Impact of E-Governance in the Work of Government Employees with Special Reference to Palakkad District

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ABSTRACT

Now a day the role of government departments in the development of society is highly understood. During earlier days, the trend of people was to approach the government offices directly to get services from offices. The employees also have to do all work manually There are lots of limitations to this system like missing or losing of papers, time consuming, lack of interest etc. all these lead to corruption, red tapeism and delay of work in government offices. A new approach of e governance has introduced in government offices. It is the application of information and communication technology for delivering government services, exchange of information and integration of various standalone systems. With the implementation of e governance, it is important to note it has effect on employees. Here the study mainly focuses on electronic means. Whether the employees are capable for operating these devices and whether these devices help them to perform their work efficiently is to be found out. The main objectives of the study were to analyse the impact of e governance in the workload of government employees. The research design used in this study is partly descriptive and partly analytical. Convenience sampling has been used to select the respondents from government offices. The attitude of employees towards their work and the transparency of services has also affected. So this study helps to find out the impact of e governance among employees in the post digitalization period. It provides guidelines to improve their performance in delivering government services.

1. Introduction

Now a day the role of government departments in the development of society is highly understood. During earlier days, the trend of people was to approach the government offices directly to get services from offices. The employees also have to do all work manually. There are lots of limitations to this system like missing or losing of papers, time consuming, lack of interest etc. all these lead to corruption, red tapeism and delay of work in government offices. Today it has been changed. The government offices are digitalized and transactions are conducted through electronic devices. A new approach of e governance has introduced in government offices. It is the application of information and communication technology for delivering government services, exchange of information and integration of various standalone systems. Through e governance, government services will be made available to the citizens in a convenient manner. The main aim of digitalization was to improve the work efficiency of the employee and provide services to the society in a convenient manner. Here the main focus is on electronic means. Whether the employees are capable for operating these devices and whether these devices help them to perform their work efficiently is to be found out. The study aims to know the impact of e governance on workload of government employees.

I. Research Problem

Most of the services are available to the public through the government offices such as panchayat, treasury, block offices, KSEB, village offices etc. General public approaches these offices for getting various services like certificates of birth, marriage, death, possession, income, and nativity and for various permits like building, business, construction etc. Before the implementation of e governance, for getting various services the people has to go to these government offices for number of times and there were lot of problems faced by the employees and applicants. But after the implementation of e governance, it affected the workload of government employees and work process of government offices. Also, the attitude of employees towards the work has changed and the work transparency has effected too. So the present study makes an attempt to study the impact of e governance among government employees.

II. Title of the Study

“Impact of e governance in the work of government employees with special reference to Palakkad district”

2. Objectives of the Study

- To study the impact of e governance in the workload of government employees
- To examine the work process of government employees after e governance
- To study the attitude of government employees towards e governance

3. Significance of Study

The basic idea of e governance is to digitize the government offices and departments to increase its efficiency much better. With the implementation of e governance everything has changed to a digital world. The workload of
government employees has changed and the work process has shifted to an electronic form. The attitude of employees towards their work and the transparency of services has also affected. So the study helps to know what the impact of e governance on government employees is. What are the changes that take place in the government offices, how it affected the workload of government employees and on the attitude of employees, whether the d governance increased or decreased the transparency of government services etc. and what are the reasons for such changes etc. So this study helps to find out the impact of e governance among employees in the post digitalization period. It provides guidelines to improve their performance in delivering government services.

I. Research Methodology

Research methodology deals with type of research design, sources of data tools of data collection and analysis.

A. Research Design

The research design used in this study is partly descriptive and partly analytical.

B. Sources of Data

The data are collected from both primary and secondary sources.

a. Secondary Data

Secondary data collected includes published and unpublished documents. Secondary data are collected from government publications, journals, newspaper, magazines, articles and web browsers.

b. Primary Data

Primary data are collected from government employees of panchayath, municipality, corporation and village offices of Palakkad district through questionnaire.

c. Sample Design

Sample design involves population, method of sampling and sample size.

d. Population

The populations selected for the survey include the government employees of Palakkad district

C. Sampling Method

Convenience sampling has been used to select the respondents from government offices. It is a non-probabilistic sampling technique.

D. Sample Size

Sample sizes of 120 government employees have been selected from the population in order to carry forward this survey.

II. Tool of Data Collection

Questionnaire is used to collect data from government employees.

III. Tools of Analysis

Tools and techniques of analysis and interpreting the results thereof are as follows;
- Percentage method
- Ranking method
- Weighted average method

4. Data Analysis and Interpretation

2.1 Table showing the impact of e governance in the work of government employees

<table>
<thead>
<tr>
<th>Opinion</th>
<th>No: of persons</th>
<th>Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>112</td>
<td>93</td>
</tr>
<tr>
<td>No</td>
<td>8</td>
<td>7</td>
</tr>
<tr>
<td>Total</td>
<td>120</td>
<td>100</td>
</tr>
</tbody>
</table>

(Source: Primary data)

2.2 Table showing how the e governance affected the workload of government employees

<table>
<thead>
<tr>
<th>Opinion</th>
<th>No: of persons</th>
<th>Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Highly increased</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Increased</td>
<td>40</td>
<td>36</td>
</tr>
<tr>
<td>No change</td>
<td>14</td>
<td>12</td>
</tr>
<tr>
<td>Decreased</td>
<td>52</td>
<td>46</td>
</tr>
<tr>
<td>Highly decreased</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Total</td>
<td>112</td>
<td>100</td>
</tr>
</tbody>
</table>

(Source: Primary data)

2.3 Table showing the mean score and rank of opinion regarding various benefits of e governance

<table>
<thead>
<tr>
<th>Variable</th>
<th>Weighted scores</th>
<th>Mean score</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reduction of time delay</td>
<td>HA^5 A^4 N^3 DA^2 HDA^1</td>
<td>3.67</td>
<td>3</td>
</tr>
<tr>
<td>Elimination of red tapism</td>
<td>30 160 162 24 0</td>
<td>3.35</td>
<td>4</td>
</tr>
<tr>
<td>Reduction of cost</td>
<td>0 120 102 96 0</td>
<td>2.83</td>
<td>5</td>
</tr>
<tr>
<td>Day to day paper transactions</td>
<td>140 248 24 14 0</td>
<td>3.80</td>
<td>2</td>
</tr>
<tr>
<td>Elimination of corruption</td>
<td>110 336 18 0 0</td>
<td>4.14</td>
<td>1</td>
</tr>
</tbody>
</table>

(Source: Primary data)
2.4 Table showing the mean score and rank of opinion regarding change in work process

<table>
<thead>
<tr>
<th>Variable</th>
<th>Weighted score</th>
<th>Mean score</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Linkage system with akshaya centers</td>
<td>140</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Internet facility was introduced</td>
<td>90</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Document filling and e filling</td>
<td>40</td>
<td>3.44</td>
<td>4</td>
</tr>
<tr>
<td>Replaced the telegrams and handwritten letters</td>
<td>100</td>
<td>3.84</td>
<td>1</td>
</tr>
<tr>
<td>Video conferencing with higher authorities</td>
<td>0</td>
<td>1.87</td>
<td>5</td>
</tr>
</tbody>
</table>

(Source: Primary data)

5. Major Findings

Major findings of the study are as follows:

- Out of the 120 samples collected under the study there are more male government employees.
- Highest proportion of the respondents belongs to the age group of 35 to 45 years.
- Highest proportion of respondents has an experience of below 10 years, and then the majorities have 10-15 years’ experience. This is because within the last 15 years there is an increasing demand for government job among job seekers.
- Among 120 samples of government employees, e governance has affected the work of majority of employees (93%) and the rest of employees (7%) include school teachers, KSEB line man, water authority field employees etc. These people are not affected by the implementation of e governance.
- Majority of the employees were affected by the e governance in their work, in addition to this e governance affected the workload of 98 persons. The rest of 14 persons include the clerk in DEO office, various extension officers in block panchayat and head clerk in panchayat office etc. This is because even after computerization they are doing the same level of work daily.
- The survey reflects that some of the government employees (38%) have an increase in their workload after the implementation of e governance and it decreased the workload of some sample government employees (50%). The employees who have increased the workload includes Panchayat secretary and accountant in panchayat offices and junior superintendent, accountant and treasurer officer in treasury office and junior superintendent in DEO office and sub engineer, overseer, assistant engineer in KSEB and manager and administrative assistant in SP office and village officer in village office are the employees whom have increased their workload by the e governance process.
- This study reveals that e governance has resulted in an increase of workload of every higher authority in each office and decreased the workload of middle and lower level employees.
- The main reason for increase in. Workload of employees is increase I number of applications and the second reason is that the time limit for the execution of applications.
- The study reveals that the main reason for decrease in workload is speed of transaction.
- It is a matter of fact that e governance resulted in the elimination of corruption in government offices.
- E governance does not reduce the paper transactions of some clerical employees in government offices.
- The study reveals that majority of the employees have the computer knowledge and the know how to use internet facility. It also reveals that most employees acquired the knowledge through the training facility provided by the government.
- The main change occurred in government an office after implementing e governance is that the replacement of telegrams and handwritten letters by email and printed documents.
- Most of the employees like to work in the present digitalized office and the main reason for this is that the day to day work can be completed very easily.
- Majority of the respondents are satisfied with the e governance implementation

6. Suggestions

- E governance resulted in the increase of workload of some government employees, it can be reduced through appointment of sufficient employees in those designations which are not yet filled.
- Workload can also be reduced through increasing the time limit fixed for the execution of applications and complaints. A new rule has to pass by the government regarding this.
- E governance has not resulted in elimination of red tapism and reduction of cost, so the government should make adequate measures to overcome the red tapism.
- The government should provide adequate training facilities to the employees. Proper training program me should be arranged in frequent time interval.
• There is a lack of adequate and quality infrastructures in many offices. So by providing computers, printers etc. the respective officials should make sure that the facilities provided are adequate and quality products.

• New provisions should be adopted by the government to make available various public documents and audited reports to general public. There are still some offices in which e governance is not yet completely introduced. So the government should take the necessary steps to implement e governance in all the government offices.

• Internet facility is a must for providing services, so high speed internet facility is to be provided to the offices.

7. Conclusion

The study has undertaken to study the impact of e governance in the work of government employees of Palakkad district. It aims at find out the effect of e governance among government employees. Providing various services to the general public is the main function of employees in government office. It is not just a simple transaction between the government employee and the general public. Getting various services is the right of every citizen. We always think about the benefit of e governance to the general public, but we never think about its impact on government employees. Therefore the main objective of this study is to find out the impact of e governance in the workload of government employees and their attitude towards e governance. The study concluded that e governance has made a wide range of impact on government employees. E governance has double impact on government employees that is it causes an increase in the workload of some employees and also resulted in decreasing the workload of some other employees. And the changes occurred in the work process are acceptable by the employees and transparency of services are achieved to a great extent. Government is providing infrastructure facility, still government has to improve the quality of infrastructure to have better efficiency in work.

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