
Measuring E-Governance Awareness Among Citizens of Indore District of Madhya Pradesh

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E-governance is the use of technology to reach Governmental services to the masses. Recent developments in the web technologies and networking technologies have reduced the time and cost of information acquisition, maintenance and dissemination thereby making e-governance an obvious choice over conventional delivery mechanisms of governmental services. While e-governance is in India as old as, the Internet itself, except for a few states, no remarkable change is seen in the efficiency of government system because of e-governance implementation. E-government is a form of e-business in governance and refers to the processes and structures pertinent to the delivery of electronic services to the public (citizens and businesses), collaborating with business partners and conducting electronic transactions within an organizational entity.

Why E-Governance:

E-governance is required for various reasons. Some of the reasons are:

- To improve quality of governance products and services being currently provided
- To provide new governance products and services
- To enhance participation of people in choice and provision of governance products & services.
- To bring new sections of society under the governance sphere (including those who are most likeable to remain excluded - namely the poor, the illiterate, the differently able, indigenous people, the migrants and displaced people)

Goals of E-governance: The Working Group on e-Government in the Developing World has identified five broad categories of goals commonly pursued for e-governance. e-Governance is a means to accomplish these broader social goals, goals that move beyond mere efficiency of government processes to that of overall reform and development. The goals are not

listed in any particular order of importance, as each country must determine its priorities in e-governance.

a. *Creating a better business environment:* Technology is a proven catalyst in increasing productivity and economic growth, especially in rural and underserved communities. The use of ICT in governance and the establishment of an e-governance infrastructure help create a business-friendly environment by streamlining the interaction and improving the interface between government and business, especially SMEs. By cutting down redundancies in procedures and emphasizing immediate and efficient delivery of services, e-governance creates the conditions that attract investors/ investment.

b. *Customers online, not in line:* This refers to the effective delivery of public goods and services to citizens accompanied by quick response mechanism with minimal direct intervention by a public official.

c. *Strengthening good governance and broadening public participation:* Promoting transparency and accountability in governance through the proliferation of ICT in management and operations also opens opportunities for citizens to be more actively involved in the policy and decision making processes of government.

As a major tool in building a tradition of transparency and good governance, e-governance can advance the fight against corruption. However, e-governance by itself will not put an end to corruption. It must be accompanied by other mechanisms to be fully effective.

d. *Improving the productivity and efficiency of government agencies:* Re-engineering processes and procedures to cut red-tapism will facilitate the delivery of services, increase productivity of the bureaucracy, and increase savings. These are

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benefits inherent in e-governance. More specifically, e-governance can help in:

- Increase government staff productivity, reduce overhead from fewer offices and less paper management, improve capacity for planning management by government, and increase revenue as businesses and citizens actually apply for more licenses, due to the fact that the process is much easier and less corrupt.
 - Induce cost savings in the medium in the long term. In the short term, however, staffing and costs tend to increase as government must offer multiple delivery platforms (both the traditional and e-government) during the initial transition.
 - Streamline the operations of government. Most government processes have evolved over many years, and usually involve many steps, tasks, and activities. Streamlining governance processes through ICT eliminates redundant procedures and helps to reduce red tapism.
- e. Improving the quality of life for disadvantaged communities:* ICT makes it possible for government to reach marginalized groups/communities and improve their quality of life. This means empowering them through their participation in the political process, as well as delivering much-needed public goods and services.

Ultimately, the goal of e-governance is to enhance the interaction between three main actors in society—government, citizens and business—in order to stimulate political, social and economic progress in the country.

Benefits of E-governance

E-Governance offers many benefits and advantages for the government, corporate sector and society. E-Governance facilitates better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, or more efficient government management. It simplifies internal operations and improves performance of government departments while helping all sections of society to avail government services at lower cost with maximum ease of use.

Several Specific Benefits of E-Governance

By employing online transactions, government

processes become more streamlined, efficient and less dependent on human interaction. Also the cost of processing transactions is reduced online, resulting in great savings. Interconnecting various ministries and government departments electronically to share information helps them provide better governance. Through one integrated e-Government portal, citizens and businesses can avail of various government services, conduct online transactions, access information and interact with various government bodies without standing in long queues, waiting for office hours or handling lot of paperwork, and thus save time and money. In short, e-Governance brings about 'anytime anywhere access to the right person'.

India wants to give better government service at less cost so it can be a better place to live and do business. Electronic government (e-government) is a great, forward-thinking way for Oregon to do this. Using e-government, citizens and companies can more easily do business with India's government and get what they need to make smart, informed decisions.

To The State

Decreased Cost State Web sites will be managed through a content management tool. This tool makes it easier to make changes on agency Web pages. This, in turn, reduces the time and energy required to keep agency Web pages up-to-date. The E-Government program also consolidates hardware and software needed to create and update state Web sites. This reduces licensing fees and increases the ability of the state to maintain its Web sites. Increased Efficiency of Online transactions are faster than face-to-face transactions. Paper processing is automated, reducing time and the risk of clerical errors. This allows state agencies to focus on providing better service for the customer. Increased Esteem of e-Government makes the state more responsive to everyone's needs. This will help the public see the government as a positive force in their lives.

Literature Review

According to **Mingers**¹ the typical assumptions made by a hard OR/MS method are: that there is a single decision maker (or at least a consensual group) with a clear objective – if there are multiple objectives these are usually reduced to a single metric; that the nature of the problem is agreed upon, even though a good solution may be difficult to find; that the most important factors can be quantified and reliable data

collected that a model, often mathematical or computer-based, can be used to generate solutions, and that this does not need to be transparent to the client(s); that the role of the OR person is one of an expert analyst; and that future uncertainties can be modelled using probability theory.

According to **Wolstenholme**², no map or model is ever a complete analysis and there is always a need for further speculation beyond the insights reached by their use. Furthermore, in applying any problem solving method, there is a need to create a balance between the need to remain sufficiently quantitative to be applicable and rigorous and sufficiently flexible to be relevant in terms of both audience and method. This allows the possibility of combining methods or techniques together in a particular intervention, a practice known as multi-methodology. A brief review of the same is reported by **Kaylor** et al. citing some interesting research. These efforts share a general concern of identifying objective measures by which we might assess the quality of e-government. Most of these studies have often focused on content analysis or measures of usage. Benchmarking is a superior option as it provides a method of evaluating performance against best practice while also providing strategic guidance. Kaylor et al. suggested a rubric for benchmarking implementation among cities nationwide using a broad range of functional dimensions and assigning municipalities 'e-scores'.

Professor **Darrell M. West** and his team evaluated government web sites based on two dozen criteria, including disability access, existence of publications and data bases, presence of privacy and security policies, contact information, and the number of online services. The 2006 study reviewed 1,782 government web sites in 198 countries. A variety of different sites were analysed, including executive, legislative and judicial offices as well as such departments and ministries of the government as health, education, foreign affairs, interior, finance, natural resources, foreign investment, transportation, military, tourism and telecommunication. By evaluating the aforementioned features as well as others including PDA access, user fees, and foreign language translation, researchers rated each country on a zero to 100 point scale. Researchers found that 94 per cent of web sites have online publications and 72 per cent have links to data bases. Only 26 per cent (up from 18 per cent in 2005) show privacy policies and 14 per cent

present security policies (up from 10 per cent in 2005). While Korea, Taiwan, Singapore, US and Canada are at the top 5, India and China are ranked 76 and 77 in the ranking.

Methodology

The present study is an exploratory investigation to examine the effect of e governance in Indore district of Madhya Pradesh. The present research work has examined in detail the efficacy of e governance on the common citizens of Indore district of Madhya Pradesh. In the present study Survey method is used to get details from a large number of respondents. Data is collected with the help of questionnaire. Convenience sampling is used for the collection of the data. Questionnaire is developed in local language with the help of expert working in the area of e Governance. The present research is to be conducted on a sample of 250 citizens of Indore district of Madhya Pradesh who are direct beneficiaries of the e governance.

Results

The results of the studies are discussed in different parts. Introductory part shows the demographics of the respondents of Indore region as per the data collected on the sample size of 250. The tables below show the various cross tabulations between the various demographic variables under study.

Frequency Table

| tehsil | | | | |
|-------------|-----------|---------|---------------|--------------------|
| | Frequency | Percent | Valid Percent | Cumulative Percent |
| in | 100 | 40.0 | 40.0 | 40.0 |
| sa | 59 | 23.6 | 23.6 | 63.6 |
| Valid depal | 35 | 14.0 | 14.0 | 77.6 |
| mh | 56 | 22.4 | 22.4 | 100.0 |
| Total | 250 | 100.0 | 100.0 | |

| GENDER | | | | |
|--------------|-----------|---------|---------------|--------------------|
| | Frequency | Percent | Valid Percent | Cumulative Percent |
| male | 119 | 47.6 | 47.6 | 47.6 |
| Valid female | 131 | 52.4 | 52.4 | 100.0 |
| Total | 250 | 100.0 | 100.0 | |

| RESIDENT | | | | |
|-------------|-----------|---------|---------------|--------------------|
| | Frequency | Percent | Valid Percent | Cumulative Percent |
| rural | 112 | 44.8 | 44.8 | 44.8 |
| Valid urban | 138 | 55.2 | 55.2 | 100.0 |
| Total | 250 | 100.0 | 100.0 | |

The above information has given a detailed understanding of the respondents for the present study. Now the next part of the results is trying to explain the results as per the objectives of the present study. The results section will also show the different hypothesis framed during this study and the tables show the results of the tests applied.

The e-Governance is such a dynamic administrative way of MP government that changes are quite frequent in it. As the present study was conducted in a span of more than 3 years, many changes took place in the e-Governance projects of Indore district. With time to time the researcher also had many informal talks with the administrative officials who were directly responsible for e-Governance projects of Indore district of MP. As MP got many awards in its working in e-Governance projects, the contribution of Indore district is significant.

The scope increased with time and now the Nagar Nigam's activities like submission of water tax and property tax is also a part of e-Governance projects.

The official site shows the growth of e-Governance projects and the increasing rate of growth of number of beneficiaries from e-Governance projects.

To study the present status of e-Governance in Indore district of Madhya Pradesh various secondary sources of data was collected. The empirical investigation was done to evaluate the efficacy of e-Governance projects. As discussed in the previous chapter a questionnaire was formed. Following hypothesis were tested using responses given by citizen of Indore district.

H1: There is no significant difference in the overall e-governance implementation in both type (rural and urban) of residential areas of Indore district.

Hypothesis H1 rejected. As the hypothesis stands rejected there is difference in the opinion of individuals of various places of residence of Indore district. The values shown in Table 1 clearly show that the individuals of urban area are showing low satisfaction as per the overall implementation of e-Governance.

H2: There is no significant difference in the overall e-

Table 1

| Group Statistics | | | | | |
|------------------|----------|-----|---------|----------------|-----------------|
| | resident | N | Mean | Std. Deviation | Std. Error Mean |
| egtot | rural | 81 | 10.1728 | 9.05786 | 1.00643 |
| | urban | 115 | 9.6870 | 8.90926 | .83079 |

a.t cannot be computed because at least one of the groups is empty.

Table 3

| Group Statistics | | | | | |
|------------------|--------|-----|---------|----------------|-----------------|
| | gender | N | Mean | Std. Deviation | Std. Error Mean |
| egtot | male | 81 | 8.9012 | 8.32407 | .92490 |
| | female | 115 | 10.5826 | 9.34052 | .87101 |

Table 2

| Independent Samples Test | | | | | | | | | | |
|--------------------------|-----------------------------|---|------|------------------------------|---------|-----------------|-----------------|-----------------------|---|---------|
| | | Levene's Test for Equality of Variances | | t-test for Equality of Means | | | | | | |
| | | F | Sig. | t | df | Sig. (2-tailed) | Mean Difference | Std. Error Difference | 95% Confidence Interval of the Difference | |
| | | | | | | | | Lower | | Upper |
| egtot | Equal variances assumed | .034 | .854 | .373 | 194 | .709 | .48588 | 1.30128 | -2.08058 | 3.05235 |
| | Equal variances not assumed | | | .372 | 170.589 | .710 | .48588 | 1.30503 | -2.09021 | 3.06198 |

Table 4

| Independent Samples Test | | | | | | | | | | |
|--------------------------|-----------------------------|---|------|------------------------------|---------|-----------------|-----------------|-----------------------|---|--------|
| | | Levene's Test for Equality of Variances | | t-test for Equality of Means | | | | | | |
| | | F | Sig. | t | df | Sig. (2-tailed) | Mean Difference | Std. Error Difference | 95% Confidence Interval of the Difference | |
| | | | | | | | | Lower | | Upper |
| egtot | Equal variances assumed | 6.785 | .010 | -1.297 | 194 | .196 | -1.68137 | 1.29613 | -4.23770 | .87495 |
| | Equal variances not assumed | | | -1.323 | 183.524 | .187 | -1.68137 | 1.27047 | -4.18797 | .82523 |

governance implementation in both genders of Indore district.

Hypothesis H2 accepted. This implies that there is no significant difference between the individuals of both the genders as per the overall e-governance implementation.

Discussion

Hypothesis H1 rejected. As the hypothesis stands rejected there is difference in the opinion of individuals of various places of residence of Indore district. The values shown in Table 1 clearly show that the individuals of urban area are showing low satisfaction as per the overall implementation of e-Governance.

Implications

Three types of evaluation method, first is e-readiness evaluation method, second is project performance evaluation method and third is overall impact evaluation method are used and by the results it can conclude that e-Governance projects which are running currently are technically sound but their implementation and marketing activities are poor in nature. Most of the people are not aware of projects and those who having the idea of projects they don't have the complete knowledge about the projects, means they only know the specific part of project which they needed that time or they used in near past. So this study suggests that some marketing activities must be planning to popularize e-governance among stakeholders.

1. Lots of marketing and promotional efforts are required to make more citizens to aware about e-governance services.
2. Web-sites should be more user friendly, simple in operation, helpful in case of difficulty.
3. A well defined system for sorting of complaint is to be developed for handling of user's complaint.
4. Continuous feed back system from the user is to be developed for the betterment of e-Governance services to the end-users.
5. Manual services should be brought to minimum level and gradually discontinued in few months after release of e-governance services.
6. Staff which are involved previously in manual service providing should also be associated in e-governance service delivery because they having

the specific domain knowledge of the services as well as problems faced by citizens.

7. Monitoring and evaluation reports should be unambiguous and system generated.
8. Continuous monitoring system should be developed for the e-Governance projects.
9. For the success of any project staff training is necessary, senior staff should also be a part of that sort of training.

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