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Success of e-Governance at Government Office at Semi-urban region in Vidarbha

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Abstract:

Indian government is continuously thriving to provide E-Governance platform to each and every department and segments coming under the purview of Indian Government. Under this gesture, majority of the department has started functioning on E-Governance Platform. Office of the Registrar and Assistant Registrar are two such offices where E-Governance platform has been implemented and are functional now. This research is an attempt to study the E-Governance platform at rural places such as Akola and Buldhana. The success of any new idea depends upon the satisfaction of the end users over that aspect. This research studies the impact on E-Governance on the end users regarding their satisfaction over services provided by the platform.

Keywords: Rural, Semi-urban, E-Governance, Registrar office, Government office, Service time etc

Introduction:

Electronic governance, also known as e-governance, is the use of information technology to deliver government services, exchange information, conduct communications, integrate a variety of stand-alone systems between the government and its citizens, businesses, other governments, and employees, as well as back office operations and interactions within the overall governance framework. The use and use of e-government are essential to any nation's progress in the modern world. Information and communication technology (ICT) has now made it possible for users to communicate more quickly, more affordably, precisely, and easily, as well as to access and use high-quality facilities, effective work processes, efficient storage, and data sharing.

The term "e-governance" or "electronic governance" refers to the use of ICT (Information and Communication Technology) to operate the government. So, e-Government is essentially a step in that direction.

Governance that is simple, moral, accountable, responsive, and transparent is referred to as SMART governance. E-governance can be defined as the use of information and communication technology (ICT) to improve the government's capacity to meet society's needs for services, information sharing, and transactional capabilities. It also refers to the incorporation of existing services and information portals between the government and its citizens, its business partners, and other governments.

One of the most important advantages of electronic governance over a manual system, from the perspective of the end user, is the citizen's accessibility to government services at any time and any place.

Other features include the availability of local and multilingual information contents, user-friendly navigation, regular information updates, and the most recent changes to government services and programs. In the realm of ICT, Maharashtra state has achieved considerable strides towards Digital India movement due to ICT.

For the operation of all Divisional level Joint Registrar offices, District level sub-registrar offices, and Taluka level Assistant Registrar offices within Maharashtra, a Separate Portal facility has been provided under e-mahasahakar. This research study focuses on the success of e-Government platform from the parlance of end users from semi-urban area. The satisfaction level of end users ultimately leads to success or failure of any idea.

The advancement of information and communications technology (ICT) has allowed citizens to more easily access e-Government services without having to physically visit any government offices and to engage with the government remotely. "e-Governance is about the use of ICT in systems of governance for a wider participation and a deeper involvement of citizens, institutions, civil society groups, and the private sector in the decision-making process of governance," according to the Electronic Service Delivery framework. E-Government does not have a single definition, and various organizations have attempted to define it in accordance with their own goals and needs. 'e-Government' is frequently used in place of 'e-Governance' at various locations.

"The use of ICT and its application by the government for the provision of information and public services to the people" is how the United Nations defines "e-Government." The definition of "e-Government" given by the Organization for Economic Co-operation and Development (OECD) is "The use of information and communication technologies, and particularly the internet, as a tool to achieve better government."

The use of information technologies by government organizations (such as Wide Area Networks, the Internet, and mobile computing) that have the potential to revolutionize interactions with citizens, enterprises, and other branches of government is referred to as "e-Government," according to the World Bank. The goal of e-Government is to improve the ties between the government

and its citizens (G2C), corporate companies (G2B), and inter-agency relationships (G2G).

Governmental organizations must use ICTs in e-Government for some or all of the following reasons:

1. Information sharing with customers, clients, or other government agencies
2. Quicker and more effective public service delivery
3. Boosting internal effectiveness
4. Increasing revenue while decreasing costs
5. Reorganizing administrative procedures and raising service standards

The study has been carried out in semi-urban or rural areas there has not been much studies carried in this sector and it needs to be explored. This underlines that fact that rural areas are more concerned regarding the success of any ICT tools. This is due to scarcity of resources and lack of awareness. Following section deals with the methodologies used to carry out the study.

Literature Review:

E-governance, also known as simple, moral, accountable, responsive, and transparent (SMART) governance is the application of information and communications technology to government activities (Heeks, 2001). This phrase was defined by several administrations to suit their own goals and ambitions. There is some controversy about whether it is appropriate to use the phrases "e-governance" or "e-government" interchangeably.

While e-government is defined as the use of information technology to support government operations, engage citizens, and provide government services (West and Wind, 1996), e-governance is the use of emerging information and communication technologies to facilitate the processes of government and public administration (Drucker, 2001).

Coleman (2006) defined e-government as the combination of electronic information-based services (e-administration) and the reinforcement of participatory aspects (e-democracy). In order to attain the goal of balanced e-government, E-government was described by Muir and Oppenheim (2002) as the online distribution of government information and services over the internet or other digital channels. E-government was defined by Kumar et al. (2007) as the provision of better services to citizens, businesses, and other elements of society by fundamentally altering how governments manage information.

According to (Kesson et al., 2008), e-government can help public administration cut costs, manage risks, use new technologies, and benefit the public as much as possible. Additionally, (Lee and Irani, 2008) defined e-government as the electronically controllable process for providing information and services to a variety of clients, including people, businesses, and the public sector. The enormous volume of dispersed information can be properly managed and integrated, as well as the key citizen contact with its services.

In 2003, Joan Buckley described e-government as a technological process with a unique capacity for offering citizens, business partners, and suppliers convenient access to services and government information. This process is also cost-effective for all users, including businesses, federal employees, and other stakeholders.

Methodology:

For any researcher to remain focussed, the research design must be known. Theoretically, there are two types of research designs: exploratory and conclusive. Exploratory research is a study design that is distinguished by its adaptable and developing approach to understanding marketing phenomena that are intrinsically difficult to quantify. Conclusive research, on the other hand, is a research design that is distinguished by the measurement of precisely defined marketing phenomena.

This research falls under the realms of Conclusive Research Design as it encompasses the description of the study as well as Analysis of the data. Conclusive research here is analytical study which involves analysis of data using statistical methods and establish cause and effect relationship. The conclusions are drawn based on the result of the statistical analysis.

The primary data was collected through survey with the help of questionnaire. This data was then edited wherever necessary for accuracy and tabulated for the purpose of analysis and drawing charts for graphical representation.

The secondary data are those, which have already been collected by someone else like various journals and publications of the company and that are used for quick compilation of the report.

The secondary sources of data are:

- Articles and information published in various Journals and Newspapers.
- Book, Research Papers
- Newspapers and Magazines
- Articles and Journals

Result:

This section entails the results of the research and hypothesis testing. The null hypothesis was there is no significant reduction in the service time post implementation of e-Governance platform. This was tested using ANOVA. As discussed in para Methodology the 282 respondents were divided into various categories or groups viz.. Co-Op Societies, Credit Societies, Lenders, Farmers and Others. Their responses were recorded through questionnaire. The Shapiro-Wilk test was performed to test the normality of the data. The output shown that the data was not normal. But since the sample size was large enough to approximate it to be normal, oneway ANOVA was run to test the hypothesis. It was seen that the f statistic came out to be 13.917. The p value was less than the significance level. ($p < 0.05$). Hence the null hypothesis was rejected and the alternate hypothesis was accepted. It was concluded that there is a significant reduction in service time after implementation of E-Governance

platform.

Games-Howell Post Hoc test was carried out to assess the difference between the groups. It was seen from the output of Games-Howell post-hoc test that there was a difference in the means of various groups. Co-operative societies had the difference with all the other groups. The p value was higher than significance level. Lenders group had difference with Farmers Group and Others Group and Co-Operative Societies Group. Farmer group had difference with Others group. This was where the groups differed and the null hypothesis for ANOVA was rejected.

Discussion:

The main aim of shifting to e-Governance is to facilitate the citizens of the country to make their life easier. The study was carried out in semi-urban areas of Vidarbha. The majority of the sample size consisted of co-operative societies and the farmers who reside in the nearby vicinity. It was difficult for them to travel to the office and check for the status of the work in the manual system. This was also taxing their pockets. The time and energy were also wasted.

The Government of India had undertaken the initiative of making India digital. The implementation of e-Governance is one of the parameters under it. As discussed, the e-Governance has enormous benefits over manual system of which reduction in service time and curbing corruption was major. In addition to this, reduction in the number of trips made to the office, overall adaptability of the system to new employees, performance of the employees were among the other benefits.

Majority of the employees have reported that their performance has improved quite well. The overall average for all the classes was above 3.5. This aspect was treated as perceived usefulness as per the definition of perceived usefulness.

Majority of the respondents have reported that they have improved on their skills. The employees were given a chance to improve and inculcate the skill of computer literacy. All the employees have taken the opportunity and majority of them have become techno-savvy. The overall average rating for this aspect is very high. It is 4.3 and above for various classes.

Majority of the end users responded that there has been a significant reduction in the number of trips they used to make to the office of the Registrar after implementation of e-Governance platform. Respondents reported that the average number of trips to the office before implementation of e-Governance platform was 7.75 to 9.91. The trips average is calculated. Hence, the number is in fractions. When rounded, it can be taken as 8 to 10 trips.

Post-implementation of e-Governance platform, the number of trips reduced to the average of 2.76 to 3.19. Which after rounding gives 2 to 4 trips. This is due to the fact that e-Governance has made it easy for the respondents to upload and download various formats and documents needed for their work.

Majority of the respondents have reported that there was a decrease in the service time post-

implementation of e-Governance platform.

Majority of the respondents have reported that the service time was more in manual systems as compared to e-Governance platform. This is due to the fact that keeping records and retrieving them is a tedious process and human brains have limitations whereas for computers it is very easy and just a few clicks task. This has reduced the service time considerably.

The average reduction in the service time as responded by the various categories of the respondents range from 40% to 50%.

Conclusion:

Plethora of studies were carried out around the globe on the topic of e-Governance. In India also many studies were carried. But the studies were related to different aspects and the geography was taken as urban population. The rural and semi-urban population remain unexplored in this regard. The study was undertaken to bridge this gap. Various indicators were taken to study the success of e-Governance platform in the rural and semi-urban area. One such indicator is reduction in the service time. The data was collected over this indicator and tested using statistical test and it was seen that there is significant reduction in the service time. This has benefitted mostly to the segment which travels to the office from nearby areas and villages to get their work done. Overall the Government of India initiative of making India Digital is gaining the momentum through the success of e-Governance platform in the rural area which are still lagging behind in many aspects like infrastructure and awareness.

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