

Citizen Satisfaction of E-Governance Services in Vellore District, Tamil Nadu

***S.Thirupathi**

Ph.D. Research Scholar

**** Dr.S.Nandakumar**

Professor

Department of Journalism and Mass Communication

Periyar University, Salem-636011

8144363687, thirupathi.vellore@gmail.com

Abstract:

Every state in India is introducing citizen centric e-governance initiatives with the objective of providing government services with greater transparency, accessibility, efficiency and high level of service quality in an integrated manner. Governments introduce latest technologies in order to provide services of various levels through e-governance projects so that the citizens can be benefitted. The state governments also do the same in the form of e-governance policies and initiatives. The various departments in state government are delivering services electronically and create a statutory right to such services based on the Tamil Nadu Information Technology (Electronic Service Delivery) Rules, 2016, based on The Act of Information Technology Act 2000. The rules were published in the Tamil Nadu Government Gazette on 14.12.2016. The present study has been undertaken to explore the measurement of citizen satisfaction with regards to e-governance services and projects in Vellore district, Tamil Nadu. The research study adopts quantitative research approaches in the form of questionnaires to elicit response from the respondents to meet the objectives of the study.

Keywords: *E-governance, Services, Projects, Transparency, CSC, Citizen Satisfaction, MNP,*

I. Introduction

The tremendous growth in ICT has surfaced a way for all over the world to provide e-government services to their citizens. India also no except for it. In India all states introduce and implemented e-governance projects for providing several citizens centric services. (Vinod Kumar, T.M, 2014). On 18th May 2006, the Government of India approved the National e-Governance Plan (NeGP), with the 27 Mission Mode Projects. Later 4 projects

like Health, Education, PDS and Posts were introduced to make the list of 27 MMPs to 31 Mission Mode Projects (MMPs) in 2011. The Government of Tamil Nadu has associated to the NeGP vision of "Making all Government services accessible to each and every common citizen in their locality through common service distribution outlets and confirming efficiency, transparency and reliability of such services at affordable costs to realize the basic needs of the common citizen". The Tamil Nadu e-Governance Agency (TNeGA) has played a key role as a State Nodal Agency and a fundamental arm of state government to support and drive all e-Governance initiatives in Tamil Nadu (Ramsundaram, 2018). TNeGA has implemented the various e-Governance Projects under the National e-Governance Plan like e-District Programme, Common Service Centres (CSC). District e-Governance Societies headed by the District Collectors and Corporation Commissioner (in Chennai District only) have formed for implementing the e-Governance initiatives at the District level. The district level e-governance society under the district collector give support to implement and monitor the e-Governance activities and at the district level (Madhepura, 2019).

II. Review of Literature

The Government of Tamil Nadu has launched the Open Government Data to provide collated access to resources under catalogues, published by different government entities under Government of Tamil Nadu in open data format. It aims to rise transparency in the functioning of the State Government. The CSC scheme was framed under the National e-governance plan envisaged the CSCs to act as front-end distribution channels to deliver various Government services. The CSC is the IT enabled Government Services should be reachable to the citizen in their residential area, through efficient, transparent, reliable and affordable means. This vision shall be realized by the state Government by setting up the CSC project in partnership entities who will establish the network of common service Centres and deliver a range of Government to citizens services through the network of CSCs. Tamil Nadu e-Governance Agency (TNeGA) has published a dataset on TNOGD portal titled "Common Service Centres (CSCs) in Tamil Nadu" The Common Service Centres (CSCs) Dataset published, has the details of all CSCs operated by the state nodal agency TNeGA (Shadrach, & Sharma, 2013).

Objectives

1. To study and analyze satisfaction of citizens towards e-governance initiative CSC in Vellore district of Tamil Nadu.
2. To study the accomplishment of the aim and objectives of CSC set by the Government of Tamil Nadu.

III. Methodology

This study identified eight parameters viz., timeliness of service, accuracy of service, cooperation from CSC staff, Ease of use of procedure, promptness in service delivery, privacy of documents, cost of the service and transparency as the major contributing factors for service delivery. Accordingly, suitable questions were incorporated in the questionnaire to evaluate CSC in terms of these parameters. A descriptive research method is used for the study. It includes surveys, fact-finding enquiries of different kinds, gathering data that describe events and data collection. Vellore district was selected for the locale of this study. It is a key gateway into Northern Tamil Nadu. The selection of the CSC in the district is randomly. Also, the survey method was employed for this research study. There are 400 sample of respondents was collected from Vellore district.

3.1 Current Working System of E-Governance through CSC

- Citizens approach CSC centre with service request. They submit application forms.
- Every application undergoes initial scrutiny for accuracy.
- On submission, the application is stamped and is accepted with enclosures (proofs) and affidavit, for further scrutiny, done later.
- Fees are collected from applicant and token with expected date of delivery of certificate is handed over to citizen.
- Lead time set by the government for certificate delivery is generally 7 days for most of the services. Citizens are informed about the status of application only after 7 days when they come personally to the same CSC.
- As the current system doesn't offer any status tracking facility for/by the applicant.

- Typically, certificates/Services are delivered to citizens within a time span of 7 days.

3.2 Citizen Satisfaction-A conceptual framework

In service quality is defined as a “function of the differences between expectation and performance along the quality dimensions”. Service quality and citizens’ satisfaction are very closely related i.e., Citizens’ satisfaction can be ensured by offering better quality of services.

The researcher collected data for this study in selected CSC’s in Vellore District.

Presently there are 190 CSC’S operated by Primary Agricultural Credit Cooperative Societies, 28 from Magalir Thittam, 27 from Tamilnadu Arasu Cable TV and 37 CSC’s operated Village Level Entrepreneur. Totally 282 Common Service Centres has providing various services in Vellore District.

Bellow Figure explains a conceptual framework for citizen satisfaction.

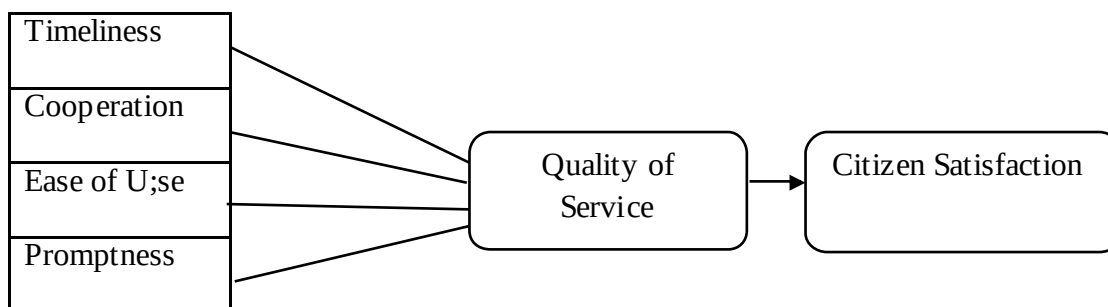


Figure 01: Conceptual framework for citizen satisfaction.

IV. DATA PRESENTATION AND ANALYSIS

Table 01: Educational qualification of the respondents

Educational Qualification	Below 10th	Hr. Sec	UG/ Diploma	PG and above
Respondents	112	160	92	36
Percentage	28%	40%	23%	9%



Figure 02

The high number of respondents are 160 that is the higher secondary is academic qualification, which is nearly half of the respondents came under this level. The lowest number respondents have Post Graduate and above it is just 36 and it has 9% in total respondents.

Table 02: Awareness and Parameters of CSC

Particulars	Well Knowledgeable	Fairly Knowledgeable	Less Knowledgeable	Unaware
Respondents	208	144	24	24
Percentage	52%	36%	6%	6%



Figure 03

The awareness and knowledge about the CSC of the respondents is there are above half is having well knowledge about CSC'S that is 204 and its percentage is 52%. There are 24 respondents have less knowledge and unaware their percentage is 6%

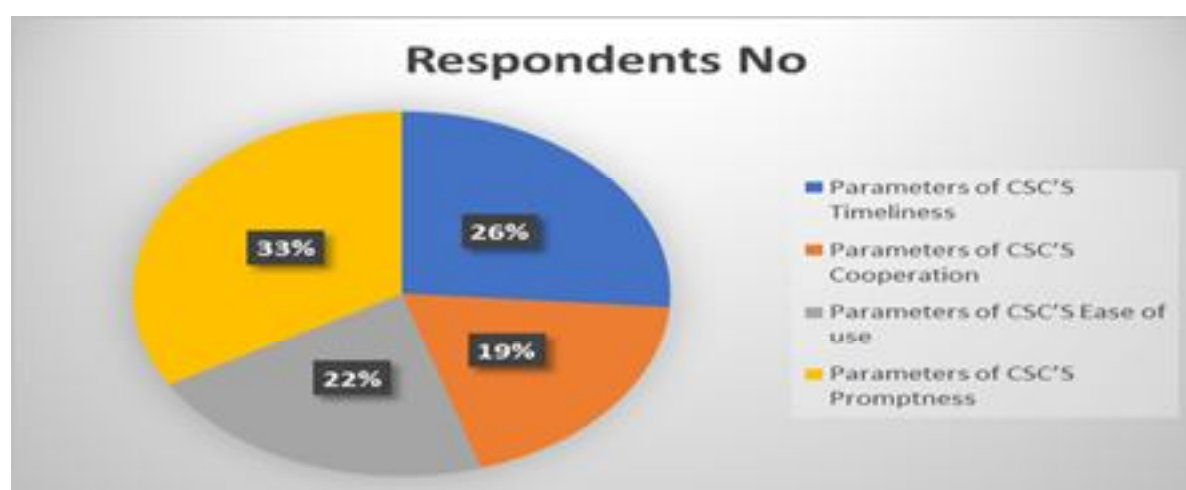


Figure 04

The timeliness is referring to the number of days required to deliver certificate (set by the government) against the number of visits made by a citizen to get the certificate/services in reality. There are 26% of respondents only have seen timeliness in CSC'S. Cooperation: Means assistance or help provided by CSC operators for the citizen, only 19% of respondents had cooperation in their near CSC'S. Ease of use is about to simplicity of procedure in availing of the service 22% respondents stated it. The high number of respondents is 33% that is promptness that means zero or acceptable minimum waiting time for citizen at the CSC counter.

Findings and Conclusion

There are 190 CSC's has been operated in Primary Agricultural Credit Cooperative Societys. Most of the respondents are prepared to get services from so near CSC, Operated by PAACS. The researcher was collected ground status and data for this study from 03 CSC's for each Taluks in Vellore District. There are 13 Taluks in before separation of Vellore District. 30 respondent's response was collected in each Taluks in Vellore District. The three fourth of the CSC's didn't issue receipt for their application. The power supply is very low condition in rural areas. so, that affect in CSC'S also. During the filling of application form, the CSC operator should redo the same processing of the application from the start again. The CSC operator requested during this research, that is the power bank facility for CSC. Poor Internet connection is a major problem in CSC situated in rural areas. All four parameters of this study are acquired below average by all respondents.

Reference:

1. Retrieved from <https://timesofindia.indiatimes.com/city/chennai/iit-madras-signs-mou-with-tamil-nadu-e-governance-agency/articleshow/66137302.cms>
2. Retrieved from <https://madhepura.nic.in/e-governance>
3. Shadrach, M. B., & Sharma, S. (2013). Impact assessment of Indian common services centres. Ministry of Communication and Information Technology, Government of India, New Delhi.
4. Srivastava, N., et al., (2014). Open government data for regulation of energy resources in India.
5. Weerakkody, V., et al., (2011). Exploring the complexities of e-government implementation and diffusion in a developing country: Some lessons from the State of Qatar. *Journal of Enterprise Information Management*, 24(2), 172-196.