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A study on public usage of Tamilnadu E-governance agency with reference to Erode

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ABSTRACT

India is one of the fast growing economies in the world which is also improving in E-Governance, according to the United Nation's E-Index which denotes the status of E-Readiness and E-Governance services. India is having a rapid increase in E-transactions through the Digital India program. Tamil Nadu being one of the top 5 states in Economy wise has implemented a lot of E-Governance services. This paper stretches to analyze the E-transactions in the selected E-Governance services of the Tamil Nadu Government.

INTRODUCTION

E-governance is understood in different ways, from simply moving citizen services online to providing information to citizen via ICT. However, as a wider concept it relates to the technology – enabled environment which facilitates the transformation of the government functioning within, and with respect to the outside stakeholders, promoting economic development, increased transparency in government processes, enhanced and efficient service delivery and public administration for the benefit of the common man of the country.

STATEMENT OF THE PROBLEM

The advancements in technology are in rapid phase with the Information and Communication Technology (ICT) as a big driver of other sectors to be automated in a large context. In the recent years, ICT availability has dramatically increased and involved across every sector. ICT in Governance provides faster processing of services and more transparency. Hence the current status of ICT implication in Governance needs to be known to improve it to further advanced levels. The usage

of various E-Governance services can give the current status of ICT implication in Governance in the Tamil Nadu region [1-4].

OBJECTIVES OF THE STUDY

1. To identify the Demographic Profile of Respondents.
2. To identify the problems faced by the respondents while approaching e-governance agency.

SCOPE OF THE STUDY

1. The study will help develop a new technology in e-governance.
2. The study helps to understand e-governance policy for all the people in Erode.
3. The present study will create overall awareness about e-governance among the Erode region.

LIMITATIONS OF THE STUDY

1. Low literacy people especially in rural regions.

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2. People are not aware getting information and technology in e –governance agency.
3. Many Respondents are not giving respond to the Survey in their Busy Schedule.

REVIEW OF LITERATURE

1. According to Monga (2008), Nowadays the international trend is towards the online service delivery and greater citizen interaction, this interaction and service delivery can be achieved through the uses of new technologies. The E-Government paradigm means rendering of government services and information to public using the electronic media.
2. According to Holmes (2003), E-Governance is the outgrowth of the efforts made by the governments to improve the relations with their citizens and provide transparency.

RESEARCH METHODOLOGY

Research methodology is a way to systematically solving the research problem. It is a Science of studying how research is done scientifically. It is necessary for the research method or techniques but also the methodology.

Research design

A Master plan that specifies the method and procedures for collecting and analyzing needed information.

Sample design

Sampling is the process of selecting a sufficient number of elements from the population. A Sample Design is a definite plan for obtaining a sample from the sampling frame. It refers to the technique or the procedure the researcher would adopt in selecting some sampling units from which inferences about the population is drawn.

Non-probability sampling

Non-Probability sampling is a sampling technique where the samples are gathered in a process that does not give all the individuals in the population equal chances of being selected.

Convenience sampling

Convenience sampling (also known as Availability Sampling) is a specific type of non-probability sampling method that relies on data collection from population members who are conveniently available to participate in study.

Size of the sample

The Sample size is **100**.

DATA COLLECTION METHOD

Primary data

These are data which are collected for the first time directly by the Researcher for the Specific study undertaken by him. In this research primary data are collected directly from the Respondent by using Questionnaire Method.

Secondary data

These are data which are already collected and used by someone preciously. The data's are collected from journals, magazines and websites.

STATISTICAL TOOLS USED

To analyze and interpret collected data the following simple percentage and ranking were used.

Simple percentage analysis

To analyze and interpret collected data the following simple percentage and ranking were used.

Formula

$$\text{Percentage} = \frac{\text{Number of respondents}}{\text{Total number of respondents}} \times 100$$

Henry garrett ranking

Garrett's ranking technique to find out the most significant factor which influences the respondents; Garrett's ranking technique was used. As per this method, respondents have been asked to assign the rank for all factors and the outcomes of such ranking have been converted into score value with the help of the following formula: Percent Position = 100 (Rij - 0.5) / Nj Where Rij =

Rank given for the i th variable by j th respondents
 N_j = Number of variable ranked by j th respondents.

DATA ANALYSIS

The Respondents participated in the research are from diversified background with age group, gender, income, educational qualification, staying area and occupation.

Table no 1: Demographic profile of the respondents

Details of the respondents		No of the respondents	percentage
Age	Below 20 years	13	13
	Between 21 - 30 years	39	39
	Between 31 - 40 years	32	32
	Above 40 years	16	16
	Total	100	100
Gender	Male	72	72
	Female	28	28
	Total	100	100
Income	0-Rs.10000	38	38
	Rs. 10001 - Rs. 20000	45	45
	Above Rs.20000	17	17
	Total	100	100
Education qualification	School	27	27
	Diploma	37	37
	Graduate	25	25
	Post Graduate	11	11
	Total	100	100
Staying area	City	58	58
	Village	42	42
	Total	100	100
Occupation	Student	17	17
	Employee	63	63
	Businessmen	20	20
	Total	100	100

Interpretation

From this study it is evident that age group of the 39% of the respondents fall under the category of 21 – 30 years, 72% of the respondents fall under the gender group of Male, 45% of the respondents falls under the category of Rs.10001 –

Rs.20000,37% of the respondents education qualification is Diploma, the residential area 58% of the respondents are staying in city, the occupation of 63% of the respondents are Employee.

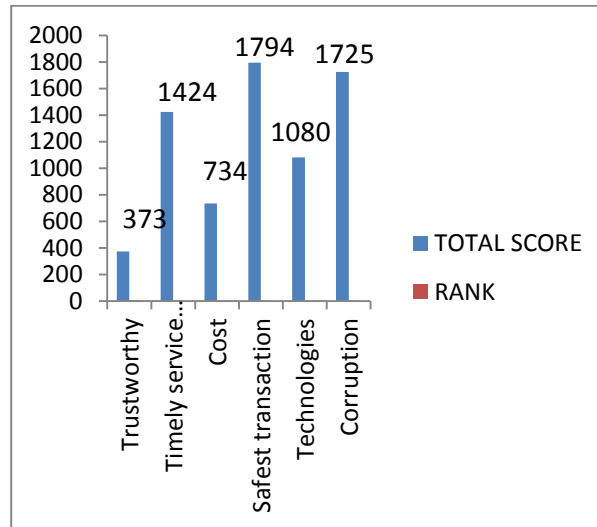
Table no 2: Rank the problem faced by the respondents while approaching e-governance agency.

S NO	PROBLM	MEAN SCORE	TOTAL SCORE	RANK
1	Trustworthy	373	373	6
2	Timely service delivery	356	1424	3
3	Cost	367	734	5
4	Safest transaction	299	1794	1
5	Technologies	360	1080	4
6	Corruption	345	1725	2

Interpretation

From the Study, it is evident that, approaching e-governance agency, Safest transaction is ranked as no.1 with the total score of 1794, Corruption is ranked as no.2 with the total score of 1725, Timely

service is ranked as no.3 with the total score of 1424, Technologies is ranked as no.4 with the total score of 1080, Cost is ranked as no.5 with the total score of 734, Trustworthy is ranked as no.6 with the total score of 373.

**Chart no: 1 The respondents while approaching e-governance agency.**

FINDINGS

- Approaching e-governance agency, safest transaction is ranked as no.1 with the total score of 1794.
- Corruption is ranked as no.2 with the total score of 1725.
- Timely service is ranked as no.3 with the total score of 1424.
- Technologies is ranked as no.4 with the total score of 1080.
- Age Group of the 40% of the respondents fall under the category of 21 – 30 years.
- 75% of the respondents fall under the gender group of Male.
- Average Monthly Income of 45% of respondents falls under the category of Rs.10001 – Rs.20000.
- 37% of the respondent's educational qualification is Diploma.
- 58% of the respondents are staying area in city side.
- 63% of the respondents Occupation are Employee.

SUGGESTIONS

- 1) Government initiates the e-governance information need to easily understand the people.
- 2) Create more awareness about the e-governance transaction.
- 3) Implement a new technology into rural area.
- 4) Transaction is need to fast and safety through online basis.

CONCLUSION

The success of E-Government lies in applying the principles in a coherent and holistic way by

numerous people across agencies, states consistently over a period. E-Governance is already playing a vital role in the global economy. The various agencies of United Nations Organization (UNO) and the World Bank are already providing a vast support for the E-Governance initiatives. E-Governance enhances the efficacy of citizen and Government interactions. In order to fulfill this need, the Government has to encourage e-participation of the citizens in all its services. This paper gave a current view of E-Transactions in some of the E-Governance services of Tamil Nadu Government.

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