



An empirical study of impact of e-governance on service delivery: A study in Mysuru district

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Abstract

Information technology and its evolution is the deciding factor in the later twentieth century. The technological changes have brought about major changes in all aspects of human life including the governance. Good governance is guaranteed by information technology. Needless to say, technological innovation ought to improve the quality of human life. Information and communication technology is very effectively employed in e-governance and therefore e-governance can be described as a vehicle of good governance. The primary aim of this study is to understand how e-governance has brought about thorough change in service delivery.

Keywords: information technology, good governance, e-governance, service delivery

Introduction

The information and communication technology has become ubiquitous in the life of common man in 21st century. Enhancement of quality of life is the primary objective of technological innovation. Since the public service delivery is found to have improved a great deal because of the use of ICT and it odd to be used extensively in all aspects of governance. E-governance is a channel for good governance. Simple, moral, accountable, responsive and transparent can be realised through the application of information technology. In modern times, administration is very near to techno-friendly aiming at smart governance and e-governance which lead to a new era of good governance.

E-governance is a journey and not a destination. It is defined as the delivery of services and information's to the public by using electronic means. It is the application of ICT to the process of administration and does not mean computerization of the total administrative system. The fundamental change in the operation of the government is possible now. The basic goal of e-governance is good governance. E-governance is a tool to ensure good governance. We can conceptualise the term 'e-governance' in different prospective like:

- E-governance as a process of reform.
- E-governance as a tool to ensure good governance.
- E-governance as a channel between the government and the citizens.

E-governance as a process of reform

The advent of e-governance represents a "paradigm shift" in the administration of government. E-governance is the process in which actors from the state and civil society are involved in formulation and implementation of policies to achieve the desired goals. The combination of process, people and technology is required to convert the governance to e-governance. The appropriate use of this technology will usher in a new era in public administration by making governmental functioning and process more transparent and accessible. Expansion of internet and e-commerce is redefining relations among various stakeholders in the

process of governance.

E-governance as a tool to ensure good governance

E-governance is the application of ICT to improve the efficiency of government services delivery system. Good governance goals are made achievable by the significant contribution of the ICTs. Improvement in quality, efficiency and effectiveness of governance. E-governance is being regarded as a powerful tool in the hands of government for reducing cost, enhancing revenues, improving delivery of public services, citizen empowerment, improved interactions with business and industry and more efficient government management. It is the only way to provide the transparency, accountability and reduces corruption. Citizen-centric services are available today in the area of land records, municipal corporations, judiciary, police, commercial tax departments, treasurer, transport, medical departments etc. Thus, the use of ICT can be a powerful tool for good governance and making democracy more participatory in nature. E-governance is an emerging trend to reinvent the way the governments work.

E-governance as a channel between the government and the citizens

E-governance implies a smoother interface between government and citizens and affects day-to-day life. It is the movement of governments to deliver their services and programmes online and also to impart government information quickly. It further interacts with the citizens and this is done electronically. It is also a major method of enhancing citizen participation in shaping the policies and improving service delivery. It enhances the relationships between G2G, G2C, G2B, C2G and B2G using ICT. E-governance not merely provides information about various activities of a government but also involves citizens to participate in government decision-making process. During the last few years, many initiatives have been taken by different state governments in India for using IT as a tool in the functioning of government so as to provide better services to citizens.

Totally, e-governance is not just about government website, e-mail or about delivery over the internet. Instead of this e-governance will allow citizens to communicate with government, participate in the government’s policy-making and citizens to communicate with one another. It can be defined as administering public services through electronic systems like computer by using the modern ICT. In other words public administration by the electronic technology is e-governance. The governmental functioning and process has become more transparent and accessible because of the accountability of appropriate technology and its adoption. The citizens can save a considerable amount of money, time and energy as they have access to updated government information. It is an effective tool for tackling corruption and is a dependable provider of hassle-free services to the

people.

Methods

Simple random sampling method is adopted to select the participants.

The sample constituted 200 respondents belonging to various villages of Mysuru district. The sociological methods of interview, observation, discussion, a structured questionnaire are used to gather information. The statistical and analytical methods are used to analyze the collected data in the light of answer given by the respondents. The descriptive method has been used to describe the findings of the data.

E-Governance and Public Service Delivery

Table 1

Accessibility						
Sl. No	Statements	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	Better service at lesser cost	2	3	8	170	17
2	Faster processing	0	1	16	176	7
3	Spending less time to obtain information	1	2	7	182	8
4	Easy to access	2	3	6	181	8
5	Minimized distance of travel	0	3	9	182	6

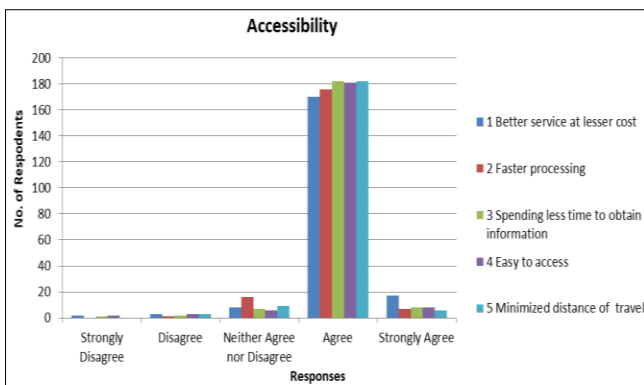


Fig 1

Discussion

To the question, ‘Do the e-governance provide better service at low cost’, on the whole, it is found that 174 respondents are agreed. By and large 176 agreed that technology makes communication speedier. To the question about time spent to obtain information 182 respondents agreed that e-governance simplified the procedures and restructured the administrative system. Regarding accessibility of services 181 respondents agreed that better delivery of government services to citizens. It is found 182 respondents agreed that e-governance brings public services to citizens on their schedule and their venue.

E-Governance and Public Service Delivery

Table 2

Transparency						
Sl.No	Statements	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	Accuracy of service delivery	1	2	5	191	1
2	Level of corruption reduced	4	21	69	104	2
3	Total payment made for availing the services reduced	1	7	20	165	7
4	Amount paid to agents to get service has reduced	3	8	61	125	3
5	Delivery procedures is simple& transparent	0	1	10	185	4

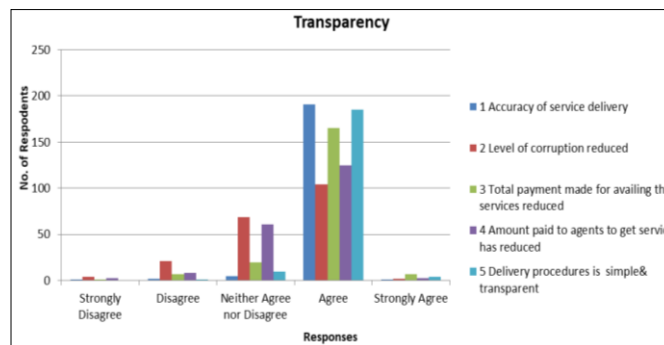


Fig 2

Discussion

From the above table it is clear those 191 respondents have

agreed that use of ICT makes the government more transparent. All the information of the government would be

made available on the internet. The citizens can see the information whenever they want.

E-Governance and Public Service Delivery

Table 3

Speedy, Effective and Efficient delivery						
Sl.No	Statements	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	Quickness in service delivery	0	5	15	174	6
2	Time and effort in availing services are reduced	0	5	20	170	5
3	Shorter wait, shorter queues	0	10	22	164	4
4	Functionaries are courteous and friendly	1	3	15	176	5
5	Complaint handling within time	2	10	42	146	0

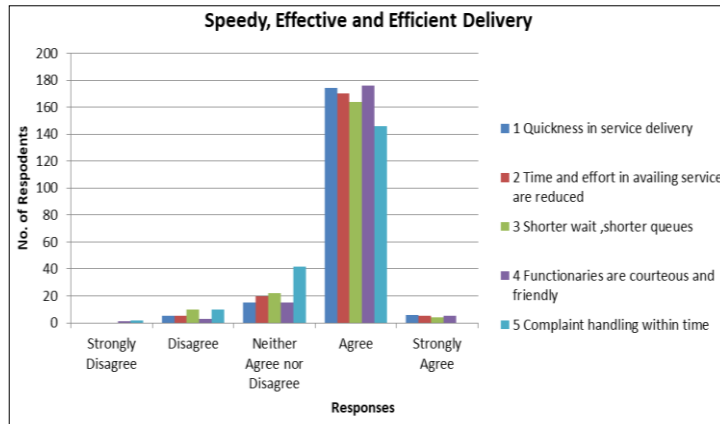


Fig 3

Discussion

On the whole 174 respondents agreed that the public service system has been greatly benefited by the ICT's. ICT facilitated better service delivery to citizens in terms of time

and quality, thus making good governance more effective and efficient.

E-Governance and Public Service Delivery

Table 4: E-Governance and Public Service Delivery

Convenience in terms of service delivery						
Sl. No	Statements	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	Promptness in service delivery	3	11	30	153	3
2	Easiness of delivery of service	0	7	28	160	5
3	Improvement in the reliability of provided services	0	2	11	180	7
4	Basic facilities are convenient	24	58	64	53	1
5	Procedures are favourable	0	8	34	156	2

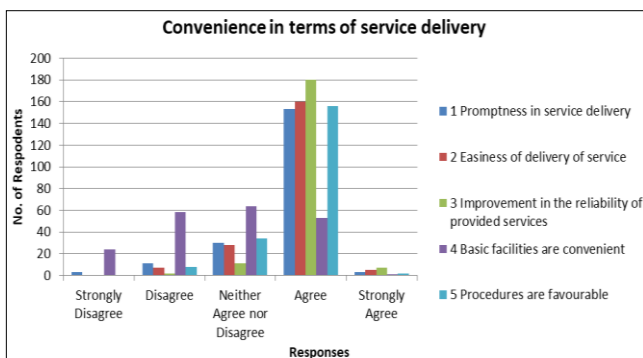


Fig 4

Discussion

Majority of the respondents (153) agreed that e-governance provided better access to information and quality of services for citizens. It led to the simplicity, efficiency and accountability in the government. The improvement of public service delivery is the most important aspect of e-governance.

Results

The result of the present study denotes that e-governance

opens up the door to a vast opportunity for transforming governance which includes issues like efficiency of service delivery, empowerment of citizens, increased transparency, and minimum procedural delays, reduces chances of corruption, control of government expenditure, increases efficiencies and effectiveness of service delivery.

Conclusion

Through e-governance, the government services are made available to the citizens in a convenient, efficient and transparent manner. E-governance has reduced the distance between the government and the common man by making the former eminently accessible to the latter. E-governance helps in simplifying the processes. Totally e-governance is about reform in governance, facilitated by the creative use of ICT. It provided better access to information and quality of services for citizens. It led to the simplicity, efficiency and accountability in the government. Rapid growth of communication technology and its adoption in e-governance would help in bringing government machinery to the doorstep of the citizens.

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