

“A STUDY OF AWARENESS AND PERCEPTION ABOUT E-GOVERNANCE IN REWARI DISTRICT”

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Abstract:

In India the central and state governments provide various services to people. With arrival of internet and computers, the governments have taken digital route to deliver services to people. Now most services are delivered online like Direct Benefit Transfer (DBT) to transfer subsidy amount to individual accounts, getting Minimum Support Price of crops in bank accounts, getting various documents like residence certificate, online grievance redressal like CM Window, online banking, online job applications etc. Due to the expansion of its scope, E- Governance has become a buzzword. A mini research has been done in Rewari district of Haryana to check the awareness of people about e-governance services. Data are collected through questionnaire and analysed with the help of SPSS. The study concludes that mostly people have internet connection in their home, office or phone and have knowledge about uses of e-governance services. The opinion of respondents about e-governance services quality are in favor of good quality with availability of services at anywhere, anytime at affordable cost with simple procedure, transparency, accountability and corruption free dealing. So e-governance services are successfully implemented in Rewari district.

Introduction:

Timely delivery of services to the people is one of the main objectives of welfare government. In India the central and state governments provide various services to people. With arrival of internet and computers, the governments have taken digital route to deliver services to people. Now most services are delivered online like Direct Benefit Transfer (DBT) to transfer subsidy amount to individual accounts, getting Minimum Support Price of crops in bank accounts, getting various documents like residence certificate, online grievance redressal like CM Window, online banking, online job applications etc. Due to the expansion of its scope, E- Governance has become a buzzword. Various happenings of recent times like increase in literacy rate of people, arrival of internet technology like 4G, smart phones and computers, digital infrastructure creation by government etc., have given a boost to E-Governance in the whole country. The E-Governance has impacted service delivery with respect to outreach, cost, time required in getting service, accessibility, affordability and change in governance pattern. In this paper we have studied various aspects of E-Governance in Rewari district of Haryana. Views of the respondents on availability of online service, its quality, affordability, awareness of E-Governance etc. has been studied and analysed.

Objective of The Study:

1. To examine the awareness of citizen about e-governance service in Rewari district.
2. To examine the perception of e-service users about efficacy of service delivery.

Research Methodology:

To achieve above objective data are collected through questionnaire in Rewari district. Total 150 respondents' gives their response about e-governance services in which 75 are male respondents and other 75 are female respondents belonging from rural and urban areas. Data are analyzed with the help of SPSS. Descriptive statistics technique is used to draw conclusion from numeric data that is following.

Data Analysis and Interpretation:

Table no 1 Gender

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid male	75	50.0	50.0	50.0
female	75	50.0	50.0	100.0
Total	150	100.0	100.0	

Above table shows equal numbers of respondents i.e. 75 each for both male and female, which are from both rural and urban areas. The sample of respondents is accidental and not purposive.

In the following table, the respondents are analysed on the basis of residence.

Table no 2 Residence

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid rural	83	55.3	55.3	55.3
urban	67	44.7	44.7	100.0
Total	150	100.0	100.0	

The above table reveals that 55.3% of respondents are from rural area and 44.7% are from urban area. It means more persons are from rural area that gives their response about awareness of e-governance services. Next analysis is based on annually income level which is shown in following table.

Table no. 3 Income level annually (in rupees)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid upto 100000	42	28.0	28.0	28.0
100000-250000	44	29.3	29.3	57.3
250000-500000	37	24.7	24.7	82.0
above 500000	27	18.0	18.0	100.0
Total	150	100.0	100.0	

The above information reveals that 28% of respondents are earning upto Rs. 1,00,000 annually. 29.3% are from 1,00,000-2,50,000 income group, 24.7% are from 2,50,000-5,00,000 income group and 18% are from above 5,00,000 income group. It means that more respondents are from 1,00,000-2,50,000 income group and

can be concluded that the people who have fairly enough income to sustain themselves have relatively more opportunity to digitally engage with the government.

Table no 4 Age (in years) and E-Governance

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid up to 25	25	16.7	16.7	16.7
25-35	57	38.0	38.0	54.7
35-45	41	27.3	27.3	82.0
above 45	27	18.0	18.0	100.0
Total	150	100.0	100.0	

The information in the table shows that 17% of the respondents are in up to 25 years age group, 38% are from 25-35 years age group, 27% are from 35-45 age group and 18% are above 45 years age group. It indicates that mostly younger generation actively uses e-governance services. It is the group that requires most of government services and is considered as active class of the population in Rewari district.

The next table is about educational level of the respondents. The responses are given in following table.

Table no. 5 Education level and E-Governance

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Metric	36	24.0	24.0	24.0
Secondary	48	32.0	32.0	56.0
Graduation	51	34.0	34.0	90.0
other courses	15	10.0	10.0	100.0
Total	150	100.0	100.0	

The above table shows that 24% of respondents are upto metric level education and 10% of them are professionally qualified like professional courses, diplomas and law etc., 64% are from secondary and graduation level education. It shows that younger generation may not be professionally educated but has enough awareness about e –governance services.

The main aim of the study is to know the awareness level about e-governance services in Rewari district. The following tables are related to awareness level and perception of users. The responses are as given below.

Table no.6 Do you know about the use of computer?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	32	21.3	21.3	21.3
Yes	118	78.7	78.7	100.0
Total	150	100.0	100.0	

The information in table reveals that 79% of respondents have knowledge about the uses of computer and 21% of them do not have knowledge. It means one-fifth of respondents are away from uses of computer which is an obstacle of self uses of e-governance services.

Table no 7 Are you aware about Electronic Governance or E-Governance?

	Frequency	Percent	Valid Percent	Cumulative Percent
No	40	26.7	26.7	26.7
Valid Yes	110	73.3	73.3	100.0
Total	150	100.0	100.0	

The table shows that only 73% of respondents in Rewari district are aware about e-governance services till now and 27% of respondents are not even aware about of e-governance services.

Next table shows information about internet connectivity. These are following.

Table no 8 Do you have an internet connection in your home/office/Phone?

	Frequency	Percent	Valid Percent	Cumulative Percent
No	2	1.3	1.3	1.3
Valid Yes	148	98.7	98.7	100.0
Total	150	100.0	100.0	

The table reveals that mostly people have internet connection either in their home or office. According to this table 99% respondents have internet access. Only 1% of respondents do not have internet connection in Rewari district. It means that if required knowledge of e-governance is imparted to the people, mostly are able to take benefit of e-governance services.

Next table is about availability of computer with people.

Table no 9. Do you have a computer at your home or office?

	Frequency	Percent	Valid Percent	Cumulative Percent
No	46	30.7	30.7	30.7
Valid Yes	104	69.3	69.3	100.0
Total	150	100.0	100.0	

The information in table reveals that 70% of respondents have a computer in your home or office. It means that they can use e-governance services freely when required and if they have knowledge about operating computer. 30% of respondents have not computer and dependent on other users of computer. Also the use of mobile based Apps to provide e-governance services can help in universal access of government services.

The next aim of the study is to make impact assessment of e-services implemented in the district for bringing efficiency, economy and effectiveness in administration which is based on opinion of users. These are following.

Table no 10. (Efficacy of procedures of e-governance services)

	Frequency	Percent	Valid Percent	Cumulative Percent
strongly disagree	26	17.3	17.3	17.3
Disagree	47	31.3	31.3	48.7
Valid Neutral	43	28.7	28.7	77.3
Agree	29	19.3	19.3	96.7
strongly agree	5	3.3	3.3	100.0
Total	150	100.0	100.0	

The table shows that 49% of respondent are disagree about the opinion that e-governance services are processed with government at any time, anywhere without standing in a queue or spending more money. Only 23% persons are agreed with this opinion. It means that mostly people are not comfortable for using of e-governance services anywhere and anytime. It is not easy for each person to avail this.

Table no.11 (self use of services with Personal computer)

	Frequency	Percent	Valid Percent	Cumulative Percent
strongly disagree	2	1.3	1.3	1.3
Disagree	15	10.0	10.0	11.3
Valid Neutral	55	36.7	36.7	48.0
Agree	70	46.7	46.7	94.7
strongly agree	8	5.3	5.3	100.0
Total	150	100.0	100.0	

The above table shows that mostly people who have their own computer have used e-governance services themselves. According above table 52% respondents are agreed with self uses of services with their own computer but 11% respondents have disagreed with this opinion. They see it more difficult to access e-governance services with self use of computer.

Next table is about cost of services. The opinions are followings.

Table no 12 (service at affordable cost)

	Frequency	Percent	Valid Percent	Cumulative Percent
strongly disagree	3	2.0	2.0	2.0
Valid Neutral	35	23.3	23.3	25.3
Agree	62	41.3	41.3	66.7
strongly agree	50	33.3	33.3	100.0
Total	150	100.0	100.0	

The information in the table reveals that only 2% respondents are disagree about the opinion of affordable cost of services. 75% persons are agreed that e-governance services are used at low cost that can be afforded by every person. It seems that the cost of using of e-governance services is low.

Next table is about friendliness uses of e-governance services. The opinions of respondents are following.

Table no 13 (friendliness using of e-governance services)

	Frequency	Percent	Valid Percent	Cumulative Percent
strongly disagree	3	2.0	2.0	2.0
Valid Disagree	1	.7	.7	2.7
Neutral	27	18.0	18.0	20.7
Agree	76	50.7	50.7	71.3
strongly agree	43	28.7	28.7	100.0
Total	150	100.0	100.0	

The table shows that around 80% people are agreed about friendliness and simplicity of procedures with availability of self services option. Only 3% respondents are disagreed about this opinion. It means that mostly people can use e-governance services because of simple procedure with availability of self services option.

Table no 14 (Quality of services)

	Frequency	Percent	Valid Percent	Cumulative Percent
strongly disagree	2	1.3	1.3	1.3
Valid Disagree	13	8.7	8.7	10.0
Neutral	46	30.7	30.7	40.7
Agree	54	36.0	36.0	76.7
strongly agree	35	23.3	23.3	100.0
Total	150	100.0	100.0	

The information in above table reveals that only 10% of the respondents are disagreed about the quality of services and 60% people are agreed that e-governance services are accepted the transparency, accountability and corruption free dealing. It means that more persons are in favour of services quality.

Table no 14

One-Sample Statistics				
	N	Mean	Std. Deviation	Std. Error Mean
I like my work with the government to be processed at any time anywhere without standing in a queue or spending more money.	150	2.60	1.087	.089
I except e-governance service with transparency, accountability, and corruption free dealing.	150	3.71	.965	.079
I except e-governance service at affordable cost.	150	4.04	.866	.071
I like friendliness and simplicity of procedures with availability of self service option.	150	4.03	.823	.067
I like processing my work with the government using computer.	150	3.45	.799	.065

The above table shows that mean score of two statements is greater than 4 which shows that people are highly satisfy with simplicity procedure and availability of services at affordable cost. And mean score of two other statements is greater than 3 that shows nutral position. Only one statement has mean score less than 3 it means people not satisfied with availability of services without standing in a queue any time anywhere. But overall response of people is satisfying.

Table no 15

Group Statistics					
	Gender	N	Mean	Std. Deviation	Std. Error Mean
Are you aware about Electronic Governance or E-Governance?	male	75	.77	.421	.049
	female	75	.69	.464	.054

H₀: There is no significance difference between mean awareness of men and women.

H₁: There is significance difference between awareness level of men and women.

Table no 16

gender	T value	df	Sig (two tailed)	F	Sig.
Male	1.105	148	.271	4.901	0.028
female	1.105	146.642	.271		

In the above table independent t -test is used to analysis the significance difference of mean square about awareness between male and female. Sig. value is 0.028 which is greater than 0.01. So there is no significance difference between awareness level of male and female.

Conclusion:

The aim of the study is to know the awareness about e-governance services in Rewari district and perception about quality, accessibility and affordability of services. Data are collected from 150 respondents those belong from rural and urban area. Data are analysed with the help of SPSS (21.0). The study conclude that mostly people have internet connection in their home, office or phone and have knowledge about uses of e-governance services. The opinion of respondents about e-governance services quality are in favor of good quality with availability of services at anywhere, anytime at affordable cost with simple procedure, transparency, accountability and corruption free dealing. So e-governance services are successfully implemented in Rewari district.

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