A Case Study of E-Disha ‘Centre’

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ABSTRACT

These Introduction of e-Governance is the key to making information technology (IT) relevant to ordinary citizens. e-Governance is a culture, which changes how citizens relate to governments as much as it changes how citizens relate to each other. It brings forth redefinition of needs and responsibilities. e-Governance is a network of organizations to include government, nonprofit, and private-sector entities.

A study is carried out in a proper framework or conditions so before a study is carried out it is necessary to state the delimitations of the study. The present study is delimited in area e-DISHA centre Hisar and the respondents are all the clients and employees of e-DISHA centre Hisar.

The instructional material was developed in the form of questionnaire regarding the awareness of e-Governance. The contents related to the above topic were collected from e-DISHA Centre, Hisar. The main objective of the study was to compare the relative views of employees and clients of e-DISHA Centre.

Keywords — e-governance, e-disha, government.

I. INTRODUCTION

Your E-governance is about the use of information technology to raise the quality of the services governments deliver to citizens and businesses. It is hoped that it will also reinforce the connection between public officials and communities thereby leading to a stronger, more accountable and inclusive democracy.

E-Governance is the key to making information technology (IT) relevant to ordinary citizens. E-Governance is a culture, which changes how citizens relate to governments as much as it changes how citizens relate to each other. It brings forth redefinition of needs and responsibilities. Though computerization introduced successfully by NIC in different sectors in the districts has yielded fruitful results, the concept of introducing Governance to implement citizen-IT based applications in the district is the next logical step. Web CITI E- (Web based Citizen-IT Interface) is an E-Governance project for building citizen-IT interface for services offered by district administration. Web CITI provides web-based interface to citizens seeking services from district administration. These include issuance of certificates such as death/birth, caste, rural area etc; licenses such as arms license, permission for conferences/rallies etc and benefits from socio-economic schemes [13].

Survey Questionnaire

Initially a questionnaire consisting of 50 questions was prepared. The questions were so designed to gather the views of clients of e-DISHA about the awareness of e-Governance services, and e-DISHA centre Hisar. The first set of questionnaire was given to fifty Clients who are present on e-DISHA site Hisar. and they usually use the services of e-Governance for their own personal services, provided by the e-DISHA Hisar so that their opinion can be obtained for validating the questions has obtained more positive response given by expert were included in final questionnaire after discussion. After validation twenty six questions were retained in the questionnaire. The questionnaire consists of both kind of open and close type questions. In closed ended type questions the response is closed or defined in the form of yes, no or any other options. The candidate has to mark in the box before the appropriate answer. So in the close type questions the candidate’s response is fixed and no other options are available for the candidate. While in the open ended question the response is given by the candidates in their own words. So the answers are different for the same question for different candidates. In the close ended questions it is easy to evaluate the result but it is open ended questions as we get different kind of responses so it is not easy to evaluate them. Both types of open ended and close ended questions were included in the questionnaire. The questionnaire is given at Appendix 1. The instructions for completing the questionnaire was prepared in English language. These instructions stated the purpose of questionnaires and the summarized the main points of each questions. The respondents were encouraged to answer the questions.
II. PROCEDURE FOR COLLECTING DATA

Format for collecting demographic data and questionnaire were distributed among 50 clients of e-DISHA centre Hisar and employees of e-DISHA centre Hisar, clients were requested to fill up the questionnaire in the fixed interval of reasonable time. Instructions were given to the students to fill the questionnaire. The clients were not allowed to discuss while filling the questionnaire. They were also requested to give reasons for their response (Yes/No) to the questions where space was provided.

III. DATA ANALYSIS AND RESULTS

The data collected through measuring tool i.e. questionnaire was used for statistical analysis for interpreting the results and drawing sound conclusions and valid generalization. The process of analysis and interpretation of data includes organization, analysis and interpretation of data. Organization of data consists of editing, classifying and tabulating the information. Analysis of data means studying the organized material in order to discover inherent facts. Interpretation is the process of stating the results.

Analyzing Criteria

The data were collected from the hundred respondents (25 male and 25 female) by way of asking them to fill a questionnaire. Thereafter, the data were tabulated and analyzed.

The questionnaire consisted of twenty-five questions (multiple choice type – wherever possible) targeted to gauge the awareness of e-Governance among the people of Hisar.

To find out the Status and awareness of e-Governance with respect to course option, sex, designation (employee or client) ‘t’-test was applied on the data. The structure of the sample data is shown in the following table.

<table>
<thead>
<tr>
<th>Variable</th>
<th>Category</th>
<th>N</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Candidates of e-DISHA, Hisar</td>
<td>Male</td>
<td>25</td>
<td>50.0</td>
</tr>
<tr>
<td></td>
<td>Female</td>
<td>25</td>
<td>50.0</td>
</tr>
<tr>
<td>Designation</td>
<td>Clients</td>
<td>33</td>
<td>66.0</td>
</tr>
<tr>
<td></td>
<td>Employees</td>
<td>17</td>
<td>34.0</td>
</tr>
</tbody>
</table>

Table 4.1: Demographic information about sample

Out of 50 respondents of e-DISHA Centre, Hisar 66% were clients and 34% were employees. Also, the sample population consisted of 50% male and 50% female respondents of different type in educational level, (up to 10+2 and bellow 10+2) and also age factor (up to 20 and above 20).

As seen in Table 4.2 significant difference is found with regarding to the views of male and female candidates including clients and employees of e-DISHA centre, Hisar towards the awareness of e-governance in Hisar district. So far as gender is concerned, the t-value was found to be 3.076 which are significant at 0.05 level. This implies that gender has greater impact on the respondents about the awareness regarding e-Governance. Awareness about e-Governance among females is less than males.
As seen in table 4.3, difference is found regarding to the views of Employees and Clients of e-DISHA centre, Hisar about the awareness of services of e-Governance provided at district Hisar. So far the views of Employees and Clients is concerned the ‘t’-value is 5.297 is significant at 0.05 level. This implies that there is significant difference between the views of employees and clients about the awareness of services provided by the Govt at e-DISHA center, Hisar.

As seen in Table 4.5 much difference is found with regarding to the views of respondents of different age group. The respondents of age up-to 20 years and above 20 years have difference in their knowledge about e-DISHA’s services and towards the awareness of e-Governance in Hisar District. So far as the age level is concerned, the t-value was found to be 18.979 which is significant at 0.05 level. This implies that age has too much impact on the views of candidates about the awareness of e-Governance.

IV. RESULTS IN GRAPHICAL FORM

Result 1
Which of the following services of the e-DISHA you have used?

1. Date of Birth / Death Certificate
2. Registration of vehicle
3. Property Registration Information System
4. Web based Information
5. Financial Assistance to Disabled Person
6. Peshi (Court)
7. Financial Assistance Schemes
8. Old Age Pension
9. Financial Assistance to Widows and Destitute Women
10. Driving License
11. Financial Assistance to Dependent Children
12. Arms License
13. Any other specify………..

Table 4.3 Mean score of views Employees & Clients respondents

<table>
<thead>
<tr>
<th>Designation</th>
<th>N</th>
<th>Mean</th>
<th>SD</th>
<th>Mean Difference</th>
<th>Degree of Freedom</th>
<th>t-value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clients</td>
<td>30</td>
<td>38.8</td>
<td>4.31</td>
<td>10.8</td>
<td>48</td>
<td>5.297</td>
</tr>
<tr>
<td>Employees</td>
<td>19</td>
<td>28.0</td>
<td>5.98</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

As seen in Table 4.4 significant difference is found regarding the views of respondents w.r.t education level which was categorized in two category as up-to 10+2 and above 10+2 including clients and employees of e-DISHA centre towards the awareness of e-Governance in Hisar District. So far as educational level is concerned, the t-value was found to be 5.624 which is significant at 0.05 level. This implies that educational level has too much impact on the views of candidates about the awareness of e-Governance.

Table 4.4 Mean score of views of candidates based on the level of Education.

<table>
<thead>
<tr>
<th>Designation</th>
<th>N</th>
<th>Mean</th>
<th>SD</th>
<th>Mean Difference</th>
<th>Degree of Freedom</th>
<th>t-value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Above 10+2</td>
<td>40</td>
<td>35.17</td>
<td>7.65</td>
<td>15.17</td>
<td>48</td>
<td>5.624</td>
</tr>
<tr>
<td>Up to 10+2</td>
<td>10</td>
<td>20.09</td>
<td>9.75</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Table 4.5 Mean score of views of candidates based on Age factor.

<table>
<thead>
<tr>
<th>Designation</th>
<th>N</th>
<th>Mean</th>
<th>SD</th>
<th>Mean Difference</th>
<th>Degree of Freedom</th>
<th>t-value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 20 yrs</td>
<td>09</td>
<td>17.555</td>
<td>7.986</td>
<td></td>
<td>17.786</td>
<td>48</td>
</tr>
<tr>
<td>Above 20 yrs</td>
<td>41</td>
<td>35.341</td>
<td>6.685</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The above fig. reveals that registration of vehicles, registration of properties, and driving license are services that the majority of people use. Item no. 6, 7, 8 are not selected by any one while item no. 9, 11, 13 are rarely selected. Thus Peshi, Financial assistance schemes, Financial Assistance to Widows and Destitute Women are less popular services among people.

**Result 2**
*How much time do you spend in queue waiting for service?*

1. Less than 5 minute
2. 10 to 15 minutes
3. Even more

The results obtained from the above fig. shows that most of the people have to wait for only 10-15 minutes in the queue for the service, which is affordable when compared with the traditional system where long waiting queues and delays in response was a common scenario.

**Result 3**
*Has e-Governance created a gap between Govt. and Citizens?*


The responses of the respondents reveals that majority of people think that e-Governance has not created a gap between the Govt. and the citizens.

**Result 4**
*Which of the following services of e-Governance are you basically aware with and understand? (Check all that apply)*

1. Date of Birth / Death Certificate
2. Registration of vehicle
3. Property Registration Information System
4. Web based Information
5. Financial Assistance to Disabled Person
6. Peshi (Court)
7. Financial Assistance Schemes
8. Old Age Pension
9. Financial Assistance to Widows and Destitute Women
10. Driving License
11. Financial Assistance to Dependent Children
12. Arms License
13. Any other specify…………

The fig. depicts that most of the respondents are aware about only some of the services as Registration of vehicle, Driving License and Arms License. People are not aware about the services like Peshi, Financial Assistance Schemes and Financial Assistance to Widows and Destitute Women.

**Result 5**
*Is E-Governance a necessary service in Indian perspective?*

1. Yes 2.No 3.Can’t say
The results show that respondents are in favor of the view that e-Governance is a necessary service in Indian perspective.

V. CONCLUSIONS AND FURTHER SCOPE

The ultimate purpose of this research is to draw out conclusions which can be generalized with the limits of other situations and to other sections of populations than study.

The conclusions of the study which is drawn on the basis of results obtained after interpretation. Research done opens many more area to be searched out. Hence an effort has been made to provide some such areas for further research in filed related to the study. The findings have to be considered strictly in relation with objectives of study. It is hope that the results emerging from the present study form a basis for formulating some valid conclusions in areas. Hence it is important that the conclusion drawn on the basis of analysis and interpretation of data may be meaningful. The researcher developed the questionnaire for the collection of data.

VI. FINDINGS

Findings according to H1:

There is no significant difference between the views of male and female clients of e-DISHA centre regarding the comparisons of awareness about e-governance.

From the Table 4.2, significant difference is found between the views of male and female candidates of e-DISHA Centre, Hisar regarding the awareness about e-governance. So far as the gender is concerned, t-value was found to be 3.076 which is significant at 0.05 levels. This implies that gender has impact on the views of candidates regarding the awareness about e-governance. Male clients are more aware about e-Governance than the female clients.

Findings according to H2:

There is a significant difference between the views of clients and employees of e-DISHA center Hisar. Regarding the awareness of services providing by the Govt. on e-Governance.

From the Table 4.3, difference is found with regard to the views of clients and employees of e-DISHA center Hisar, regarding the awareness of services providing by the Govt. on e-Governance. So far the views of clients and employees are concerned the ‘t’ value is 5.297 is significant at 0.05 level. This implies that there is significant difference between the views of clients and employees regarding the awareness of services of e-Governance.

Findings according to H3:

There is a significant difference between views of clients on the basis of their age factor i.e. (1).up-to 20 yrs and (2). Above 20 yrs.

From the Table 4.5, difference is found with regard to the views of the respondents of age below 20 years and those of age above 20 years. So far the views of these respondents are concerned the ‘t’ value is 18.979 is very significant at 0.05 level. This implies that there is significant difference between the views of respondents with respect to the age. Respondents of upper age group are more aware than those of teenagers regarding the awareness of services of e-Governance.

Findings according to H4:

There is a significant difference between the views of respondents having education level up-to senior secondary and above senior secondary of e-DISHA center, Hisar. regarding the awareness of services providing by the e-Governance.

From the Table 4.4, significant difference is found with regarding to the views of respondents having education level up-to senior secondary and above senior secondary respondents of e-DISHA center Hisar. regarding the awareness of services providing by the Govt. on e-Governance. So far as educational level is concerned, the t-value was found to be 5.624 which significant at 0.05 level. This implies that education level has greater impact on the views of candidates about the awareness of services providing by the Govt. on e-Governance.

CONCLUSIONS

The present study was made to find the status of e-Governance in Hisar district. A survey was conducted and the views of respondents at e-DISHA Centre, Hisar towards the awareness about the services provided by e-Governance were analyzed to assess the actual status of awareness of the people. The study revealed that there is a significant difference w.r.t the age, educational level, sex and occupation of the respondents. Several services are provided at e-DISHA centre but majority of respondents are not aware about all of these. There was found a lack of knowledge about the meaning of e-Governance. People use
the services of e-DISHA centre but they are not too much aware about the origin and jurisdiction of this national level program of which e-DISHA is an authorized centre. Majority of respondents are aware about the services like Registration of vehicle, Property Registration Information System, Driving License and Arms License. These services are much more popular and liked upon than the other services like Web based Information, Peshi (Court), Old Age Pension and Financial Assistance to Widows, Destitute Women and dependent children. Out of these, Registration of Vehicles and driving License are those that the respondents think are best services provided by e-DISHA.

From the analysis of the responses, it was also observed that the services of the centre are preferred by the respondents in comparison to the manual system of handling these services. Majority of the respondents visit the e-DISHA centre for getting the services very frequently and they had to spend less time in waiting for the service. This is in contrast to the traditional system where to get the benefit of a govt. provided service too much time was needed even several days. Clients think that it is the way to get faster and better response.

On the basis of the views of the respondents of the study, it was found that the people think that e-Governance is a good approach to provide the government services. It is a necessary service that has reduced the gap between the government and the people. Also the people are satisfied with the overall quality of the services and the behavior of the staff towards the clients. Majority of respondents think that corruption has been reduced to some extent by this approach. As far as unemployment due to the services is concerned, majority of the respondents think that e-Governance has paved ways to new employment opportunities. The traditional system of government offices are now replaced by the computerized offices having latest technologies that enhance the quality of services and saving of time that was previously wasted in waiting for the services. E-Governance has opened opportunities to the educated people and provided relief to the uneducated people also by making government policies transparent to them.

Thus the present study has revealed that the status of e-Governance at Hisar district is good and the future of e-Governance is bright in this area. People would like to get more services provided by the e-Governance than the traditional manual system.

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