6.1   Do you think SUWIDHA is contributing in controlling corruption?
           (If Yes, Please choose from the reasons given below)
4.6.1.1   Work is completed at time
4.6.1.2   Single Window System to apply
4.6.1.3   Applying directly at SUWIDHA centre
4.6.1.4   Official are responsible for their assigned work

Jagriti e-Seva
4.6.2 Have you ever heard about Jagriti e-Seva?

(If Yes, then do you know it provides:
4.6.2.1 IT enabled services in rural and semi-urban areas
4.6.2.2 Information regarding e-Governance services in rural & semi-urban area
4.6.2.3 E-Governance services
4.6.2.4 Information related to agricultural activities
4.6.2.5 Information related to education
4.6.2.6 Information regarding health services
4.6.2.7 Marketing in agricultural products
4.6.2.8 Employment to a local educated youth or an ex-serviceman
4.6.3 Do you think the tie-up of government and Jagriti e-Seva:
4.6.3.1 Can be helpful in awareness of e-Governance in rural areas?
4.6.3.2 Can make the implementation of e-Governance easier?

 PSEGS (Punjab State e-Governance Society)
4.8.1   Are you familiar with the PSEGS?
           (If Yes, then do you know)
4.8.1.1 It is a registered society of Punjab Government.
4.8.1.2 This society administers the implementation of e-Governance.
4.8.1.3 It provides service centres through Sukhmani Societies at District level.

General terms about Punjab
4.9.1 General terms about Punjab, are you already familiar?
4.8.1.4 Literacy rate is about 76%
4.8.1.5 Rural population is 66%.
4.8.1.6 Urban population is 34%.
4.8.1.7 Number of SUWIDHA centres at districts level is 19.
4.8.1.8 Number of SUWIDHA centres at sub-divisional level is 42.
4.8.1.9 Total cost of implementing a SUWIDHA is about 1.25 to 1.50 Lacs.

Role of Government
4.10.1 Do you know, As per the Election Manifesto of 2012-17, SAD-BJP Alliance (Currently Ruling Party in Punjab) has promised that in coming 3 years:
4.8.1.10 Whole of Punjab will have Wi-Fi connectivity.
4.8.1.11 Government officials will go paperless.
4.8.1.12 All government services will be put online.

4.8.1.13 No person will have to come face to face with a government official for any routine work.

4.10.1.5 e-Seva centres will be opened throughout the state to give single window for all government work.

4.8.2 Recently, Punjab Government has claimed its achievements in implementation of e-Governance. Do you agree with these points?

4.8.2.1 In 12500 villages of Punjab, Land Records data is digitized to provide computerized copy of Fard to citizens immediately.

4.8.2.2 More than 150 Fard Kendras are implemented to provide the copy of Land Registration to citizens.

4.8.2.3 Land Records are digitized in 12285 villages.

4.8.2.4 More than 110 SUWIDHA Centres are implemented up to Sub-Divisional level to provide more than 30 services of different departments.

4.8.2.5 More than 500 Saanjh Kendras are implemented to provide more than 20 services of Police Department.

4.8.2.6 e-Panchayat Project is implemented for the internal computerization of Panchayats.

4.8.3 Should government give priority to fix an impressive budget to implement e-Governance?

4.8.4 Should there be a SUWIDHA centre in each city and village?

4.8.5 Can government afford the cost for implementing SUWIDHA in each city and village?

4.8.6 Should government held camps to create awareness of e-Governance among common people?

4.8.7 Do you think NGOs can also play a significant role in implementation of e-Governance?

4.8.8 What steps should be taken to improve the implementation of e-Governance in rural areas? Please give your opinion.

Conclusion

Improvement in the e-Governance services in rural areas is needed for its overall effective implementation. This questionnaire also helps to find the factors responsible for the quality of services provided by the government. Some factors are considered due to which rural people are not able to access e-Governance services. These factors must be considered for improvement in e-Governance services at rural level. According to the survey, the priority of factor variables can be set and actions must be taken accordingly.

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Annexure

A questionnaire on survey of factors that affect e-Governance

Please take few minutes to fill out the questionnaire. We welcome your feedback and your answer will be kept confidential.

Statement	Yes	No
1. General Questions		
i. Do you use internet in your daily life?		
ii. Do you access the internet at home?		
iii. Are you visiting the internet cafe for accessing the internet?		
iv. Is there any internet cafe in your village?		
2. e-Governance		
i. Have you ever heard about e-Governance?		
ii. Do you know that the computerization of government departments and delivering the services through its websites is a part of e-Governance.		
iii. Do you prefer to use government services online? (If Yes, please attempt the following:)		
a. Is the access to government websites:		
• Easy		
• Time saving		
• Cheaper		
• Secure		
3. SUWIDHA		
i. Have you ever visited SUWIDHA centre? (If Yes, Please attempt the following:)		
a. Where do you access SUWIDHA centre?		
• In your city/village		
• Nearby your city/village		
ii. Is it easy to access that SUWIDHA centre? (If No, Please mention the reason/reasons:)		
a. Distance to be travelled		
b. Transportation cost		
c. Misguidance by agents		
d. Complicated procedures		
iii. Are the staff members available at that time?		
iv. Which medium of instruction is used by the staff?		
a. Punjabi		
b. Hindi		
c. English		
v. Do you think the staff members at the centre are well trained?		
vi. Are the staff members co-operative?		
vii. Do the staffs ask for more money than the fee?		
viii. Are you satisfied with the behaviour of the staff on duty?		
ix. Are the forms costly?		
x. Sitting arrangement is sufficient?		
xi. Is there lack of drinking water facility?		
xii. Is there any delay in submission of forms at the counter?		
xiii. Is there interference of agents?		
4. SUWIDHA Services		
i. Do you know SUWIDHA centres provide the following services?		

(Check Yes, if already known:)		
a. Arm licences related services		
b. Services to pensioners		
c. Counter signing of documents		
d. Character verification		
e. Issuance of bus pass		
f. Issuance of dependent certificate		
g. Issuance of unmarried certificate		
h. Issuance of licences		
i. Endorsement of SPA/GPA		
j. Issuance of nationality certificate		
k. Issuance of copy of a document/inspection of record & misc. services		
l. Issuance of marriage certificate		
m. Issuance of ID-card		
n. Appointment of namberdar		
o. Driving licence related services		
p. Registration of vehicle related services		
q. Issuance of birth certificate		
r. Issuance of death certificate		
s. Issuance of affidavits		
t. Issuance of permissions		
u. Issuance of indemnity bods		
v. Issuance of surety bonds		
w. Submission of passport applications		
x. Issuance of no objection certificate		
ii. Do you know the procedure to get the services from SUWIDHA centre?		
iii. Which services have you ever accessed from SUWIDHA centre?		
a. Arm licences related services		
b. Services to pensioners		
c. Counter signing of documents		
d. Character verification		
e. Issuance of bus pass		
f. Issuance of dependent certificate		
g. Issuance of unmarried certificate		
h. Issuance of licences		
i. Endorsement of SPA/GPA		
j. Issuance of nationality certificate		
k. Issuance of copy of a document/inspection of record & misc. services		
l. Issuance of marriage certificate		
m. Issuance of ID-card		
n. Appointment of namberdar		
o. Driving licence related services		
p. Registration of vehicle related services		
q. Issuance of birth certificate		
r. Issuance of death certificate		
s. Issuance of affidavits		
t. Issuance of permissions		
u. Issuance of indemnity bods		
v. Issuance of surety bonds		
w. Submission of passport applications		
x. Issuance of no objection certificate		
iv. Are you satisfied with the response of your queries?		
v. Do you know that you can check the status of your queries at website of		

SUWIDHA centre? (If Yes, attempt the following:)		
a. Have you ever checked the status of your queries?		
vi. Are you satisfied with the services provided by the SUWIDHA centre?		
vii. Do you think some other services should be available at the SUWIDHA centre? (If Yes, Please mention:)		
5. e-Governance in rural areas		
i. According to you, what are the reasons due to them e-Governance is not implemented at rural level? (Please tick from the given factors:)		
a. Due to illiteracy		
b. Due to shortage of funds		
c. Due to policies of government		
d. Due to short distance of available SUWIDHA centres from rural areas		
e. Due to cost involved to visit a SUWIDHA centre		
f. Due to non-existence of kiosks in villages		
6. contribution in controlling corruption		
i. Do you think SUWIDHA is contributing in controlling corruption? (If Yes, Please choose from the factors given below:)		
a. Work is completed at time		
b. Single window system to apply		
c. Applying directly at the SUWIDHA centre		
d. Officials are responsible for their assigned work		
e. By knowing the status of our application		
7. Jagriti e-Seva		
i. Have you ever heard about Jagriti e-Seva? (If Yes, then do you know it provides the following:)		
a. IT enabled services in rural & urban areas		
b. Information regarding e-Governance in rural & semi-urban areas		
c. e-Governance services		
d. information related to agriculture activities		
e. information related to education		
f. information regarding health services		
g. marketing in agriculture products		
h. Employment to a local educated youth or an ex-serviceman		
ii. Do you think, the tie-up of government and Jagriti e-seva:		
a. Can be helpful in awareness of e-Governance in rural areas		
b. Can make the implementation of e-Governance easier		
8. PSEGS (Punjab State e-Governance Society)		
i. Are you familiar with the PSEGS?		
a. IT enabled services in rural & urban areas		
b. This society administers the implementation of e-Governance		
c. It provides service centres through Sukhmani Societies at district level		
9. General terms about Punjab		
i. Do you know that in Punjab:		
a. Literacy rate is about 76%.		
b. Rural population is 66%.		
c. Urban population is 34%.		
d. Number of SUWIDHA centres at district level is 19.		
e. Number of SUWIDHA centres at sub-divisional level is 42.		
f. Total cost of implementing a SUWIDHA centre is about 1.25-1.50 Lacs.		

10. Role of Government			
i.	As per the Election Manifesto of 2012-17, SAD-BJP Alliance (Currently ruling party in Punjab) has promised that in coming 3 years:		
	a. Whole of Punjab will have Wi-Fi connectivity		
	b. All Government officials will go paperless		
	c. No person will have to come face to face with a government official for any routine work.		
	d. All government services will be put online		
	e. E-Seva centres will be opened throughout the state to give single window for all government work.		
ii.	Recently, Punjab Government has claimed its achievements in implementation of e-Governance. Do you agree with these points:		
	a. In 12500 villages of Punjab, land records data is digitized to provide computerized copy of Fard to citizens immediately.		
	b. More than 150 Fard Kendras are implemented to provide the copy of land registration to citizens.		
	c. Land records are digitized in 12285 villages.		
	d. More than 110 SUWIDHA centres are implemented up to sub-divisional level to provide more than 30 services of different departments.		
	e. More than 500 Saanjh Kendra are implemented to provide more than 20 services of police department.		
	f. e-Panchayat project is implemented for the internal computerization of panchayats.		
iii.	Should government give priority to fix an impressive budget to implement e-Governance?		
iv.	Should there be a SUWIDHA centre in each city and village?		
v.	Can government afford the cost of implementing SUWIDHA in each city and village?		
vi.	Should government held camps to create awareness of e-Governance among common people?		
vii.	Do you think NGOs can play a significant role in implementation of e-Governance?		
viii.	What steps should be taken to improve the implementation of e-Governance in rural areas? Please give your opinion.		