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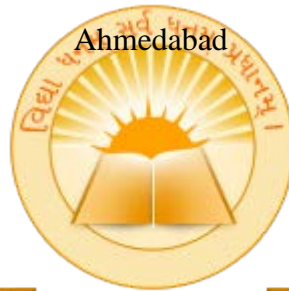
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**A STUDY OF IMPLICATION OF E-GOVERNANCE SERVICES FOR EFFECTIVE
COMMUNICATION**

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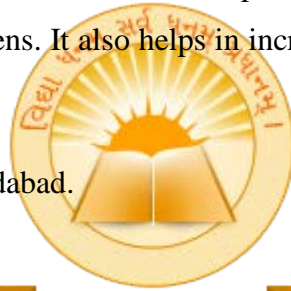
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ABSTRACT

Governments around the world are still using methods and procedures that are convenient and comfortable and that improve all their transactions with the citizens. In order to effectively communicate with the citizens, the government adheres to e-governance techniques. In return, citizens of the city can communicate effectively and financially with municipal authorities. The researcher wants to know how to be useful to interact with the government directly with the citizens for the implementation of e-governance. Using e-governance services, the citizen can save his time, cost and efforts to avail the services of valuation and payment of properties, birth and death registration, grievance redressal, bidding of tenders etc, etc. These AMC staffs have increased the capacity to increase its capacity by providing e-governance services to Ahmedabad citizens and easily more citizens. It also helps in increasing the quality of the service, clarifying the process and maintaining transparency.

Keywords : E-governance, Citizen, Ahmedabad.



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INTRODUCTION

E-GOVERNANCE OVERVIEW

The revolutionary nature of Information and Communication Technology (ICT) is changing rapidly in the society and in the 21st century the rule of governance. The reformers are looking at e-governance as a salvation vehicle for achieving good governance, democracy and transparency. E-Governance distributed to government services, exchange of information communication transactions, GCC, G2B, G2G, G2E and GSA as well as the entire office processes and the framework of the entire government. There is an application for different stand-alone systems and services for integration between interactions. Through e-governance, government services will be made available to the citizens in a convenient, efficient and transparent manner. E-Governance is like a huge canvas, on which people can attract a new citizen centric center about their government. With the ease of using citizens, a 24/7 convenient user interface is expected with the government, they understand in one language and that correspond to the individual needs. E-governance is being deployed not only for citizen services but also for public sector efficiency objectives, to improve transparency and accountability in government work and to save cost in government administration.

Today's world is operating the Internet. This is a world in which everything is e-enabled. Internet access is done for various purposes such as electronic mail, search for information, payment of utility bills, registration of castes, births, death etc. for various certificates and organizational websites etc. In today's IT environment, it has become necessary that the share of a citizen's communication channel, therefore, as e-citizens, they want to talk to the government through this channel, which will take advantage of the time and cost To be saved This demand forced the government to replace the same services online by providing inline services. Through an initiative of ICT, most of the municipal corporations developed their websites through which citizens can easily negotiate with the government. Citizens can make many citizen transactions such as birth and death certificate registration, assessment and payment of property tax, payment of utility bill, grievance redressal, approval of online construction and online tenders etc. to meet their needs. It provides citizens with greater flexibility to do their regular transactions, at home, in the office or anywhere in the net café, according to their convenience, using the internet.

E- GOVERNANCE

E-governance has the effective use of IT to improve the efficiency of the government to improve the efficiency of the government and improve the governance system to provide better services to the citizens.



Through e-governance, when and how government can gain access to government information and services, citizens can be defined by giving an alternative to it. In relation to policies and programs related to citizens, includes publication of information. It is beyond the provision of on-line services and covers the use of IT for strategic planning to reach the development goals of the government. The advantages are many, such as higher transparency, less paperwork and less delay. It makes some improvements in improving the speed and effectiveness of governance. To bring smart governance, e-governance is basically the application of ICT in the functioning of the government. This generally involves the use of ICT by government agencies for any or all reasons:

- Exchange of information with citizens, businesses or other government departments
- Fast and more efficient delivery of public services
- Improvement in internal capacity
- Reducing costs and increasing revenue
- Reorganization of administrative procedures
- Quality of services improvement

Although in recent years the term 'e-governance' has earned money, there is no standard definition of this period. Various state governments and organizations have defined this period according to their own objectives and objectives. Some widely used definitions are given below:



E-GOVERNANCE DEFINITION

i) According to the World Bank

"E-Government Information Technology, such as Wide Area Network, is in use with the use of internet and mobile computing by the government agencies, in which there is the ability to change relations with citizens, businesses and other government weapons, these technologies provides different types of variations. Better negotiations with citizens, better distribution of government services, business and industry, information Citizen Empowerment through utilization or greater efficiency of government management. These benefits can result in less corruption, increased transparency, more convenience, revenue growth and cost reduction. "Thus, negotiations of citizen-government, cost- There is tension on the use of information technology to improve the yield and reduction of revenue and transparency



ii) UNESCO defines e-governance

"Governance refers to the exercise of political, economic and administrative authority in the affairs of a country's affairs, in which the citizens are expressing their interests and using their legal rights and obligations, through e-governance through governmental means. This rule can be understood as a demonstration so that the public, the information given to other agencies and the activities of the government administration it can be facilitated by an efficient, prompt and transparent process to display. "This definition increases the transparency and efficiency, with an expression of the electronic media and the interests of citizens in the use of authority in the management of matters of one country.

iii) The Council of Europe

"E-governance is about the use of information technology to enhance the quality of services that provide services to citizens and businesses. Hope this will strengthen the relationship between public officials and communities, which will create a strong, more accountable and inclusive democracy. Electronic technologies are used in three areas of public works: 1) Public authority and Nag That relations between society 2) the functioning of public authority in all phases of the democratic process (electronic democracy) 3) provision of public services (electronic public services). In these cases, better talks between the government and the citizens promote democracy and Focus on using electronic technology to encourage public services Is obtained.

iv) The US E-Government Act of 2002 defines

"Government work in collaboration with the processes implementing these techniques to bring about the increase and improvement of government information services for public, government agencies and government institutions for use by the government of the web-based Internet applications and other information technology can include effectiveness, efficiency, quality of service and changes"

This definition illustrates the US government's strategy in relation to the use of ICT, to improve governmental work and to use and distribute information, to services to citizens and to increase government institutions on the other.



RESEARCH OBJECTIVE

1. To study the awareness about the residents about e-governance services implemented by Ahmedabad Municipal Corporation (AMC).
2. To find the most widely used e-governance service provided by Ahmedabad Municipal Corporation (AMC).
3. To check the effect of e-governance services available by residents.

LITERATURE REVIEW**Ch. RadhaKumarihas published her article on “Impact of e-Seva in AndhraPradesh: A Study”**

The results of the study indicate that the implementation of e-governance through e-governance has been received wholeheartedly by citizens of Andhra Pradesh state. Since the services distributed electronically, despite the age, educational background and technical awareness, the facilities and comfort of all sections of the society have been achieved, the citizens are ready to pay the nominal additional fee for improved and cumbersome services. Daily working programs of working days and service centers are providing an additional facility and benefits especially for employed citizens. The important role played by informal sources in detail of the information is also highlighted by the study. Studies have shown that mental maturation plays an important role in welcoming any new system like e-service and analyzing the severity of the system's properties and defects, as 71% of people in the 40-60 age group Highly satisfied e-service. Studies have shown that e-service is a very satisfactory way of bringing about e-governance. With the implementation of e-service, its reality has been observed in the view of e-Government in Andhra Pradesh. It has become a model to emulate by all other administrative bodies. The e-service implementation has brought the government of Andhra Pradesh, unique credit for two reasons - to start a project first, which provided great comfort and comfort to its citizens and secondly, to innovate and implement a unique nature project for.

DrissKettani, Bernard Moulin &AsmaeElmahdi have published their article on “A framework to assess the impact of e-government systems on governance”

The purpose of the Phase-e-Government project is to develop a pilot e-government system to provide Phase City municipal government in Morocco with an advanced ICT platform, which enables online delivery of



citizen-oriented services to the local community. is. The main research goals of this project include the expansion of the road map to support the development of e-government systems in Morocco and the impact of Moroccan's everyday life and the impact of such a system on governance in general. In fact, there is an inherent agreement in the research community that the e-government system is in increasing the administration. Such proofs will certainly benefit the decision-makers to promote the deployment of e-government systems at the top political level, as the property of good governance. In this research, features and indicators have been identified which can measure good governance. Apart from this, this study identifies how the e-government promotes various aspects and indicators of good governance. In this letter, there is a method available to assess the good administration related results of the phase e-government project. He believes that there is a strong potential in this sense that it clearly addresses the link between e-government and e-governance from a qualitative / empirical approach. The initial results that have been received so far, they do not allow generalization, but they invite optimism and further investigate the systematic frameworks developed in the e-government project.

Singh Amar Jeet Singh & Sharma Mahinder have published their article on “District level e-governance Initiatives-A case of Lokmitra in Himachal Pradesh:A Study”

The purpose of the Lokmantra project is great. Its aim is to address citizen grievances through citizen centric services and information on kiosks and through a single window interface. In this way, the persecution of the people can be over, the administration will be responsible and accountable, and the benefits of ICT will reach the public. Initially, this project worked satisfactorily because there was a strong leader in the district center who, in the absence of a proper strategy, had a keen interest in monitoring the project by 'thumb rule'. Since the project was a pilot project, it was necessary to define the metrics to measure the performance against the objective and timelines so that it could be repeated in other districts of the state. This can happen when the project is stable.

DATA ANALYSIS

1. Are you aware of e-governance services implemented by Ahmedabad Municipal Corporation (AMC?)

VARIABLE	COUNT	%
Yes	50	80.65
No	12	19.35



2. Have you ever used e-governance services of AMC?

VARIABLE	COUNT	%
Yes	50	80.65
No	12	19.35

3. Which e-governance services of AMC do you avail mostly?

VARIABLE	COUNT	%
Property Tax (Billing & Collection)	17	34.00
Birth Certificate	10	20.00
Death Certificate	15	30.00
Building Sanction	6	12.00
Online Tender	2	4.00

4. How do you avail AMC Services?

VARIABLE	COUNT	%
By Using Internet	17	34.00
Ward Office	8	16.00
AMC Office	11	22.00
Bank	14	28.00

5. Do you think e-governance services provided by AMC are user friendly?

VARIABLE	COUNT	%
Yes	29	58.00
No	21	42.00



6. Did you use any Agency/Agent/Intermediate for availing services?

VARIABLE	COUNT	%
Yes	13	26.00
No	37	74.00

7. What amount did you pay to avail services from Agency/Agent/Intermediate? What amount did you pay to avail services from Agency/Agent/Intermediate?

VARIABLE	COUNT	%
Rs.100-200	2	15.38
Rs.201-400	8	61.54
Rs.401-600	1	7.69
Rs.601-800	1	7.69
Other	1	7.69



8. Are you satisfied with Agency/Agent/Intermediate service?

VARIABLE	COUNT	%
Yes	8	61.54
No	5	38.46

9. Do you believe "Cost of availing e-governance services is less"?

VARIABLE	COUNT	%
Strongly agree	12	24.00
Agree	16	32.00
Not Sure	17	34.00
Disagree	2	4.00
Strongly Disagree	3	6.00



10. Do you believe “Time & effort in availing e-governance services is less”?

VARIABLE	COUNT	%
Strongly agree	15	30.00
Agree	16	32.00
Not Sure	9	18.00
Disagree	7	14.00
Strongly Disagree	3	6.00

11. Do you believe “Predictability of outcome is high”?

VARIABLE	COUNT	%
Strongly agree	11	22.00
Agree	16	32.00
Not Sure	14	28.00
Disagree	6	12.00
Strongly Disagree	3	6.00



12. Do you believe “Efforts in document preparation are less”?

VARIABLE	COUNT	%
Strongly agree	18	36.00
Agree	17	34.00
Not Sure	6	12.00
Disagree	6	12.00



Strongly Disagree	3	6.00
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13. Do you believe “Confidentiality and security of data is high”?

VARIABLE	COUNT	%
Strongly agree	17	34.00
Agree	19	38.00
Not Sure	12	24.00
Disagree	1	2.00
Strongly Disagree	1	2.00

14. Do you believe “Design & layout of application forms are very simple”?

VARIABLE	COUNT	%
Strongly agree	7	14.00
Agree	7	14.00
Not Sure	6	12.00
Disagree	18	36.00
Strongly Disagree	12	24.00



15. Do you believe “Speed and efficiency of query handling is fast”?

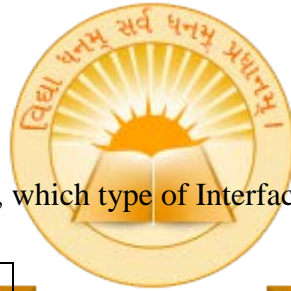
VARIABLE	COUNT	%
Strongly agree	5	10.00
Agree	8	16.00



Not Sure	5	10.00
Disagree	19	38.00
Strongly Disagree	13	26.00

16. Do you believe “Level of corruption is less & increases transparency”?

VARIABLE	COUNT	%
Strongly agree	19	38.00
Agree	20	40.00
Not Sure	5	10.00
Disagree	3	6.00
Strongly Disagree	3	6.00



17. For availing e-governance services, which type of Interface do you prefer?

VARIABLE	COUNT	%
Touch Screen Interface	36	72.00
Normal Interface by Using Keyboard/Mouse	14	28.00

18. Did you get the training for operating the software /computer?

VARIABLE	COUNT	%
Yes	28	56.00
No	22	44.00



19. Do you think, services implemented through the e-governance system are more convenient?

VARIABLE	COUNT	%
Yes	32	64.00
No	18	36.00

20. Do you think e-governance will help you satisfy more citizens?

VARIABLE	COUNT	%
Yes	42	84.00
No	8	16.00

21. Do you think that implementation of e-governance services will increase the unemployment in AMC?

VARIABLE	COUNT	%
Yes	26	52.00
No	24	48.00



22. Which is a better mode of delivering services to the citizens?

VARIABLE	COUNT	%
Manual system	20	40.00
e-governance system	30	60.00

CONCLUSION

80% of the respondents are aware of the e-governance service at AMC. Approximately 80% of respondents have used e-governance services. The number of property tax filings in the e-governance service conducted by AMC is the same and is used by citizens of Ahmedabad city. In today's digital world, most of the citizens



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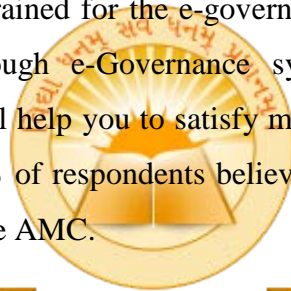
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updated about AMC's e-governance services use the internet. More than 50% of respondents believe that e-governance services provided by AMC are user-friendly. 74% of respondents used an agency / agent / intermediate to avail the services. Most respondents are satisfied with the agency / agent / intermediate service, citizens agree with the statement of "Reduce the cost of availing the benefits of e-governance services", where 34% is not sure about this. Most respondents believe that there is "less time and effort to take advantage of e-governance services" while only 6% agree with the statement. 36% of the respondents believe that "There are fewer efforts to prepare the document" "Responsible confidentiality and security of data" by 38% of respondents agree, where 2% respondents do not agree with the statement. Most respondents do not believe that "the design and layout of the application form are very simple". Most respondents disagree with the statement "speed and efficiency of quality handling is fast". About 40% of the respondents agree "the level of corruption is low and transparency increases". More than 50% respondents prefer the touch screen interface for e-Governance service.

56% of respondents said that they have trained for the e-governance service at AMC. 64% of respondents believe that services implemented through e-Governance system are more convenient. Almost all respondents believe that e-governance will help you to satisfy more citizens. The e-governance system will be a better way to serve the citizens. 52% of respondents believe that the implementation of e-governance services will increase unemployment in the AMC.



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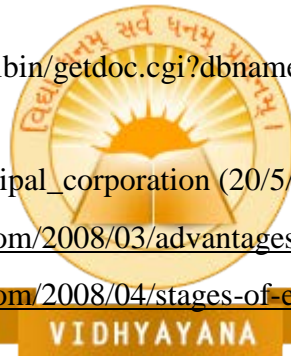
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