A study on the perceptions of the public about E-Governance and its E – services in Thanjavur town

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Abstract - Proper infrastructure facilities determine the fate of the nation. Communication, an important infrastructure plays a vital role in the development of a country because the information with prompt communication leads to the success in all aspects and furthermore we are living in the information age. Our country also harnesses the technology to provide information through the national e governance plan and it extends to all the state governments to provide e services. In Tamil Nadu it is formulated from 2007, and this study explored the perceptions of the public about e governance and its services in Thanjavur town. Only fifty respondents are given questionnaires. There may be some limitations in sampling method and constrained coverage area of this study. The awareness of the respondents is identified through percentage method. Time saving is ranked first in the satisfactory level of the public. Therefore, this study concludes that the digital outreach in the government sector as e governance agency in Thanjavur town for e services is really a boon to the public who aware about it, whereas it is out of reach to the public who has no awareness of it.

Keywords: Information age, E governance, E services, Thanjavur

I. INTRODUCTION

Information Age

We cross over various ages in the history like Stone Age, Bronze Age, various civilizations etc. Now we are living in the information age which is otherwise referred as digital age, computer age etc. Information is an important part in the life of human beings. We got information through various sources like birds, papers and other devices etc. By the advent of technology, information is enriched with modernization of computers which fulfils the personalized needs of an individual or a concern. The impact of technology in information reflects in the economy of a country and it is entitled as 'knowledge economy'

Evolution of E-Governance in India and in Tamil Nadu

India is one of the fastest developing countries among other nations. The influence of advent IC technology makes our country to improve faster in all sorts of activities. This resultant in the government services also, which enhances the capability of government to provide services to the needy. This aspect is otherwise called as E- Governance.

The services of E governance are consisted of four types and it is classified as Government-to-Citizen (G2C), Government-to-business (G2B), Government-to-Government (G2G), and Government-to-Employee (G2E).

The term E governance is originated in our country in the year 1970 in various areas like defence, economic monitoring, planning, elections, census, tax administration,

etc. In 1980 it metamorphosed as National Informatics centre and connected as the district headquarters through ICT. From 1990 E Governance utilised the ICT in the day to day activities of the general public like payment of bills, taxes etc. Thus this leads to the approval of national e governance plan on 18 May 2006 by the Government of India.

In Tamil Nadu, the e governance agency was formed in 25 January 2007 with the goal of "Through use of Information Technology in Governance and delivery of services to public at their doorsteps." This Agency was formed under the Information Technology Department to function as a built in arm of the Tamil Nadu Government to drive e-Governance in the State. This agency has been registered under the Tamil Nadu Societies Act to support and initiate all the e governance activities and to provide government services to the common man in an efficient and transparent manner.

Tamil Nadu is ranked in second place in the services of e governance among other states of our country. There are many services provided to the public through this agency in our state for various departments like revenue, electricity board, civil supplies etc. Thus this makes a citizen to avail the services in short period and at an affordable cost.

Statement of the problem

E governance agency was formulated in Tamil Nadu to provide the services of the state government to the doorsteps of the public, business organisation, Government

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and employees in short duration. Among these the services provided to the public through e governance is an important aspect to explore as it is having direct contact to the public. Thus, this study attempts to analyse about the perceptions of the public about e governance and its availability, quality and satisfaction of services rendered to the public across different ages of them.

II. REVIEW OF LITERATURE

N. S. Kalsi, Ravi Kiran and S. C. Vaidya (2009) conducted a study on e governance in the title "Effective e-Governance for Good Governance in India". They explored that there is a need for transformation of traditional governance to e governance and also focussed on the factors of good governance in India.

Sangeeta Paliwal (2015) carried out research on the heading "E- Governance-Implementation in Indian perspective". She discussed in this study about the successful formula for the application of e governance and stated some of the examples on it.

Nagaraja K. (2016) explored a study on e governance in the name of "E-Governance in India: Issues and Challenges". In this study he described about the evolution, initiatives, issues and challenges and future prospects of e governance in India.

D. Kumar and N. Panchanatham (2017) conducted a study on "A Study on E-Transactions in E-Governance of Tamil Nadu". In this article they explored about the position of Tamil Nadu in e governance services and also analyzed about the e service transactions in selected departments of Tamil Nadu region.

Kriti Priya Gupta, Swati Singh and Preeti Bhaskar (2018) explored in their paper about "Citizens' perceptions on benefits of e-governance services". They examined about the citizens' perceptions according to the demographic factors on the realisation of the benefits of e governance services in New Delhi.

Objectives of the study

❖ To have an outline about e governance services in Thanjavur town and its various e service centres.
❖ To examine the perceptions of e governance services in Thanjavur town.
❖ To analyse the availability of services in prompt time that saves money and time.
❖ To evaluate the quality of e services to the public.
❖ To assess the satisfaction level of respondents in e services

III. METHODOLOGY AND AREA OF THE STUDY

This study is an analytical study which facilitated the researcher to analyse about e governance services in Thanjavur town. Only 50 respondents were taken for this study and convenience sampling method is used here.

Research Instrument

This study is analytical in nature and it is based on the primary data which is received from the respondents by the questionnaires distributed through friends and relatives regarding the e governance services. Secondary data is collected through journals and various websites in this title are used for this study. Thus, both primary and secondary data have been used for this study.

Analytical tools

The data collected have to be analyzed to get the results. Statistical tools like Percentage method, Chi square test method and weighted average method are used here to portray the conclusions in the study.

The perceptions of e governance in Thanjavur town are measured by percentage method. Chi Square test is used to analyse the availability and quality of e services with the demographic factors of the public by framing hypothesis. Satisfaction level is assessed by weighted average method and also ranked in this study.

Outline on e governance services in Thanjavur town

Thanjavur is one of the districts in our state Tamil Nadu. It is otherwise called as granary of rice in South India. The transformation of traditional services to e services is also taken place in the form of e governance in Thanjavur district also. They are provided through common service centres in Thanjavur district. E district project is also under construction in Thanjavur district to enhance the e governance services on the district level under National e governance plan. There are about 278 common service centers in this district to provide about 43 services in various departments of Thanjavur district. Among these service centres, 7 centres are working in Thanjavur town only, to afford the services to the public.

Demographic profile of the respondents

Fifty respondents are taken for this study. Among them 30 are males and 20 are females. When it is converted into percentage, 60% are males and 40% of the respondents are females. 20% and 10% of the respondents are under 20 years and above 35 years respectively. 80% are educated and 20% are uneducated. 30% are employees and 16% are doing business according to the status of the respondents.

Perceptions of the respondents

Perceptions or awareness of the respondents are identified through demographic profile of the respondents namely gender, age, educational status and social status due to the shortage of time. It is calculated by percentage method. The results are depicted below through this table

Perceptions of the respondents through percentage method

Demographic profile		Awareness of the respondents	
		YES	NO
1	Gender	85%	15%
2	Age	80%	20%
3	Educational status	88%	12%
4	Status	86%	14%

Analysis through Chi Square test

(I) Hypothesis testing of availability of e-services saves money and time with the demographic profile of the respondents

If calculated value is less than the tabulated value null hypothesis accepted or in reverse it is rejected

H0: There is no association between the variables

H1: There is an association between the variables

Availability of e-services	Calculated value	Tabulated value	χ^2 Degrees of freedom (5%level of significance)	Result	
				Association	No Association
Gender* Availability of services	0.067	3.84	1	------	✓
Age* Availability of services	0.38	9.49	4	------	✓
Educational status* Availability of services	0.757	3.84	1	------	✓
Status* Availability of services	0.925	7.81	3	------	✓

(II) Hypothesis testing of quality of e - services with the demographic profile of the respondents

If calculated value is less than the tabulated value null hypothesis accepted or in reverse it is rejected

H0: There is no association between the variables

H1: There is an association between the variables

Quality of e - services	Calculated value	Tabulated value	χ^2 Degrees of freedom (5%level of significance)	Result	
				Association	No Association
Gender* Quality of services	0.231	3.84	1	------	✓
Age*Quality of services	0.85	9.49	4	------	✓
Educational status* Quality of services	1.426	3.84	1	------	✓
Status* Quality of services	0.209	7.81	3	------	✓

Satisfaction level on e services

Satisfaction levels of the respondents are assessed through weighted average method and it is ranked according to the scores obtained through this method. There are four main factors which are considered for validating the satisfaction level of respondents in e governance and its services. They are time - saving, economy, trustworthy and technology. Three scales such as satisfied, neutral and dissatisfied are used to value the satisfaction level by assigning scores like 3, 2, and 1 respectively and it is multiplied with the number of respondents respond for the scale respectively. Then, the total scores are arrived and it is divided by 100 for ranking purposes. It is shown in the following table for the glance.

Satisfaction level on e -services

S.No	Factors	Satisfied (3)	Neutral (2)	Dissatisfied (1)	Total scores	Average score (Total score/ 100)	Ranks
1	Time-saving	96	20	8	124	12.4	1
2	Economy	93	20	9	122	12.2	2
3	Trustworthy	87	20	11	118	11.8	4
4	Technology	90	20	10	120	12.0	3

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IV. FINDINGS OF THE STUDY

This study analysed our objectives and explored the findings as follows

- ❖ About 88% of the educated respondents have high perceptions about e governance and its services in Thanjavur town
- ❖ There is no association among gender, age, educational status and status with the availability of services saves money and time of the respondents.
- ❖ There is no association among gender, age, educational status and status with the Quality of services by e governance services.
- ❖ The satisfaction level is assigned with the score and it is ranked for four factors of e services.
- ❖ Economy is ranked first in using e services followed by time saving, technology and trustworthy.

V. CONCLUSIONS

The growth of the nation depends upon the infra structure facilities of the country. There are many infra structure facilities like proper road, water, electricity, building, sewage, communication etc. Among these, communication plays a vital role in this century and henceforth it is referred as world of communication with advent technology. This digitalised communication aids to convey the information in fast and economy manner than other mode. Thus, this aspect leads the government to provide e services in the form of e governance

This study investigates that more than 80% of the respondents have perceptions about e services in Thanjavur town. Thus, it is crystal clear that majority of the persons make use of the e service centers. Remaining 20% do not have perceptions about e service or e governance due to negligence and hesitation. This is conferred through the result obtained in satisfaction level of the respondents on trustworthy. It is revealed by this result that they have some fear in using online for the services of e governance, as there is lack of security in giving their personal data. However, it is apparent from this study that many respondents are willing to make use of e services than other services. Thus it can be concluded here, that the digital outreach in government sector as e- governance in Thanjavur town is sweet grapes or sour grapes according to the respondents' perceptions.

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