

Effectiveness Of Civic Service Delivery System In E-Governance Centres At Kovilpatti And Its Environs

*Dr.K.Pushpa Veni, **Mr.R.Thanga Ganesh (F9897)

* M.B.A., P.G.D.C.A.,Ph.D., Assistant Professor and Research Supervisor in Business Administration, V.H.N.Senthikumara Nadar College (Autonomous), Virudhunagar.

**Ph.D Full-Time Research Scholar,V.H.N.Senthikumara Nadar College (Autonomous), Virudhunagar.

ABSTRACT

The civic service delivery is a dynamic process which plays a predominant role for society. Changes and development through e-Governance is the transitional media for initiating effective and efficient civic services among government services. Applying and delivering the civic service is faster and easier today by re-engineered with e-Governance. The study illustrates that how citizens realized the e-Governance in receiving civic services. The study was restricted with some civic services available in e-Governance centre around kovilpatti taluk. Findings of the study interpret such positive impact among citizens about effectiveness of services available at e-Governance centre in kovilpatti taluk.

INTRODUCTION

E-Governance-meaning

E-Governance is also known as electronic governance which is basically the application of Information and Communications Technology to the processes of Government functioning in order to bring about 'Simple, Moral, Accountable, Responsive and Transparent' governance (Governance for The Tenth Five Year Plan (2002-2007), Planning Commission, November, 2001).

E governance involve the use of ICTs by government organisations for Exchange of information with citizens, businesses or other government departments, Faster and more efficient delivery of public services, Improving internal efficiency, Reducing costs / increasing revenue, Re-structuring of administrative processes and Improving quality of services. The government's National e-Governance Plan has led to multiple e-governance projects being executed in various states at various departments.

Civic services delivery system through e-Governance centre

ICT has changed the way urban civic authorities work, thanks to the government's e-governance initiative focused on eight core areas, namely property tax, Birth and Death certification, payroll and personnel, building plan approval, e-procurement, water and electricity bill payments, grievance redressal system, project and ward works. E-governance in an urban body's administration boosts efficiency and improves service delivery, coupled with cost reduction and bringing transparency. E-governance is being used in diverse public services delivered by urban civic authorities, such as municipalities, municipal corporations and corporations, as the case may be. Several e-governance initiatives are currently being implemented in urban local bodies across the country.

LITERATURE REVIEW

Municipal governance in India has existed since the year 1687, with the formation of Madras Municipal Corporation, and then Calcutta and Bombay Municipal Corporation in 1726. In the early part of the nineteenth century almost all towns in India had experienced some form of municipal governance. In 1882 the then Viceroy of India, Lord Ripon, who is known as the Father of Local Self Government, passed a resolution of local self-government which laid the democratic forms of municipal governance in India. Later, some of the services are classified and provided under the e-Governance centres at every taluk level.

International level

Abdulaziz Albeshar (2015) in his thesis "**Trust as a Source of Long-Term Adoption of E-government**" mainly investigates the relationship between citizens' acceptance, use and trust, and the associated consequences of these concepts on the adoption of e-government services. So far, no independent study has explored the implications of citizens' trust on the behavioural use intention and adoption of e-Government services in Saudi Arabia. Full capacity of e-government services cannot be achieved without citizens' acceptance, participation and adoption of these electronic services. In addition, the rate of citizens' usage and adoption of e-government services is considered a significant determinant of the success or failure of an e-government system.

National level

S. S. Sreekumar (2005) in his research paper entitled "E-Governance - The Case of Andaman & Nicobar Islands" deals with the attempts made on the application of information technology by government agencies intending to transform relations with citizens in the remote area of Andaman and Nicobar Islands to implement e-Governance in various areas of administration. With the objective of developing citizen friendly administration especially at the grass root level. Departments of Revenue, Civil Supplies, Health, Electricity and Education have introduced e-governance. E-governance projects presently in operation in these Islands are also dealt with future plans for e-governance activities to be undertaken by Andaman and Nicobar Administration.

State level

P. Rajan Chinna (2013), in his thesis entitled as "**E-Governance in Theni Revenue District Administration – A Study**" highlights the initiatives of e-Governance have been made in India through National e-Governance Plan, National

Informatics Centre, National Institute of Smart Government, State Wide Area Network, State Data Centre, Integrated Service Delivery Centre, Common Service Centre, India Portal, Service Delivery Gateway, Citizens' Charter and Redress of Grievances. The main objectives of Indian e-Governance should be to place the country on the global map of Information Technology, by using Information Technology for speedy, transparent and accountable conduct of Government systems and services. If the initiatives in e-Governance in India apply the engineering methodology developed as a framework for excellence in e-Governance, the desired results of e-Governance in District Administration could be obtained.

STATEMENT OF THE PROBLEM

Some of the issues identified as problem under full capacity of e-government services cannot be achieved without citizens' acceptance, participation and adoption of these electronic services. In addition, the rate of citizens' usage and adoption of e-government services is considered a significant determinant of the success or failure of an e-government system. With the objective of developing citizen friendly administration especially at the grass root level. Departments of Revenue, Civil Supplies, Health, Electricity and Education have introduced e-governance. The main objectives of Indian e-Governance should be to place the country on the global map of Information Technology, by using Information Technology for speedy, transparent and accountable conduct of Government systems and services. Particularly this study focuses on delivering civic services through e-Governance centre in kovilpatti taluk.

NEED OF THE STUDY

Citizen's participation in technological governance seeks its important value in implementing government services with transparency. Moving towards standardized e-Governance needs the great support from the citizens. Among the various models of e-Governance citizen centric is considered as a significant area that covers the citizen's opinion, satisfaction. Thus, it needs a common service delivery among all Indian municipalities. This study helps to find the efficiency of e-Governance services at citizen-centric level.

OBJECTIVES OF THE STUDY

- 1) To study the awareness of citizens about e-Governance services in kovilpatti taluk.
- 2) To study the citizen's observation about civic services delivery system in e-Governance centre in Kovilpatti taluk.

SCOPE OF THE STUDY

A new domain in the research has been created in e-Governance with its tremendous scope. The present study aims to focus about the citizen-centric of delivering civic services in e-Governance centre in kovilpatti taluk.

RESEARCH METHODOLOGY

A study was conducted for three months from July to September, 2017 in the study region. The study mainly depends on primary data which were collected through a well designed questionnaire. The convenience sampling method was applied for the selection of 75 samples. Henry Garret Ranking technique is used to analyze the survey data.

ANALYSIS AND INTERPRETATION OF DATA-HENRY GARRETT'S RANKING TECHNIQUE

Henry Garrett's Ranking Technique was used to evaluate the variable dimensions presented in the study. The orders of merit given by the respondents were converted in to rank by using the formula. To find out the most significant factor which influences the respondent, Garrett's ranking technique was used. As per this method, respondents have been asked to assign the rank for all factors and the outcomes of such ranking have been converted into score value with the help of the following formula:

Table: 1 Preference and Ranking given by the respondents

Rank	Functioning of e-Governance centre	Technical feasibility	Service quality	Relationship management	Time management	Grievance redressal	Total
1	05	06	29	32	02	01	75
2	04	06	35	25	03	02	75
3	12	34	07	08	12	02	75
4	23	22	00	05	20	05	75
5	24	04	03	04	29	11	75
6	07	03	01	01	09	54	75
Total	75	75	75	75	75	75	

Source: Primary data

The Percent Position and Garret Value

The Garret ranks were calculated by using appropriate Garret Ranking formula. The based on the Garret ranks, the garret value was calculated. The Garret tables and scores of variable dimensions in above table, and multiplied to records scores in table 2, finally by adding each row, the total Garret score were obtained. The result is provided in the following table.

Percent position = $100 (R_{ij} - 0.5) / N_j$

Where, R_{ij} = Rank given for the i th variable by j th respondents

N_j = Number of variable ranked by j th respondents

Table: 2 The Percent Position and Score Value

Rank	$100(R_{ij}-0.5)/5$	%	score value
1	$100(1-0.5)/6 =$	8.33	77
2	$100(2-0.5)/6 =$	25	63
3	$100(3-0.5)/6 =$	41.67	54
4	$100(4-0.5)/6 =$	58.33	46
5	$100(5-0.5)/6 =$	75	37
6	$100(6-0.5)/6 =$	91.67	23

Source: score value from Henry Garrett's Ranking Table

Calculation of Garret Value and Ranking:

The calculation of Garret value of the variable dimensions are replied by the respondents that shown in the table 3.

Table 3: Calculation of Garret Value

Functioning of e-Governance centre			Technical feasibility		
score value (X)	No. of resp. (F)	fx	score value (X)	No. of resp. (F)	fx
77	05	385	77	06	462
63	04	252	63	06	378
54	12	648	54	34	1836
46	23	1058	46	22	1012
37	24	888	37	04	148
23	07	161	23	03	69
Average score=		3392/75 =	Average score=	3905/75 =	52.06
		45.22			

Source: calculated value

Service quality			Relationship management		
score value (X)	No. of resp. (F)	fx	score value (X)	No. of resp. (F)	fx
77	29	2233	77	32	2464
63	35	2205	63	25	1575
54	07	378	54	08	432
46	00	00	46	05	230
37	03	111	37	04	148
23	01	23	23	01	23
Average score=		4950/75 =	Average score=		4872/75 =
		66			64.96

Source: calculated value

Time management			Grievance redressal		
score value (X)	No. of resp. (F)	fx	score value (X)	No. of resp. (F)	fx
77	02	154	77	01	77
63	03	189	63	02	126
54	12	648	54	02	108
46	20	920	46	05	230
37	29	1073	37	11	407
23	09	288	23	54	1242
Average score= $3272/75 = 43.62$			Average score= $2190/75 = 29.2$		

Source: calculated value

Assigning Rank for the mean scores:

The Rank is given for the highest mean score are shown in the table 4.

Table 4: Assigning Rank for the mean scores:

Particulars	Garrett mean score	Rank
Service quality	66	I
Relationship management	64.96	II
Technical feasibility	52.06	III
Functioning of e-Governance centre	45.22	IV
Time management	43.62	V
Grievance redressal	29.2	VI

Source: calculated value

Interpretation

It is identified from the above table that the “Service quality” was ranked first with the total Garrett mean score of 66 points. It is followed by the “Relationship management” was ranked second with the Garrett score of 64.96 points. The dimensions such as “Technical feasibility”, “Functioning of e-Governance” and “Time management” were ranked in the third, fourth and fifth ranks with the Garrett scores of 52.06, 45.22 and 43.62 points respectively. The last rank was placed to the “Grievance redressal” with the Garrett scores of 29.2 points respectively.

FINDINGS OF THE STUDY

- The majority 64% of the respondents are degree/diploma holders.
- The majority 79% of the respondents aware about e-governance by self-awareness.
- The majority 77% of the respondents visited e-governance centre for their own purpose.
- The majority 55% of the respondents are highly satisfied with the using modern equipments in the e-governance centre.
- The majority 51% of the respondents are highly satisfied with the employees use modern equipments in the e-governance centre.
- The majority 52% of the respondents are highly satisfied with the frequent power supply in the e-governance centre.
- The majority 57% of the respondents are highly satisfied with the frequent network available in the e-governance centre.
- The most of the 49% respondents are satisfied with the application tracking in the e-governance centre.
- The majority 65% of the respondents are highly satisfied with the paperless application in the e-governance centre.
- The majority 59% of the respondents are highly satisfied with the SMS notification from the e-governance centre.
- The majority 52% of the respondents are satisfied with the quickness in service delivery.
- The majority 51% of the respondents are satisfied with the accuracy of service delivery by the e-governance centre.
- The majority 51% of the respondents are highly satisfied with the reliability of the service provided in the e-governance centre.
- The majority 56% of the respondents are highly satisfied with the services receiving easily in the e-governance centre.
- The majority 51% of the respondents are satisfied with monitoring services in the e-governance centre.
- The majority of 52% of the respondents are satisfied in direct contact with the service provider in e-governance centre.
- The majority 56% of the respondents are highly satisfied with the flexibility of time in requesting for various services in the e-governance centre.

- The majority 61% of the respondents are highly satisfied with the e-governance centre employees interested in solving applicant problem.
- The majority 56% of the respondents are highly satisfied with the e-governance centre employees accepting suggestions.
- The majority 55% of the respondents are highly satisfied with the number of visit reduced for a service in e-governance centre.
- The majority 55% of the respondents are highly satisfied with the service benefits received through e-governance centre.
- The majority 63% of the respondents are satisfied with using toll free number for complaints about the services in e-governance centre.

HENRY GARRETT'S RANKING TECHNIQUE

It is summarized from the above calculation the "Service quality" was ranked first with the total Garrett mean score of 66 points. It is followed by the "Relationship management" was ranked second with the Garrett score of 64.96 points. The dimensions such as "Technical feasibility", "Functioning of e-Governance" and "Time management" were ranked in the third, fourth and fifth ranks with the Garrett scores of 52.06, 45.22 and 43.62 points respectively. The last rank was placed to the "Grievance redressal" with the Garrett scores of 29.2 points respectively.

SUGGESTIONS:

- ❖ Due to interruption in network the time management enforced back to fifth rank in the Garret mean score. So, the government shall concentrate on adequate network supply in e-Governance centre.
- ❖ While comparing to traditional governance method, e-Governance method is easy for citizens. Even though 65% of respondents highly satisfied with the paperless applications and 52% of respondents are satisfied with the quickness in service delivery in e-Governance centre, applying for certain schemes in e-Governance needs some legal certificates, that increase the times of visit to e-Governance centre.

CONCLUSION

E-Governance executed its best by simple, moderate, accessible, reliable and transparent. After implementation of e-Governance the government should follow-up the implemented schemes, consider the research activities for analyzing its benefits for citizens and to re-design the old schemes according to today's trend. However, the six variable dimensions ranked by the respondents, e-Governance activities are always citizen-centric in its role playing with prompt service at kovilpatti taluk which brings a greater satisfaction among the citizens.

REFERENCES:

- 1) www.civilserviceindia.com
- 2) <http://egovernance.in/news/e-governance-urban-civic-services>
- 3) Albeshar Abdulaziz (2015), Trust as a Source of Long-Term Adoption of E-government, Brunel University London
- 4) Rajan Chinna P(2013), E-Governance in Theni Revenue District Administration – A Study, Thesis of Doctor of Philosophy in Management Studies, Madurai Kamaraj University, Madurai.
- 5) Sreekumar S. S.,(2005) E-Governance - The Case Of Andaman & Nicobar Islands, The Indian Journal of Political Science, Vol. 66, (No. 2) page. 329-340.