

THE UGC XI<sup>TH</sup> PLAN  
MINOR RESEARCH PROJECT  
(SOCIAL SCIENCE-COMMERCE)  
ON

**SCOPE AND AWARENESS OF E GOVERNANCE  
INITIATIVES AMONG COMMON MAN-A  
STUDY IN THRISSUR DISTRICT KERALA**

**EXECUTIVE SUMMARY**

*By*

*Smt. RANJINI R VARMA*

**DEPARTMENT OF COMMERCE AND MANAGEMENT STUDIES**

**M P M M S N TRUSTS COLLEGE,  
SHORANUR**

**PALAKKAD, 679122, Kerala.**

## **Summary of the UGC minor project entitled**

### **Scope and Awareness of E Governance Initiatives among Common Man – A Study in Thrissur District, Kerala**

E governance and e government are increasingly being emphasized as ways for government to strengthen good governance. If implemented strategically e governance can not only improve efficiency, accountability and transparency of government process, but it can also be a tool to empower citizens by enabling them in decision making process of government. E governance otherwise known as Digital governance, online governance, and transformational governance is a diffused neologism used to refer the use of Information & communication technology to provide & improve government service, interaction & transaction with citizens, business and other arms of government. In Kerala E governance team is under the Information Systems Division set up in early 2000. Now the team is working under C-DIT regional centre at Kayamkulam. It gives thrust on providing technology inputs for local development and in pragmatic implementation of various e governance projects in Kerala.

#### **Operational Definition -Common Man**

The present study is focused on common man. Here common man includes public who are having no much e literacy, not highly educated, having income to meet their daily requirements. They are not much exposed to various facilities offered through computerisation.

#### **Objectives of the study**

- To ascertain how Information and communication technology is used by public machinery to serve citizens.
- How government is participating common man in initializing and implementing various projects.
- How far citizens are adapted to the replacement of traditional procedures by IT procedures.
- Suggest ways in which common man participation can be improved in e governance implementation.

#### **Methodology**

Various e governance initiatives implemented in Kerala are SPARK, FRIENDS, Akshaya, Sutharya Keralam, Sameeksha, E Krishi etc. The present study is to know the scope and awareness of e governance among common man. Among the various e governance initiatives the most popular service among common man is Akshaya. It is the most acceptable service among common man. So the study was concentrated among the service users of Akshaya.

There are 14 Districts in Kerala. The present study is being conducted in Thrissur District having a population of 3,111,327 in 3032 square kilometers. The district is having five taluks. Fifty citizens from each taluk will be selected randomly and data being collected using structured questionnaire considering the objectives of study,

which being printed in English and Malayalam. The project consists of five chapters. a) Introduction b) Various e governance projects of India & Kerala, c) Review of Literature d) Data analysis e) Findings, suggestions & conclusion. Detailed data analysis done using SPSS and other statistical tools.

### **Major Findings**

1. Study reveals that women are availing e governance services more by depending on service centres. They represent the family for availing e services.
2. People in the age group 40-60 are mainly using e service from service centres. Common man falling within the age group 20-60 is availing e services directly and not much depending for e services in service centres.
3. People who have passed SSLC or plus two and equivalency are depending more on e service centres and avail e services. Graduates and post graduates are directly availing e services.
4. People having Govt job, private job, business man all are using e services. But people having no job are availing e services through service centres.
5. High income group are not much depend on e service centres. But people having income below Rs.5000 are much depending on e services from service centres.
6. People living in Panchayath are depending more on e service centres compared to municipalities and corporation in thrissur district.
7. Media participation is found to be very high in giving publicity regarding e services. Mainly print media is giving major guidelines and initiatives of major e services. Role of local bodies and friends & relatives are also commendable.
8. People only visits e service sites or e service centres when need arise. They are not frequently observing major changes facilities offered by government.
9. Out of 250 respondents 235 respondents prefer computerisation. Only 15 prefer manual processing. It is a great support by common man for e governance initiatives.
10. People are highly awared about various e services.
11. They able to know about e services because they are being explained in mother tongue.
12. People participation is found to be high irrespective of their knowledge, job gender etc
13. People consider expect more involvement from government while implementing e services.
14. Media plays a major role in increasing awareness about e services among common man.
15. People feel that their participation in e services will surely increase democracy.
16. People are not attending seminars and presentations regarding e services.
17. People are not much getting immediate knowledge about changing rules and regulations.
18. House to house propaganda is essential for ensuring public participation.
19. In Panchayath common man is more compared to educated and employed people.
20. Government should ensure people participation by clearing out their fear and anxiety.
21. E services have increased e literacy among common man.

22. People accept that e services have reduced wastage of time and money to great extend.
23. Some people felt service providers are found to be more workaholic as their income is the fees they received from public.
24. Tracking system creates a feeling of security and transparency among public.
25. The most popular e governance initiative of Kerala among common man is Akshaya
26. 85% of respondents strongly accept computerisation, that reveals people are ready to adapt to e governance initiatives.

### **SUGGESTIONS**

1. Common man is much depending in service centres for availing e services. but Infrastructure of service centres is very poor. Government not gives proper care in improving infrastructure of service centres.
2. Government should provide a small amount of financial assistance at least for providing basic infrastructure.
3. Government can also ensure that the agencies that provide e services should take care of providing minimum facilities to public.
4. Many suggested that before introducing any e services it is to be propagated through local bodies, so common man understands in depth what the service is, what are its benefits, how it is to be implemented etc.
5. Proper awareness about e services will reduce the anxiety and distrust of common man.
6. People suggest that government ensures e services .But employees of some service centres are found to be not much responsible in their job. Govt should take steps to ensure that employees are sincere and responsible in their work.
7. Some people suggest that they feel procedures for availing e services very difficult. It is because they are not understanding how it works.
8. Doubts create discomforts for common man.
9. Old people find it very difficult to adapt to e services. If service providers be willing to visit such people and collect data it will be a great help them a lot.
10. People suggest that employees of service centres need to be trained well all the matters relating to e services. Many of them are having clerical knowledge only, which itself is insufficient for clearing the doubts of common man.
11. No service centres are giving any preference to old which is to be given much consideration.
12. Implementation of e services among uneducated people is a difficult task. Steps are to be taken for overcoming this.
13. Some suggested that certificate issue by local bodies through service centres is found to be very easy comparing to traditional formalities, more certificates is requested by them to be issued in this manner.
14. Some of the application forms are to be filled in English, this is to be considered that the same be issued in mother tongue too, so common man will feel it easier.
15. Some suggests that changes in rules and regulations in e services are not being properly communicated and people lose their opportunities.

16. Many centres lack sufficient equipments that create much waste of time for public.
17. No feedback system is provided, which is very much essential in analyzing the cost effectiveness of services provided by government.
18. A proper time schedule if provided for various areas of particular locality for availing services will help to reduce long queues and hanging of software.
19. Government should give special care in avoiding frequent complaints regarding servers
20. E services reduce time wastage, but technical problems are taking of this advantage.
21. Service providers require being more friendliness.
22. Service providers require more efficient.
23. People suggest that government should consider valuable suggestions.
24. House to house propaganda is essential for the success of e services.
25. Frequent training to employees is essential for success of e services.
26. It will be comfortable for public if service centres are near to local governing bodies.
27. Sufficient employees are to be ensured in e service centres.
28. For e services required data is to be submitted at various times, which create difficulties for common man, as they have to spend more number of days, which result in loss of their daily wages.
29. Though government is implementing e governance, it is observed that they are not able to properly communicate among common man.
30. Local bodies can select educated volunteers from common man and initiate them in educating e governance services among common man.

## **CONCLUSION**

In today's world the presence of technology in all aspects of life is inevitable. It has been accepted by people irrespective of their computer literacy. Many of the respondents who found to have matriculation or below seem to know the boon of e governance. They able to understand it as, very speedy, transparent and helpful. But the problem of conservatism and fear is influencing its implementation. To overcome this government has to give a proper guidance regarding its implementation to service providers, as common man enjoys the utility of e services only through these service centres. Government is spending much for e governance. It is the money of public. Government should ensure that it is being properly expended and fruitful for common man who represents major portion of our country's population. The success of any project is at the point of making it understandable to its users. Public is to great extend aware about these services. Only requirement by government is to overcome the difficulties of common man while availing these services. The suggestions quotes here are the voice of public. Hope government will succeed in it too.

