

# Awareness and Satisfaction of E-Governance in Haryana: An Analysis

Dr. Pinki Yadav

Assistant Prof. in Geog.  
Vaish College Rohtak (HR.)

## Abstract:

*E-Governance is the process of changing the way government works, share information, engage citizens and deliver services for the benefits of government. ICT i.e. information and communication technology provides communication i.e. faster and accurate, and further provides adequate storage with the use of computer, electronics devices and software application. Basically e-governance is an application of ICT. E-Governance provides citizens to access government services and information by electronics means. India is a nascent country having egalitarian federalization and to boost the participatory approach E-Governance was initiated in early seventies. E-Governance is fundamentally an application of ICTs (Information & Communication Technologies) that uses in Government & Non-Government Organizations (NGOs) to endow with services. Haryana Government had implemented a number of projects at district, tehsil and sub-tehsil levels to serve its people. But due to some reasons, rural populace are not vigilant about these projects and their services. Therefore these projects are suffering from their bad execution. This research paper describes the factors like awareness of rural citizens about e-Governance projects, satisfaction of citizens from these running projects etc. in the Gohana Tehsil. The primary data has been collected with the help of questionnaire. All the kind of information has been collected and found that very few persons are know about the benefit of e- governance. So it is very much necessary to aware the peoples about the merits of e –governance. The detail analysis of the study has been given in full paper.*

**Keywords:** *E- Governance, ICT (Information & Communication Technologies).*

## Introduction:

**Electronic governance or E-governance** is the application of information and communication technology (ICT) for delivering government services, swap of information communication dealings, assimilation of various stand-alone systems and services. Through e-governance, government services will be made accessible to populace in a expedient, competent and apparent manner. E-governance promises full service offered to its citizens 24 hours a day seven days a week online and competence to obtain government services without visiting their offices, and condensed service expenditure

According to the World Bank, "E-Government refers to the use by government agencies of information technologies (such as Wide Area Networks, the Internet, and mobile computing) that have the ability to transform relations with citizens, businesses, and other arms of government. These technologies can serve a variety of different ends: better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, or more efficient government management. The resulting benefits can be less corruption, increased transparency,

greater convenience, revenue growth, and/or cost reductions.”

### Stages of E-Governance:

E-Governance proceeded through the following phases:

- **Computerization:** In the first phase, with the accessibility of personal computers, a large number of Government offices got equipped with computers. The employ of computers began with word processing, swiftly followed by data processing.
- **Networking:** In this phase, a few units of some government organizations got associated through a hub leading to partaking of information and flow of data between different government entities.
  - **On-line presence:** With growing internet connectivity, a need was felt for maintaining a presence on the web. This resulted in upholding of websites by government departments and other entities. Generally, these web-pages/web-sites contained information about the organizational structure, contact details, reports and publications, objectives and vision statements of the respective government entities.

- **On-line interactivity:** A natural result of on-line occurrence was opening up of

communication channels between government entities and the citizens, civil society

organizations etc. The main aim at this phase was to reduce the scope of personal interface with government entities by providing downloadable Forms, Instructions, Acts, Rules etc.

### Models of E-Governance:

Generally four basic models are available

- - Government-to- customer (G2C)
  - Government-to-employees (G2E)
  - Government-to-government (G2G)
  - Government-to-business (G2B)

### Government-to- customer (G2C):

Government-to-Customer is the communication connection between a government and residents. Such G2C communication most often refers to that which takes place through Information and Communication Technologies (ICTs), but can also comprise direct mail and media campaigns. G2C can take place at the central, state, and local levels.

## **Government-to-employees**

### **(G2E):**

E-Governance to Employee partnership (G2E) is the relationship between online tools, sources, and articles that help employees maintain communication with the government and their own companies. E-governance makes it feasible for employees to become paperless and to forward imperative documents back and forth to contemporaries all over the world instead of having to print out these records or fax.

## **Government-to-government**

### **(G2G):**

Government-to-Government (G2G) is the online non-commercial communication between government organizations, departments, and authorities and other Government organizations, departments, and authorities.



(Government-to-government model)

## **Government-to-business (G2B):**

Government-to-Business (G2B) is the online non-commercial dealings between local and central government and the commercial business sector with the purpose of providing businesses

information and advice on e-business 'best practices'. It refers to the transmission through the Internet between government agencies and trading companies.

### **Objectives:**

The specific objectives of present study are:

- To study the concept of E-Governance.
- To study the respondents awareness about E-Governance.
- To examine the satisfaction of respondents through E-Governance.
- To make suggestions on the basis of findings.

### **Study Area:**

Gohana is a sub-division/tehsil, a town and a municipal committee in Sonapat district in the Indian state of Haryana. Gohana is located at 29.13°N 76.7°E. Gohana Tehsil has 80 villages. For analysis the study the author have been select 6 villages' i.e Baroda, Kathura, Ahulana, Mahara, Budda of Gohana Tehsil due to shortage of time.

### **Data collection & Methodology:**

The detail information has been collected with help of questionnaire. As Gohana Tehsil have total 80 villages. We have been selected 300 respondents taken from 6 villages. The Sample is taken on the basis of stratified

random sampling. The collected data are presented with the help of suitable table and some statistical techniques.

**Interpretation of the Data:**

**Table 1 Village Wise Level of Satisfaction of Respondents**

Sr. No.	Village	Un Satisfied	Satisfied	No Opinion	Total Respondents
1.	Baroda	32 (64)	14 (28)	4 (8)	50 (100)
2.	Kathura	38 (76)	10 (20)	2 (4)	50 (100)
3.	Ahulana	30 (60)	19 (38)	1 (2)	50 (100)
4.	Mahara	34 (68)	13 (46)	3 (6)	50 (100)
5.	Mundlana	33 (66)	10 (20)	7 (14)	50 (100)
6.	Budda	45 (90)	3 (6)	2 (4)	50 (100)
Total Respondents		212 (70.66)	69 (23)	19 (6.33)	300 (100)

Source: Primary Data (Percentages are given in brackets)

**Level of Satisfaction of Respondents**

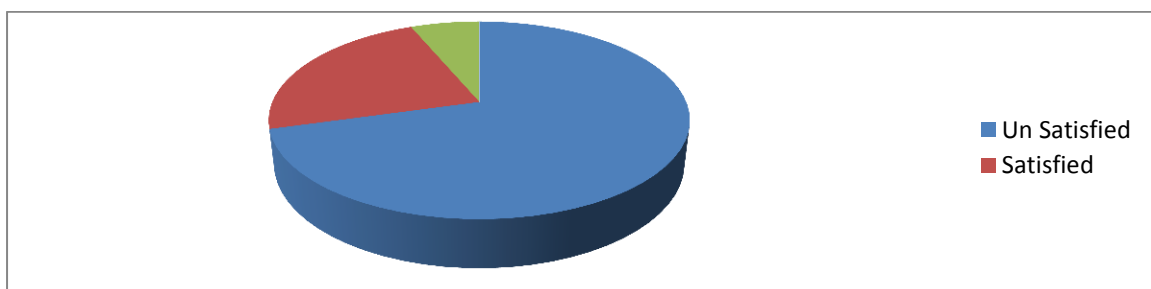


Table 1 and fig. 1 reveals that the satisfaction level of respondent which shows maximum 70.66 % are not satisfied and only 23 percent are satisfied and 6.33 % are not give there opinion. In the present problem, which is associated with

role of e-governance play a major role in society development’s level of satisfaction which is hypothetically uniform throughout Haryana. This hypothesis has tested through t-test technique.

Suppose	Null Hypothesis	$H_0 = \mu_1 = \mu_2$	Calculated	Tabulated
Sample	Highly Developed	Lesser Developed	Value	Value
Mean	71.75	63.75		
			3.64	2.28
S.D	4.97	2.90		

$d.f = 4 + 8 - 2 = 10$

On the basis of observed and tabulated data, we found that the calculated value is more than the tabulated value. Hence, it is indicate that the level of satisfaction of the respondents, indicate a considerable variability of the personnel, belong to administrative machinery' engaged for accomplish this programme.

**Discussion & results:**

On the basis of empirical study, based on six places, selected from different districts of

Haryana, indicate a considerable variability in their implementation. However, variability has been tested by t-test. The hypothesis has developed on preliminary investigation on the peoples, belonging in different areas of Haryana.

**Table 2 Public Opinion about the role of E-Governance in Rural areas of Haryana**

Sr. No.	Village	Un Favourable	Favourable	No Opinion	Total Respondents
1.	Baroda	36 (72.00)	5 (10.00)	9 (16.00)	50 (100)
2.	Kathura	35 (70.00)	7 (14.00)	8 (16.00)	50 (100)
3.	Ahulana	41 (82.00)	5 (10.00)	4 (8.00)	50 (100)
4.	Mahara	36 (72.00)	5 (10.00)	9 (18.00)	50 (100)
5.	Mundlana	38 (76.00)	5 (10.00)	7 (14.00)	50 (100)
6.	Budda	34 (68)	3 (6.00)	13 (16.00)	50 (100)
Total Respondents		220 (73.33)	30 (10.00)	50 (14.66)	300 (100)

Source: Primary Data (Percentages are given in brackets)

On the basis of the study, we found that the 73.33 per cent of the persons, which belongs in different area, are not in a favour of the 'role of e governance in development of rural area'. However, there are only 14.66 per cent of the persons who have shown a 'indifferent attitude' towards this statement. While only 10 per cent people show their preference for the present situation, because they want E Governance. On the basis of responses, we found that the programmed has failed to provide required people. However, the majority of persons have observed that there is no considerable improvement in the situation.

### Findings of the study:

- As it is clear from the study that majority of the respondents are unaware of E-governance services. They don't know the method to avail these benefits. This is mainly due to backwardness illiteracy, unawareness and ignorance on part of respondents and low publicity of these services is also responsible for this.
- It was found during study whenever the applicants face any difficulty in regards to their application they hesitate to go the officials because of their

indifferent behaviour. This non co-operation of government officials is responsible for applicant's unsatisfaction.

- Some of the respondents felt that procedure to avail various benefits available under E-governance is very complex and lengthy. A number of formalities are there.
- There are elaborate arrangements made by the government but majority of respondents are unsatisfied due to complex web applications.

### Suggestions:

There are several suggestions for the effective implementation of E-governance like:

- **Awareness Camps:**

Lack of awareness is the prime factor in the utilization of e-governance services. This can be improved by sensitizing the people through arranging several awareness camps or workshops at the local levels.

- **Centralisation of Application:**

Every state is using various e-governance applications whereas the data of various applications is not centralized (i.e. the data will not be shared to other state). The application should be fully customizable and it should be hosted centrally so that availability of data can be nationwide and thus will help in reducing redundancy and inconsistency of data.



- **Internal communication between various e-governance applications:**

The lack of communication between various e-governance applications (each application will work independently). Therefore the data requirement for each and every application will be separate and it may cause high volume of redundant data which results in inconsistency of data and information as well. There should be the internal communication between various e-governance applications so that space utilization as well as data inconsistency can be minimized.

- **Helpful and learner officials must be appointed:**

Helpful and educated resource person will be appointed so that they could share their experience and

- **Web applications should be in local languages:**

Still most of the population is incapable of reading and writing in English language. Hence web applications should be developed which uses more local language on its interface to make it more user friendly.

- **Proper power supply for rural areas:**

Rural areas are suffering from the power cuts. And if the power cut is longer then how it is possible to serve the people without any interruption. So proper power supply should be provided in rural areas.

- **Tie-up with NGOs:**

State government should also tie-up with NGOs which may take sincere actions in creating awareness among citizens.

## Conclusion:

Although government has taken significant steps towards successful implementation of E-Governance but despite of that, there are some factors which may affect in

successful implementation. Therefore E-Governance projects are not fully successful. The participation of citizens in accessing these services is very less as they are not aware about most of the services provided by these projects. Even, some of the projects are unknown to them. Therefore, the frequency of the centres under these projects should be increased at rural level so that rural areas can take benefits from these projects.

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