



## A study on the awareness and participation of the people in the e-governance

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### Abstract

In this research paper I have discussed first about what is e government, what are the challenges faced by the people through e governance and how the people take part in the e governance. I had also taken surveys in which people answered about the e government and their role on e-government. So this paper expresses the detailed views of the people on the e governance.

**Keywords:** digital divide, political technique, presidency, stakeholders, sensible governance

### Introduction

Technology has strong reforms in several areas and e-government is loosely recognized as basic to the modification, and as a modernization and improvement of presidency. The purpose of this paper is to gift however public participant in e-government is increased in Tamil Nadu with moral implementation of e-government. Body, political and ethic problems derived from e-government are as security, privacy and digital divide. E-government reflects a brand new face of presidency that's remodeling interactions between government and public round the globe. Individuals still long for a clear and responsible administration, and therefore the government of Tamil Nadu has nonetheless to totally give effective services. Sensible governance is important to achieving future socio-economic development. Governments and public organizations are being pressured by internal and external forces to reform the general public service. Putting the national perspective and citizens' wants at the core of public services is difficult once it's therefore onerous to outline citizens' expectation and want from government.

### Statement of the problem

Even though e-governance is a way to solve the social as well as economic problems exist in the developing countries like India, the India people are poor and infrastructure are not up to the mark. under such conditions it becomes very difficult to provide government services to the people.

### Objectives

- To know about people's awareness about e-governance and opinion about e-governance.

### Hypothesis

#### Null Hypothesis

There is no significant difference in the standard of people's life after the implementation of E-governance.

#### Alternative Hypothesis

There is significant difference in the standard of people's life after the implementation of E-governance.

### Research Methodology

#### Interview Schedule

This interview schedule is chosen for taking the survey

#### Sampling Method

The sampling method followed in this paper is stratified random sampling

#### Sample Size

The sample size for this paper is 20-30

#### Public Participation

E-governance allows humans to talk with government, take part within the governments' coverage-making and public to communicate each different and to participate in the political technique. In this feel, e-governance has greater implications than e-government. E-government can serve a variety of different ends along with higher transport of presidency services to humans, stepped forward interactions with commercial enterprise and enterprise, citizen empowerment via access to records, or more green government control. Public participation or e-participation is the usage of ICTs to expand and deepen political participation with the aid of allowing human beings to connect to one another and with their elected representatives. This definition includes all stakeholders in democratic selection-making methods and no longer simplest citizen related government initiatives. E-participation is vital for any e-governance initiative. In a government-to-patron context, diverse research have found man or woman characteristics that have an effect on attributes of e-authorities, including excellent of presidency website, get admission to e-government, dimension and evaluation of blessings, infrastructure, purpose to apply e-government. The consequences from these studies are tremendous and difficult that conceptual clarity is needed to discover fantastic view of e-government adoption.

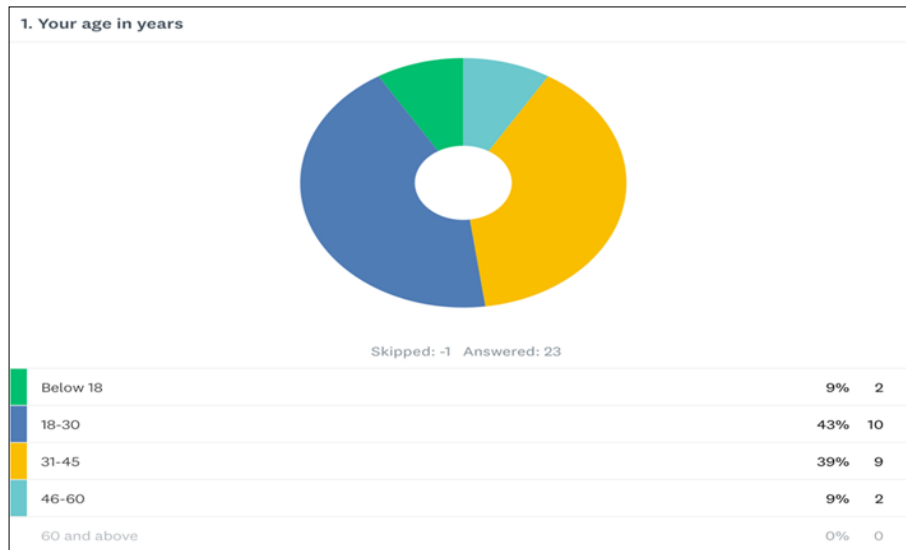
#### E-government challenges

E-governance must be carried out across one of a kind

authorities departments and corporations with a huge range of activities and with various levels of readiness. It'd require providing institutional and physical infrastructure for taking e-governance tasks across Indian cultural. Indian government is dealing with numerous challenges in introducing and imposing e-governance. Those include political problems, inadequate human sources, the lack of a criminal framework, little public focus about ICT and terrible ICT infrastructure throughout the country. The important hurdle is to offer a

citizen-centric answer by using imparting problem loose, smooth-to-use and without problems accessible offerings to the customers. The high-quality of e-governance distinctly relies upon at the overall performance of human resources. E-government should have very clear legal structure to work on. Governments need to make certain that a proper legal framework exists earlier than e-government tasks and techniques can absorb.

**Awareness and participation of the people in the e-governance.**

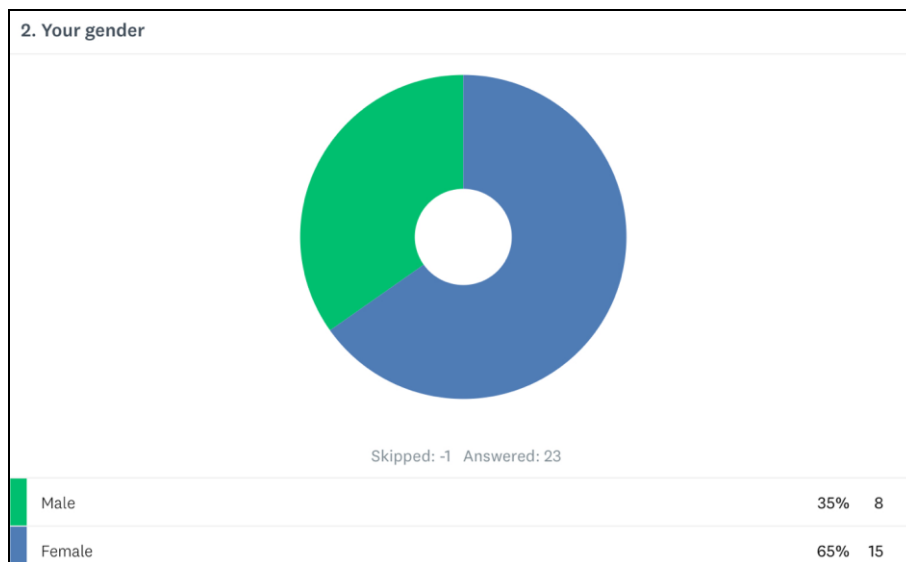


Source: Primary data

**Diagram 1**

From the above diagram the majority of the people answered are between the age 18-30 (43%), below 18 years is 9%,

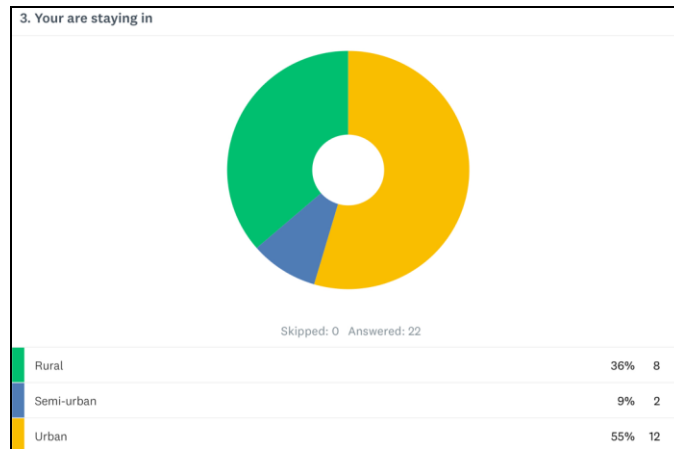
between 31-45 years is 39%, between 46-60 years is 9% and no one answered with the age 60 and above.



Source: Primary data

**Diagram 2**

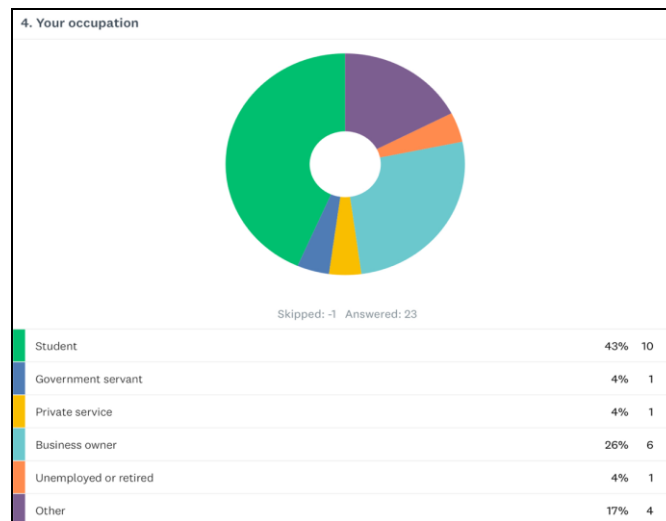
From the above diagram the male respondents are 35% and the female respondents are 65%.



Source: Primary data

Diagram 3

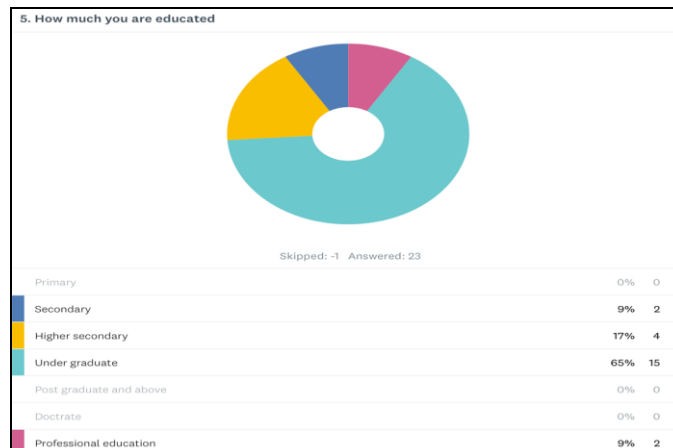
From the above diagram 36% of the respondents are living in rural areas, 9% of the respondents are living in semi-urban area and 55% of the people are staying in urban area.



Source: Primary data

Diagram 4

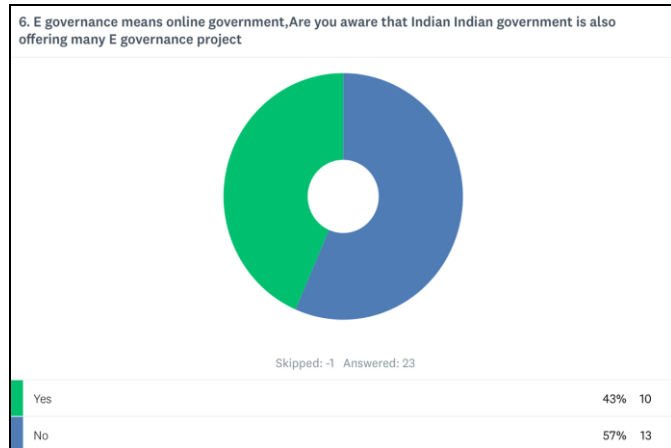
The above diagram shows that 43% of the respondents are students, 4% of the respondents are government servant, private service and unemployed or retired, 26% of the respondents are business owner and 17% of the respondents belongs to others.



Source: Primary data

Diagram 5

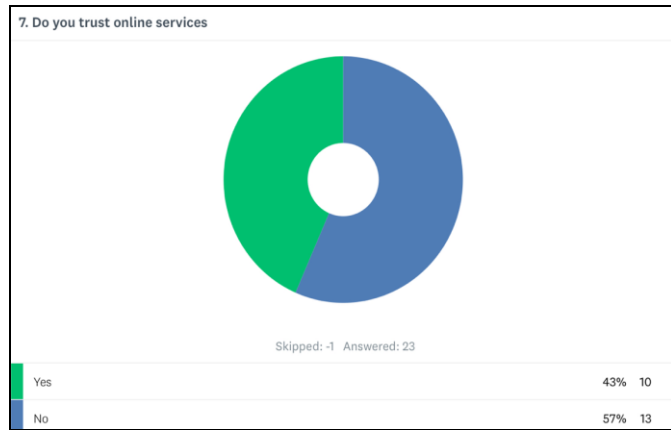
This diagram shows that 9% of the respondents are secondary educated, 17% are higher secondary educated, 65% are under graduated, and 9% are professional educated.



Source: Primary data

Diagram 6

The above diagram results that 43% of the people are aware of the E-government projects and 53% of the people are not aware of the E government projects.

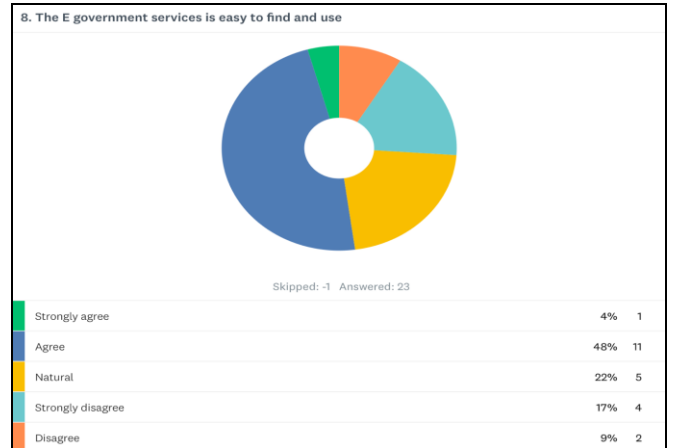


Source: Primary data

Diagram 7

Nearly 57% of the people doesn't trust the online services and

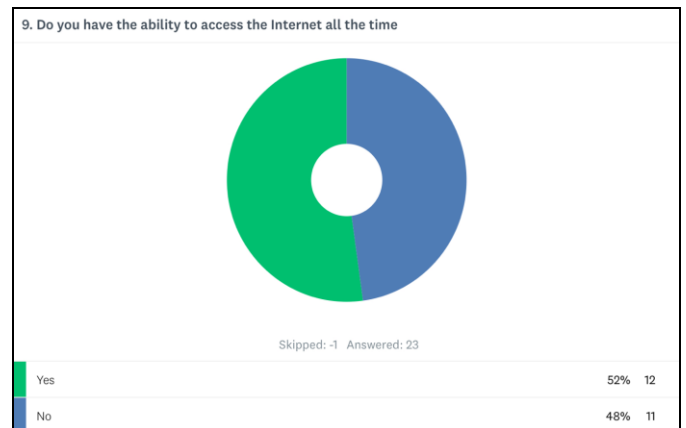
the other 43% of the people trust online services.



Source: Primary data

Diagram 8

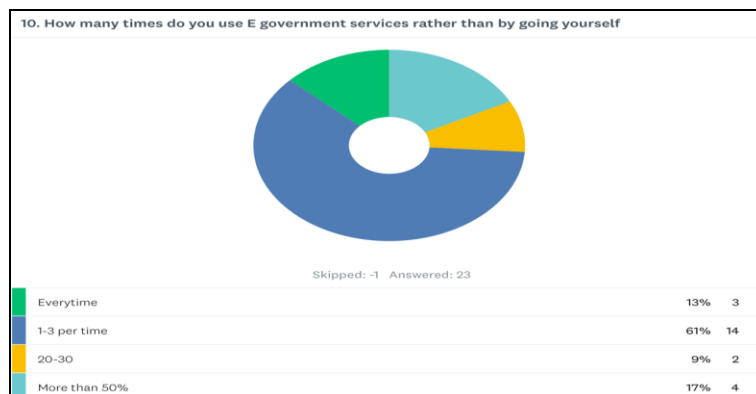
The above diagram shows that only 4% of the people strongly agree that they find easy to find and use E-government services, 48% agree, and 17% of the people strongly disagree.



Source: Primary data

Diagram 9

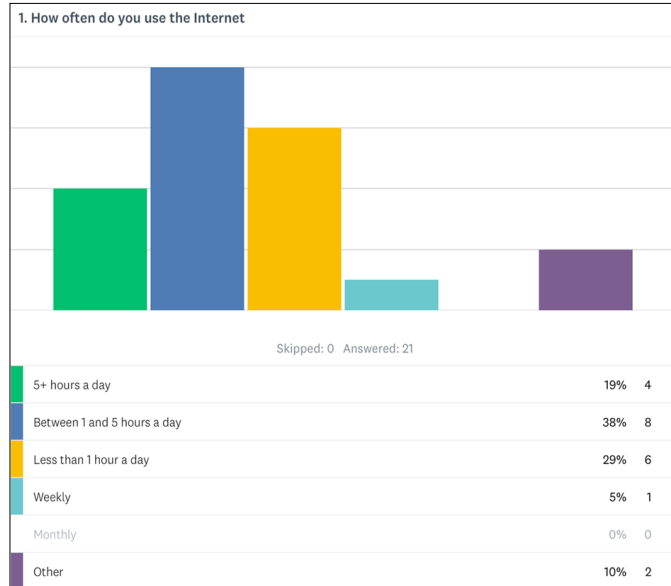
The above diagram shows that only 52% of the people have the ability to access the Internet at all time and 48% of the people do not have the ability to access the Internet at all time.



Source: Primary data

Diagram 10

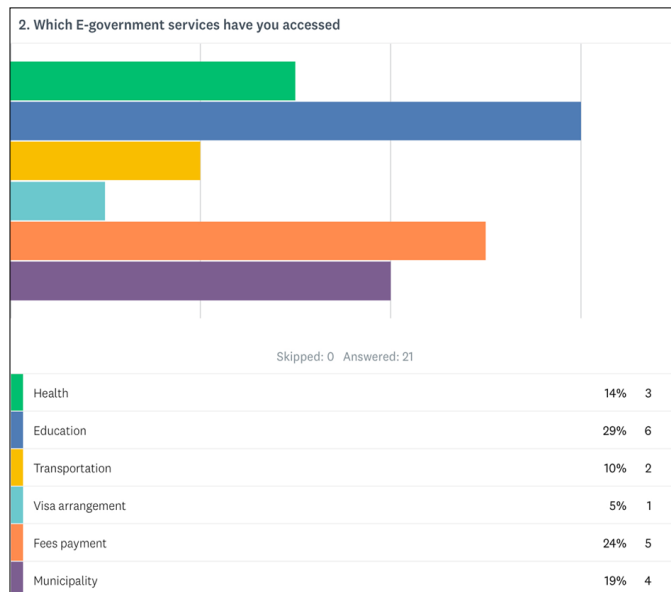
Majority of the people 61% use e-government services for 1-3 times rather by going themselves,13% of the people use every time, only 9% of the people use 20-30% and 17% of the people use more than 50%.



Source: Primary data

Diagram 11

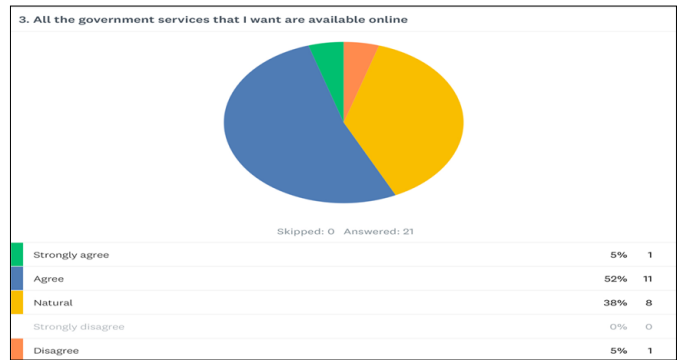
The above diagram shows that 19% of the people use 5+ hours a day,38% of the people use between 1 and 5 hours a day,29% of the people use less than 1 hour a day,5% of the people use Internet weekly.



Source: Primary data

Diagram 12

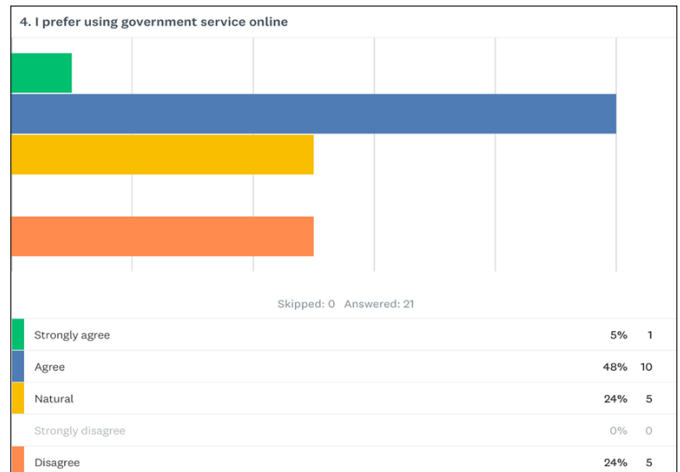
The below diagram shows that most of the people 29% have accessed the E-government services for education purpose, 14% for health purpose,10% for transportation purpose,5% for visa arrangement, 24% for fees payment and 19% for municipality purposes.



Source: Primary data

Diagram 13

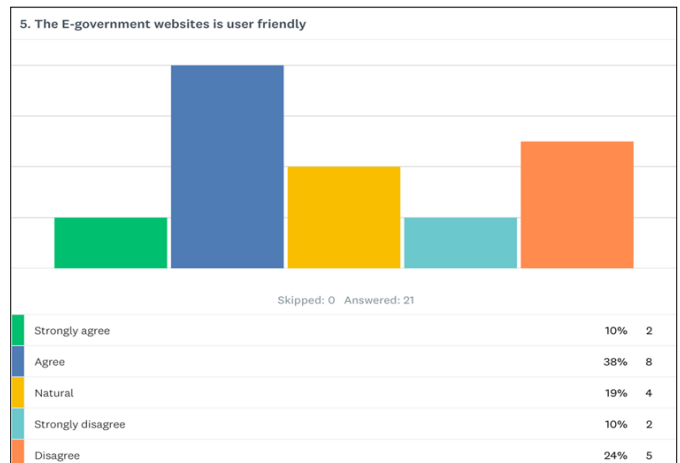
From the above diagram, equal percentage of people i.e., 5% of the people strongly agree and disagree that all the government services that they want are available online and 52% of the people agree with that.



Source: Primary data

Diagram 14

The majority of 48% of the people directly that they will always prefer online for government service and 24% of them tells that they will not prefer online for government services.

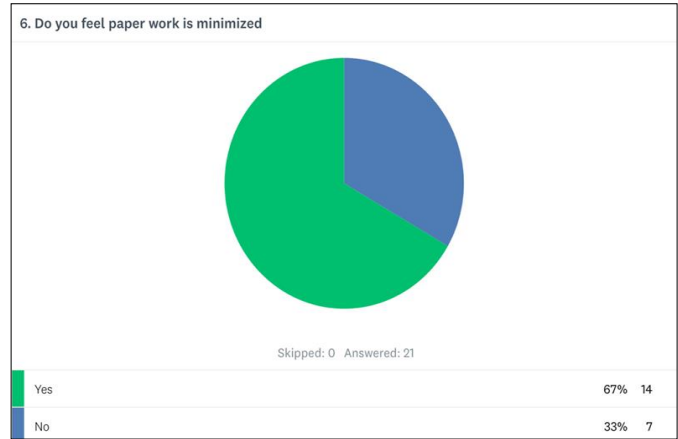


Source: Primary data

Diagram 15

The below diagram shows that 48% of the people agree that e government services are user friendly and 34% of the people disagree that. out of the agreeing people 10% of the people

strongly agree and 24 % of the people strongly disagree that the e government websites are user friendly.

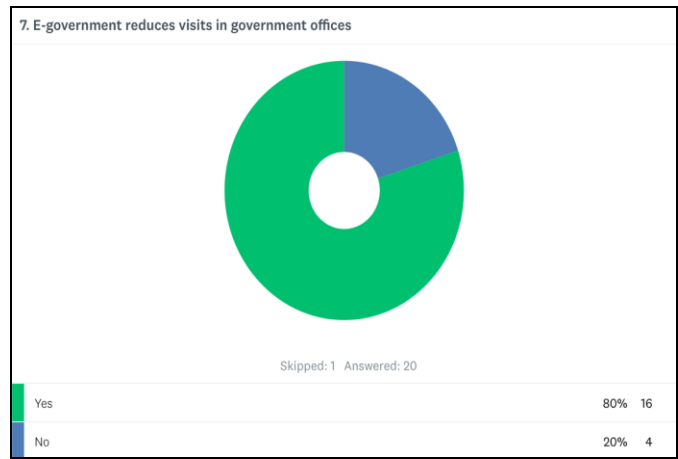


Source: Primary data

Diagram 16

The above diagram shows that 67% of the people feel that paper work is minimized and 33% of the people feel that

paper work is not minimized by e governance.

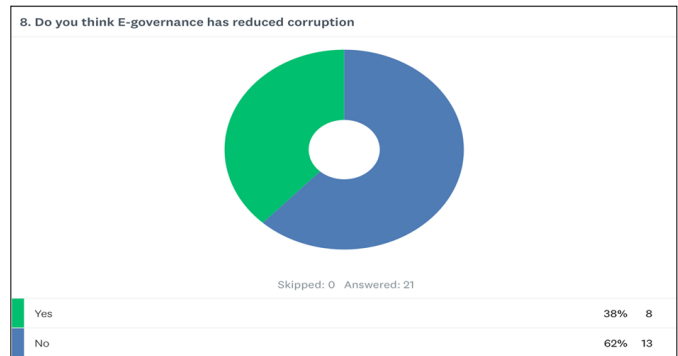


Source: Primary data

Diagram 17

The above diagram shows that nearly 80% of the people tells that e government reduces visits in government offices and

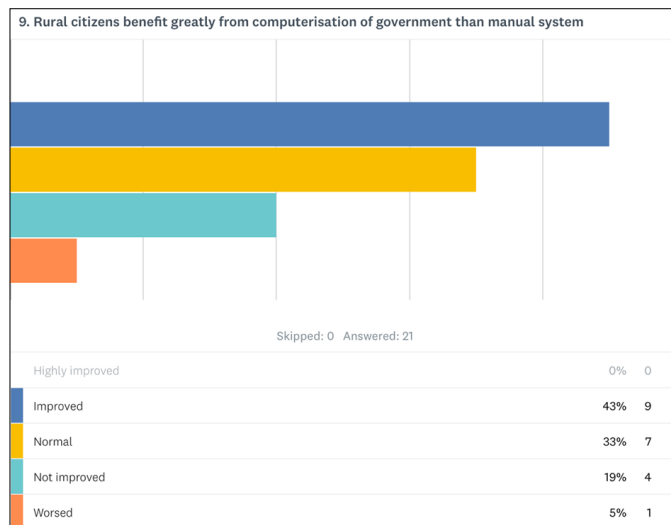
20% of the people opposes that.



Source: Primary data

Diagram 18

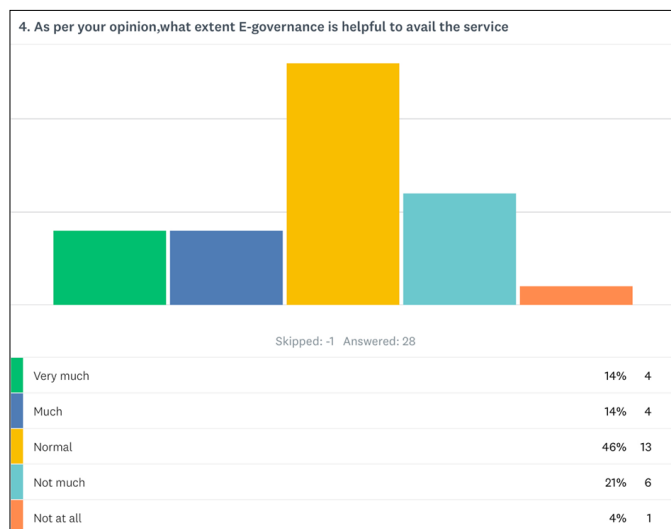
62% of the people tells that eve after the implementation of e governance the corruption has not reduced and 38% of the people tells that the corruption has reduced.



Source: Primary data

Diagram 19

This diagram tells that 43% of the people stands that rural citizens benefit greatly from computerisation of government than manual system and 24% of the people opposed that.



Source: Primary data

Diagram 20

The below tells that 14% of the people with very much, 14% with much, 46% with normal, 21% with not much and 4% for not all A's per their opinions to what extent does the e government is helpful to avail the service.

**Findings**

This survey highlights that most of the people are not aware of the E-governance. The people those who are educated are only aware of E governance but the people those who are illiterate find difficult people on E-governance. Majority of the people think that computerisation of government services benefits

only the rich and poor and they also enjoy the E governance. The people those who use E governance services 1-3 per times rather by going themselves are more than in number. Majority of the people uses the Internet between 1 and 5 hours a day. The people are using E governance for Educational purposes more when comparing to other plans. The majority of the people also feel that the paper work is minimized due to e governance. E-governance. Based on the employment opportunities half number of people thinks that it has reduced employment opportunities and the other half thinks that it has not affected any employment opportunities. The e governance services has reduced the visits of the people in government offices. They also suggest that the rural people can be benefitted from e governance if the government is taking necessary actions to make aware of the services and providing them with the necessary equipment's. This may also improve the rural people's knowledge on the Internet usage. Mostly everyone agree that the government services whatever they want are available online.

**Conclusions**

The moral implementation of e-government is a challenging difficulty in least advanced international locations along with India. India lacks ICT infrastructures, excessive speed and cost effective connectivity, literacy charge, awareness, commitment and financial machine. The fulfillment of e-governance depends on attitudes, knowledge and abilities specially in the public sector which might be required to initiate, enforce and maintain e-governance tasks. The Indian authorities has taken ICT as a strategic aspect as it's far an powerful means to relieve poverty. the primary venture to enforce e-governance in normal is to coordinate political will, financial resources and technical competency to transform policy into action. As a result, it enables to persuade the overall publics' perception of the trustworthiness and effectiveness in terms of service transport and recognition of good governance. The government organizations of India must talk over with those standards and rules while making plans or making adjustments to e-governance panorama. moral standards and regulations will need to be often reviewed to preserve them up to date with the modern day technology developments.

**Discussions**

E-Governance aims at uniting information, processes, people and technology for achieving good governance. Earlier, Information Technology alone was the key system that was used in India for e-governance. With time, e-Governance trends have changed. Today, Information and Communication Technologies (ICT) and Information Systems (IS) are the primary tools that drive e-Governance. These technologies increase transparency, efficiency and responsiveness to citizens of the nation. The ICT provides a platform for new digital connections and provides support to the governance by transferring and processing data. To be at par with the developed countries, India needs to implement information technology extensively to bring liability and clarity in the system and to make the operations more efficient. It is no more a matter of choice but an utter need in modernizing the nation. E-Governance is the implementation of information

technology for sharing government services between citizens, business persons, government, and employees. India has adopted E-governance as a tool for good governance. Today, e-governance is implemented by the government in almost every field from rural areas to urban states. Practical application of E-Governance helps in reducing the cost of operations for the government and increasing the ability of citizens and businesses to access public services in an effective and cost-efficient manner. Here is a quick glimpse of the major challenges and trends that prevail E-Governance in India.

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