

A Study On Service Quality Aspects In E-Governance Efficiency

Dr A Lalitha Praveena

*Assistant Professor, Department of Business Management
RBVRR WOMEN'S COLLEGE, Narayanguda, Hyderabad, Telangana, India*

Abstract - The changing dynamics in governance are provoking transparency, speed, accuracy and accountability to citizen services for both parties like society and government. The revolution of ICT -Information communication technology era is replacing the manual operations where everything is automated and online, where there is no need to visit offices personally but people can avail all types of services through online mode with more speed and accuracy. Socio-economic development depends on Decentralized Planning and various dimensions of E-Governance initiatives such as Transparency, ICT etc. are indicators of Socio-economic development which brings 'increase in per capita income', 'high standards of living' and better 'quality of life' etc. "E-governance is the implementation and delivery of government services through the ICT to provide transparent, efficient, responsible and accountable governance to the society. 'Electronic-Governance (E-G)' is primarily used to refer to the usage of IT to improve administrative efficiency. E-G enables active citizen involvement by informing the citizens, representing citizen, encouraging them to vote, consulting them as and when required and encouraging their participation. The process improves the communication between administrations, citizens and businesses leading to improved and better governance, public sector management, reduced corruption, increased transparency and greater convenience, growth in revenue, and / or cost reductions, access to economic and social opportunities and thereby bridging the digital divide within a society and between countries.

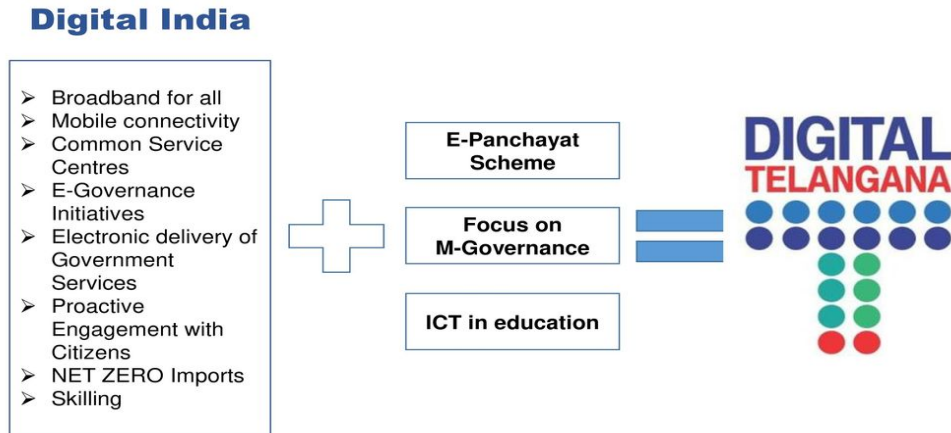
Keywords: Transparency, Efficiency, Infrastructure, Accountability

I. INTRODUCTION

In today's era Information and Communication Technologies (ICT) has brought remarkable change in the lives of people in every respect also enabling government to deliver better services even at remotest corners of the country. Various ICT applications have been designed specifically for the people residing in rural areas of the country. Ministry of Rural Development (India) has taken various initiatives at different levels by way of strengthening the ICT infrastructure to provide opportunities, information and easy access of the rural development Schemes to all citizens in rural India. Telangana being a new born state and recording more progressive growth in the economy growth compare with other states in the country. In this success journey E-Governance is played a vital role and citizens are very much intended to adopt technology to make smart governance. This study aimed to measure e-governance initiative success rate and loop holes in the present system and according adjustments and up gradation of technology such thinks need to be studies. local governance is an immediately experienced reality of citizen and specialized planning is its fundamental building block, any change in the mode of interaction and exchange of information and services at this level between individuals and state will have greater ramifications. Direct and close interlink exists between specialized planning and application of E-G initiatives.

Figure 1: Digital Telangana Initiations

Digital Telangana, goals for which exceed those of Digital India, was launched by the ITE&C Department on 1st July 2015.



<https://DigitalTelangan//slideplayer.com/slide/11973922/>

The rate of success of specialized planning highly depends on E-G operation of the LSGs. The rapid development of E-G has become imperative for improving public service delivery. The theories focus on attaining new governance paradigm and aims to establish good governance which incorporate decentralization as one of its principal elements.

II. LITERATURE

Vijaya .S (2017) Common Service Centers (CSCs) is one of the aspirational projects which impacted the entrepreneur skills, development of e-governance services and education in rural India. The CSC project in India is a sustainable network of 2.5 lakh CSCs at all gramapanchayats without any discrimination. The project aims to build a one stop solution for all online e-governance services. The study reviewed a number of e-governance quality models available in literature. Majority of the e-governance service quality models deal with website quality of e-governance, success models of e-governance services, behaviour intentions of users of e-governance, adoption of e-governance services self-service technology in e-governance services through government websites.

Morena et .al (2013) In order to strengthen trust in e-Governance it is significant to provide high-quality public services coupled with active transparency policies. The trust contributes to the perception of the Government's relatedness to its citizens. E-Governance initiatives should have better focus on citizen's needs. Process designs of these initiatives must ensure that the citizens are at ease to make use of these applications. This can result in improvement of trust and promotion of transparency in services making it more efficient in service relationships.

Shanab (2013) Transparency, participation and collaboration were the three major dimensions identified by Obama's administration for successful open governance. Transparency will not be achieved through availability or mere downloading of data sets. The author claims that valid and reliable data should enable citizens to take up valuable and significant activities. More the countries are clean without corruption and publish secondary information; better the chances of prosperity of e-Government projects (Shanab, 2013).

-Jaju Sanjay (2010) described Saukaryam is the Visakhapatnam Municipal Corporation e-governance project. Ever since the project has been commissioned, the work has become the talk of the town. The citizens are surprised and enthused by the ease with which their needs are getting attended to without running from pillar to post as before. The city civic centre acting as a one stop civic shop is a living example of a digital unit as citizens coming from diverse social and economical backgrounds can take advantage of it for getting their civic needs attended to. The citizen can use a number of facilities like online payment of municipal dues, online filing &

settlement of complaints, online tracking of building plan status, online birth & death registration, instant issuance of birth & death certificates, online tracking of garbage lifting, and online infrastructural works.

III. METHODOLOGY

Objectives:

1. To know the citizens 'awareness' level regarding E-Governance quality in select municipality..
2. To study E-Governance Quality perceived by citizens in select service area.
3. To assess ICT support and impact on E-Governance quality in select municipalities.

Hypothesis:

H₀₁: There is no significant association between E-Governance initiatives improved transparency in government transactions.

H₀₂: There is no observable association between various municipalities E-Governance initiatives reduced Error rate in government transactions.

H₀₃: There is no difference association between Citizen Education level and E-Governance initiatives improved Service Efficiency.

Sample:

The Samples of 100 Citizens who are availing E-Governance services in Malkajgiri municipality region in Hyderabad opinions are drawn to understand E-G service quality efficiency and effectiveness.

Sampling Technique: *Convenience sampling* technique was adopted.

Analysis Tools: The SPSS 25.0 package was adopted to analyze data. Tools like descriptive statistics, factor analysis and Chi square test was utilized to draw meaningful conclusions.

Data Collection:

Secondary data was collected from various trusted websites and reputed journals to find out research gaps and questionnaire sources. Primary data was collected with a structured questionnaire contained 20 questions which consist E-Governance awareness levels and Service quality aspects supported by basic demographic questions.

Data Analysis:

Factor Analysis (Service Quality)

Table1 : KMO and Bartlett's Values of Service Quality

KMO and Bartlett's Test		
Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.900
Bartlett's Test of Sphericity	Approx. Chi-Square	9329.963
	df	28
	Sig.	.000

Before applying factor analysis the researcher should test the eligibility of the data by checking KMO- Bartlett's test which is a measure of sampling adequacy. The KMO value is 0.900>0.6. Bartlett's Test of Sphericity specifies a measure of the multivariate normality of set of variables (Sig. value is less than 0.05 indicates multivariate normal and acceptable for factor analysis).

Table1.1 : Total Variance Values of Service Quality

Total Variance Explained									
Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
	1	6.580	82.246	82.246	6.580	82.246	82.246	3.990	49.871
2	1.113	13.909	96.154	1.113	13.909	96.154	3.703	46.284	96.154
3	.157	1.967	98.121						
4	.056	.697	98.818						
5	.042	.528	99.346						
6	.028	.346	99.693						
7	.015	.189	99.882						
8	.009	.118	100.000						

Extraction Method: Principal Component Analysis.

The above variance matrix indicating 96 % variance on verified variable, i.e 04 % of additional elements are influencing to decide Service Quality.

Table1.2 : Rotated Element Matrix^a Values of Service Quality

	Rotated Component Matrix^a	
	Component 1	Component 2
10. Speed	.902	.280
11. Simple	.341	.733
12. Transperency	.795	.408
13. Erro Free	.362	.920
14. No Corruption.	.616	.759
15. Layout	.807	.408
16. Confidentiality & Security	.916	.355
17. Accountability	.324	.933

Extraction Method: Principal Component Analysis.
 Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 3 iterations.

Table 1.3:Deciding Factors of E-G Service Quality

Factor no.	Factor
1	Confidentiality & Security for their transactions
2	Errors free Services & Accountability by officials for defaults.

As per Citizen opinion, the most deciding factors with reference to .Service Quality is confidentiality with their transactions followed by bared accountability by officials for their faults in various levels in transactions.

H01: There is no significant association between E-Governance initiatives improved transparency in government transactions.

Table 2: Chi Square values of Occupation and Transparency level.

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	1006.323 ^a	16	.011
Likelihood Ratio	720.308	16	.000
Linear-by-Linear Association	358.637	1	.000
N of Valid Cases	513		

a. 13 cells (52.0%) have expected count less than 5. The minimum expected count is .51.

Inference: The above test result indicating the significant value is 0.011, which is < 0.05 (Statistically significant), hence the Hypothesis is Rejected, the different occupational citizens express same opinion that the transparency level was significantly improved due to E-G initiation.

H02: There is no observable association between various municipalities E-Governance initiatives reduced Error rate in government transactions.

Table 3: Chi Square test values of Municipality and Error Rates

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	483.264 ^a	8	.717
Likelihood Ratio	601.189	8	.000
Linear-by-Linear Association	302.717	1	.000
N of Valid Cases	513		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 10.74.

Inference: The above test result indicating the significant value is 0.717, which is > 0.05 (Statistically not significant), hence the Hypothesis is Accepted, the citizens express their dissatisfaction regarding Error rates in transactions even after E-G initiation, this may be due to untrained employees / care less data entry.

H03: There is no difference association between Citizen Education level and E-Governance initiatives improved Service Efficiency.

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	796.610 ^a	12	.000
Likelihood Ratio	808.147	12	.000
Linear-by-Linear Association	331.587	1	.000
N of Valid Cases	513		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 6.07.

Inference: The above test result indicating the significant value is 0.000, which is < 0.05 (Statistically significant), hence the Hypothesis is Rejected, i.e. irrespective of respondent education the citizens expressed their happiness regarding improved service efficiency in various government departments due to successful E-Governance adoption.

IV. DISCUSSION OF RESULTS

Telangana is one of the leading states in India for implementing e-governance projects. There is a plenty of initiatives offered for citizen empowerment as well as the smooth running of the various government departments in the state. The Government has always been a frontrunner with respect to the utilization of IT for delivery of citizen services, through many channels.

The Malkajgiri citizens express their concern with reference to Quality of Services reflecting that, people are much happy with E-G speed services in order to wait for a long period and not visiting centre multiple times. The process concern some of the people are not aware the procedure to approach, filling of applications and where to pay concern charges, this need to be educated. The citizens are complaining about transparency in services, most of the time they are not able to get clarity for some of their doubts regarding services. All E-G centres are serving almost Error free transactions; few are registered that due to employee negligence and data entry error. As per study outcome corruption level decreased significantly in this zone earlier it was very high. The concern application form to avail service is very simple and easy to fill and understand. The Factor analysis filtered following factors is most deciding factors in E-G centres to rate better service quality. Citizens are much happy with the confidentiality maintained by officials regarding their monetary / non monetary transactions and security for their important documents which are submitted while applying for service. Most of the officers claiming their responsibility for service default and there is no chance to them ruled out their responsibility.

To access service quality with citizen-centricity attributes author suggests to access the extent to which user requirements are covered in service design, the use of local language in user interfaces, the extent to which attributes of citizen centricity are these new services being offered other than conventional services offered earlier, reduction of visits to higher level offices to complete the transaction and the extent to which the staff of the service provider at service delivery station familiar with the services packaged for different user groups.

REFERENCES

- [1] Vijaya.S&Ramankutty.V (2017) International Conference on electronic Governance-ICEGOV '17 SCII, March 07-09, 2017, New Delhi, AA, India ,© 2017 ACM. ISBN 978-1-4503-4930-7/17/03

- [2] Moreno, R. R., Molina, C. M., Figueroa, J. C., & Moreno, M. R. (2013). Gender and E- Government Adoption in Spain. *International Journal of Electronic Government Research*, 9(3), 23-42. doi:10.4018/jeqr.2013070102
- [3] Shanab, E. A. (2013). The Relationship between Transparency and E-Government: An Empirical Support. *Proceedings of Ongoing Research, Bonn*. Retrieved from <http://subs.emis.de/LNI/Proceedings/Proceedings221/84.pdf>
- [4] Jaju Sanjay (2010)- Collector &Dist Magistrate, West Godavari, Eluru, AP, India ,International Conference on e-governance in December 2003 By Department of Management Studies, IIT, Delhi.
- [5] Neeta Verma, Durga Prasad Misra (2007) Citizen Participation in the Process of ICT Enabled Governance: A Case Study.. 2007. ICEGOV2007, December 10-13, 2007, Macao.