

# CITIZEN ATTITUDE TOWARDS E-GOVERNANCE IN TIRUNELVELI DISTRICT, TAMIL NADU, INDIA

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## **Abstract-**

Digitalisation of all government related work in India provides a fast, transparent, corruption-free, and stakeholders-friendly governance to all citizens. According to reports, with the), Nearly 70 percent of stakeholders are happy with Information and Communication Technology (ICT) intervention in many works. From revenue department they can easily get the certificates like encumbrance certificates, land details, and several application protocols for getting government financial aid easily without any bureaucratic intervention. In the recent announcement by government regarding linking the adhar card with the electoral voter identification card, less than 25% of the people have used it. The present survey reports that 76% of rural people in Tirunelveli district are unaware of the e-Governance procedure. They fall prey to an intermediary to get things done through online services. Even though the e-Governance protocol is mandatory, the stakeholders are still in a doldrum to get their requirements and not satisfied with the technology. The reasons behind this are untrained officials with ICT knowledge, consumer illiteracy, server problems, and other bureaucratic delays. Unless the literacy rate increases, communal feeling diminishes among the people, the persistence of gender inequality vanishes, the ego of rural administrators, and loss of integrity among officials persists, the fruits of E-governance will take time to reach the common people. In many areas of the Tirunelveli district, the literacy level is very low, and most people live below the poverty line. The people are not even aware of the benefits of e-Governance activities, and people do not use Information and Communication technologies too much. There exist several problems with implementing e-

Governance activities. This research paper highlights the main challenges related to implementing e-Governance in India.

**Keywords-** Demographic factors, E-commerce, E-Governance, ICT, literacy level, **Introduction**

## INTRODUCTION

After digital revolution ICT has taken the control of all human activities. The e-Governance or “electronic Governance” the product of ICT is applied in all government sectors. The evolution of e-Government functioning since 1990s is providing fast, transparent service at door steps or finger tips. During the COVID-19 lockdown e- Governance provided a splendid service and took care of the citizens of all the country. e-Governance through ICTs, and its tool internet, improved the delivery of government services to citizens, businesses and government agencies. It is not pertained to the public sector only but also includes the management and administration of policies and procedures in private sector as well. The use of internet not only delivers the services faster but also brings more transparency between the government and the citizens. The fruits of such novel highly beneficial technology could not reach the hands of all the citizens our Nation because of illiteracy and poverty. The e-readiness to use information and communication technologies to uplift one’s economy and welfare is still low in India. So an idea was conceived to trace the whether ICT based e-Governance technology has reached all the homes in Tamil nadu. As a part of the venture, the present study was designed with the objectives to evaluate the utilization of e-Governance by the stake holders in Tirunelveli District, to trace the challenges in the effective functioning of e-Governance in Tirunelveli District give suggestions to administrators to sensitise the citizens and to use ICT tool.

## .Appraisal of proviso work

The implementation of e- Governance is a blessing for the citizens. But due to certain challenges its utility is still poor. According to government data the several citizen centric applications of e-Governance Services are provided by Government of Tamilnadu to Citizens. This includes all types of certificates, government financial aides, land record details, payment of taxes etc. Also e-Governance is practiced in Government to Business sectors like E-Tendering System and in Government to employees in the Departments in the operation of e-payments, e-remittance and tax payment details. So by the operation of e-Governance between the government to public, employees and business help to maintain an error free system to keep a perfect record. This system of governing is productive and error free still the stakeholders are not fully sensitized about its importance and operation. The e-Governance is expected to provide the following benefits: Reduced fraud; high transparency; better convenience; growth in GDP; direct involvement of constituents; lessening in overall cost and extended reach of government. However there are a large number of obstacles in implementation of e-Governance in Tamil nadu .The challenges are from Environmental, Social, Economic and Technical .However at local level the main disadvantages of e-governance are the loss of interpersonal communication. Interpersonal communication is an aspect of communication that many people consider vital. Technology has its disadvantages as well. Specifically, the setup cost is very high and machines have to be regularly maintained. Often, computers and internet can also break down and put a dent in governmental

work and services .A large number of people in India are illiterate and do not know how to operate computers and smartphones. E-governance is very difficult for them to access and understand. There is always the risk of private data of citizens stored in government servers being stolen. Cybercrime is a serious issue; a breach of data can make the public lose confidence in the Government's ability to govern the people. There is no evaluation study on the merits and demerits of e-Governance usage in the Tirunelveli district of Tamilnadu.

### Study protocol

The present study was designed to cover both descriptive and analytical protocol using primary data collection by organised interview schedules. Using a well-planned questioner interview schedule was structured after a preliminary screening of the stake holders. The study was for six months from April 2022 to August 2022. The respondents include students, public and officials. The respondents were selected randomly from the data obtained with the help of local administration. A total of 100 stake holders were interviewed using a standard questionnaire. The collected data were scrutinised and analysed to find out the present scenario of the e-Governance in Tirunelveli district. Each parameter was converted and represented in percentage. The data was analyzed using MS Excel software

### Results

An in-depth analysis of the collected data shows that there is a relationship between the demographic factors and e-Governance knowledge (Table1).

**Table 1 . E-Governance application awareness among the public and their socio-economic and educational background in Tirunelveli district (N-100) - (Percentage of different parameters vs. e-governance is calculated)**

Demographic Factors		Knowledge of e-governance (%)		Used e-Governance (%)		Liking for e-Governance (%)	
		Known	Unknown	Yes	No	YES	No
Gender	Male	34.0	66.0	36.0	64.0	44.0	57.0
	Female	77.0	23.0	31.0	69.0	31.0	69.0
Age	Below 25 Years	73.0	27.0	62.5	26.5	44.5	64.5
	26 - 35 Years	80.0	20.0	60.0	40.0	53.0	47.0
	36 - 45 Years	45.0	65.0	56.0	44.0	54.0	46.0
	46 - 60 Years	32.0	68.0	41.0	59.0	79.0	21.0
Marital Status	Married	34.0	66.0	38.5	61.5	56.0	44.0
	Unmarried	70.0	30.0	63.0	37.0	70.0	30.0
Education	School Level	35.0	65.0	25.0	75.0	67.0	35.0
	Degree	70.0	30.0	100	0	68.0	32.0

Profession	Post Graduate	78.0	22.0	100	0	89.0	11.0
	Diploma	75.0	25.0	100	100	87.0	13.0
	Professional	100	0	100	100	100	0
	Govt. Employee	100	0	100	100	86.0	14.0
	Private Employee	100	0	83.0	17.0.0	90.0	10.0
	Business	100	0	92.0	08.0	90.0	10.0
	Professional	100	0	100	0	100	0
Monthly Income	Others	78.0	22.0	89.0	11.0	45.0	65.0
	Less than Rs.15,000	22.0	78.0	32.0	68.0	77.0	33.0
	Rs.15,001- 25,000	38.0	62.0	47.5	51.5	76.0	24.0
	Rs. 5,001- 40,000	80.0	20.0	100	0	60.0	40.0
Area	Rs.45,001- 60,000	100	0	100	0	72.5	27.0
	Rural/	34.0	66.0	79.0	21.0	89.0	11.0
Community	Urban	69.0	31.0	69.0	31.0	56.0	47.0
	OC	87.0	13.0	86.0	14.0	90.0	10.0
	OBC	76.0	24.0	65.0	35.0	85.0	15.0
	SC	70.0	30.0	43.0	57.0	27.0	73.0
	ST	46.0	56.0	11.0	89.0	23.0	77.0

**Table 2 Satisfaction Rating given for e-governance by the respondents (5 Star rating indexes N=100) 1\*-Excellent service 2\*-Good service 3\*-Better service 4\* - Average service 5\*-Poor service**

No	Reasons for dissatisfaction in e-Governance usage	Likeness Star Rating given by users (%)					Reasons for total dissatisfaction over the system %
		1*	2*	3*	4*	5*	
1	Service given by officials	0	0	0	0	100	100
2	Accessibility to officials and E-sevai	20.0	20.0	0	0	0	60.0
3	Time delay	0	0	0	0	100	100
4	Self-operating system	0	0	10	10	20	60.0
5	Network issues	0	0	15	10	15	60.0
6	More formalities and bribe in some stages	0	0	0	0	100	100
7	Money transfer problems	10	15	0	10	5	60.0
8	Error in output	0	0	0	10	10	80.0
9	Extra Charges in computer center	0	0	10	5	5	80.0
10	Language barrier	0	0	0	20	20	60.0
11	Possible cyber crime	10	30	10	20	30	100
12	Safety of data	10	10	30	10	20	20.0

## Discussion

In the present study female respondents are more (77%) than males (34%). As the awareness to get services are more among women than men. Further the knowledge of e-Governance and eagerness to use it is seen in many women, indicating their involvement in family welfare. An analysis of the relationship between the knowledge and use of e-Governance service is liked by youth. About 80% of the youth in the age group 26-35yrs and 45% of the respondents in the age group 36-45yrs are well sensitized with e-Governance.

The present study shows that the unmarried (70%) are more aware of e-Governance services as they are youth and trying to get their ancestral properties in time. But their likeness towards e-Governance is only (30%). This indicates their lack of interest in continuing the service. The study shows that educational level is linked with the usage of e-Governance. Among them hundred percent of the professionals, 78% of post graduates, 75% diploma holders and 70% of degree holders are aware of e-Governance. But except professionals all the others are having some dissatisfaction in e-Governance. The present study shows that there is a link between the profession and use of e-Governance service. Citizens working in all salaried profession have a positive approach to e-Governance (100%) but only 78% of others have inclination to use e-Governance. The present study shows that income level of the respondents and e-Governance use has a relationship. The stakeholders having monthly income less than Rs.2500 have poor interest (38%) in enjoying the benefits of e-Governance. But the high income group with a monthly income above Rs.25000 (80%) and above Rs.45000 (100%) is aware of the advantages of e-Governance. Further the study reveals that the urban population is more concerned (69%) with e-Governance operation than the rural people (34%).

In the present study an analysis to rate the e-governance usage by the consumers was evaluated. All the public are not happy with the present service due to various reasons. About 100% of the public are dissatisfied because of the poor response of officials, time delay and more formalities and bribe in some stages. Several other issues are reported for their dissatisfaction over the existing e-governance service in the study area. The various reasons are given in Table 2. Poor service, time delay, more formalities and bribe in some stages and possible cybercrime and other reasons make the consumers to avoid the continuous use of e-Governance. Accessibility to officials and E-sevai, Poor self-operating knowledge, Poor Network, Money transfer problems, Error in output Extra Charges in computer center, Language barrier and Lack of safety of data made many others to question the usefulness of e-Governance. The study concludes that the existing system of e-Governance did not fully reach the satisfactory level of publics.

## Conclusion

The existing e-Governance must be reformed to make it as a consumer friendly, corruption free operation to derive the huge benefits loaded in this system. More e-sevai centers must be developed. Using NGOs and Self Help groups the women consumers must be sensitized to make online complaint of the problems in the e-governance operation in their areas. The government of India, Tamilnadu and District administration is making a lot of efforts to popularize the use of e-Governance.



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