

NEGP IN PANCHAYAT - AN OVERVIEW WITH REFERENCE TO TIRUPPUR DISTRICT

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Abstract

During the 1980s and early 1990s, initial attempts towards e-Governance were made with a focus on networking government departments and developing in-house government applications in the areas of defence, economic monitoring, planning and the deployment of IT to manage data-intensive functions related to elections, census, tax administration etc. These applications focused on automation of internal government functions rather than on improving service delivery to citizens. The Ministry of Panchayat Raj has formulated a project namely e-Panchayat Mission Mode Project (MMP), under the National e-Governance Plan (NeGP), for e-enablement of all the Panchayats which will make their functioning more efficient and transparent. Under the e-Panchayat Mission Mode Project (MMP), 11 Core Common Software applications are envisaged. These applications collectively constitute the Panchayat Enterprise Suite (PES). Four of these applications namely PRIASoft, PlanPlus, National Panchayat Portal and Local Governance Directory have been rolled out and are in public domain.

Keywords:

E-Governance, E-Panchayat, PES, MMP

1. INTRODUCTION

The National e-Governance Plan (NeGP) has been formulated by the Department of Information Technology (DIT) and Department of Administrative Reforms and Public Grievances (DAR&PG). The Union Government approved the National e-Governance Plan (NeGP), comprising of 27 Mission Mode Projects (MMPs) and 10 components on May 18, 2006. The NeGP aims at improving delivery of Government services to citizens and businesses with the following vision: "Make all Government services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency and reliability of such services at affordable costs to realise the basic needs of the common man".

Over the years, a large number of initiatives have been undertaken by various State Governments and Central Ministries to usher in an era of e-Government. Sustained efforts have been made at multiple levels to improve the delivery of public services and simplify the process of accessing them.

e-Governance in India has steadily evolved from computerization of Government Departments to initiatives that encapsulate the finer points of Governance, such as citizen centricity, service orientation and transparency. Lessons from previous e-Governance initiatives have played an important role in shaping the progressive e-Governance strategy of the country. Due cognizance has been taken of the notion that to speed up e-Governance implementation across the various arms of Government at National, State, and Local levels, a programme approach needs to be adopted, guided by common vision and

strategy. This approach has the potential of enabling huge savings in costs through sharing of core and support infrastructure, enabling interoperability through standards, and of presenting a seamless view of Government to citizens. The National e-Governance Plan (NeGP), takes a holistic view of e-Governance initiatives across the country, integrating them into a collective vision, a shared cause. Around this idea, a massive countrywide infrastructure reaching down to the remotest of villages is evolving, and large-scale digitization of records is taking place to enable easy, reliable access over the internet. The ultimate objective is to bring public services closer home to citizens, as articulated in the Vision Statement of NeGP.

The Government approved the National e-Governance Plan (NeGP), comprising of 27 Mission Mode Projects and 8 components, on May 18, 2006. In the year 2011, 4 projects - Health, Education, PDS and Posts were introduced to make the list of 27 MMPs to 31 Mission Mode Projects (MMPs). The Government has accorded approval to the vision, approach, strategy, key components, implementation methodology, and management structure for NeGP. However, the approval of NeGP does not constitute financial approval(s) for all the Mission Mode Projects (MMPs) and components under it. The existing or ongoing projects in the MMP category, being implemented by various Central Ministries, States, and State Departments would be suitably augmented and enhanced to align with the objectives of NeGP.

In order to promote e-Governance in a holistic manner, various policy initiatives and projects have been undertaken to develop core and support infrastructure. The major core infrastructure components are State Data Centres (SDCs), State Wide Area Networks (S.W.A.N), Common Services Centres (CSCs) and middleware gateways i.e. National e-Governance Service Delivery Gateway (NSDG), State e-Governance Service Delivery Gateway (SSDG), and Mobile e-Governance Service Delivery Gateway (MSDG). The important support components include Core policies and guidelines on Security, HR, Citizen Engagement, Social Media as well as Standards related to Metadata, Interoperability, Enterprise Architecture, Information Security etc. New initiatives include a framework for authentication, viz. e-Pramaan and G-I cloud, an initiative which will ensure benefits of cloud computing for e-Governance projects.

2. STATEMENT OF THE PROBLEM

Even though, the state of Tamil Nadu witnessed several setbacks in the evolutionary process of decentralised planning, it is one of the prominent states in India that has evolved a methodology of decentralised planning and sought to implement it after the enactment of the Tamil Nadu Panchayats Act 1994 and

Tamil Nadu District Municipalities Act 1920. Most of the first generation problems have been sorted out to a great extent in Tamil Nadu. First generation problems include difficulty in convincing the political and administrative elites of the need for genuine decentralization; actual transfer of resources to local governments, even if there is agreement on formal forms of decentralization, and elite capture – by which the local elite takes over the control of local governments, and decentralized allocation of resources. Now the vexing issue is to resolve the second generation problems of improving efficiency and effectiveness, designing of incentives for stakeholders to align their interests with those of society as a whole and ultimately of creating institutions that lead to sustainable welfare of local people, that the State currently encounters. The ultimate objectives of good governance can be fulfilled only if the local people are taken into confidence in governance process.

3. OBJECTIVE OF THE STUDY

The main objective of the study is to find out the association between knowledge about NeGP and personal factors in the e-governance measures taken up at Village Panchayat, Town Panchayat and Municipality level.

4. RESEARCH METHODOLOGY

The study mainly based on the basis of the primary data collected with the help of questionnaire. There are 265 Village Panchayat, 16 Town Panchayat and 5 Municipalities in Tiruppur District. Data were collected from 265 respondents from Panchayat Raj, 32 respondents from Town Panchayat and 30 respondents from Municipality. Period of the study covered from June 2013 to July 2017.

Table.1. Association between Knowledge about NeGP and Personal factors

Variable	Groups	Awareness about e-governance activities										Total		Calculated value	Table value	Df	Sig
		Very High		High		Moderate		Low		Very Low		No.	%				
		No.	%	No.	%	No.	%	No.	%	No.	%						
Age	Bellow 20 yrs	-	-	3	9.1	14	42.4	10	30.3	6	18.2	33	100.0	42.241	26.217	12	**
	21-30 yrs	7	10.6	11	16.7	23	34.8	16	24.2	9	13.6	66	100.0				
	31-40 yrs	11	10.9	29	28.7	38	37.6	13	12.9	10	9.9	101	100.0				
	> 40 yrs	33	27.5	30	25.0	34	28.3	20	16.7	3	2.5	120	100.0				
Gender	Male	41	16.3	46	18.3	98	39.0	49	19.5	17	6.8	251	100.0	24.806	13.277	4	**
	Female	10	14.5	27	39.1	11	15.9	10	14.5	11	15.9	69	100.0				
Designation	Executive officer	2	12.5	6	37.5	7	43.8	1	6.3	-	-	16	100.0	28.671	26.296	16	*
	Clerk	-	-	2	28.6	5	71.4	-	-	-	-	7	100.0				
	Secretary	43	16.5	51	19.6	82	31.5	57	21.9	27	10.4	260	100.0				
	Computer Operator	4	16.7	7	29.2	11	45.8	1	4.2	1	4.2	24	100.0				
	Others	2	15.4	7	53.8	4	30.8	-	-	-	-	13	100.0				
Education	10 th	-	-	-	-	26	52.0	16	32.0	8	16.0	50	100.0	111.538	26.217	12	**
	HSC	-	-	3	5.2	27	46.6	16	27.6	12	20.7	58	100.0				
	Degree/ Diploma	25	17.9	51	36.4	41	29.3	15	10.7	8	5.7	140	100.0				
	PG/ Professional	26	36.1	19	26.4	15	20.8	12	16.7	-	-	72	100.0				
Experience	< 5 yrs	1	1.7	4	6.8	23	39.0	19	32.2	12	20.3	59	100.0	83.067	26.217	12	**
	6-10 yrs	11	14.9	29	39.2	28	37.8	4	5.4	2	2.7	74	100.0				
	11-20 yrs	26	18.7	19	13.7	45	32.4	35	25.2	14	10.1	139	100.0				
	> 20 yrs	13	27.1	21	43.8	13	27.1	1	2.1			48	100.0				
Type of local authority	Village Panchayat	42	16.2	51	19.6	86	33.1	54	20.8	27	10.4	260	100.0	15.581	15.507	8	*
	Town Panchayat	5	15.6	11	34.4	13	40.6	2	6.3	1	3.1	32	100.0				
	Municipality	4	14.3	11	39.3	10	35.7	3	10.7	-	-	28	100.0				
Total		51	15.9	73	22.8	109	34.1	59	18.4	28	8.8	320	100.0				

NS-Not Significance, * -Significance at 5% level, ** -Significance at 1% level.

5. ASSOCIATION BETWEEN KNOWLEDGE ABOUT NEGP AND PERSONAL FACTORS

The distribution of respondent’s knowledge about NeGP (National e-Governance Plan) associated with several personal factors namely age, gender, designation, education and experience. The Table.1 gives the distribution of respondents among personal factors.

It is seen from the Table.1 that, age wise, below 20 years, 42.4% were moderate knowledge about NeGP, 9.1% were very high awareness about e-governance activities. Among 21 to 30 years 34.8% were moderate knowledge about NeGP, 10.6% were very high knowledge about NeGP. Among 31 to 40 years 37.6% and 10.9% were moderate and very high knowledge about NeGP respectively. Among more than 40 years, 28.3% and 2.5% were moderate and very high knowledge about NeGP respectively.

It is seen from the above Table.1 that, gender wise, male, 39% were moderate knowledge about NeGP, 6.8% were very low knowledge about NeGP. Among female respondents 39.1% were high knowledge about NeGP. 14.5% were very high and low knowledge about NeGP.

It has been evidenced from the above Table.1 that, designation wise, Executive officers, 37.5% were high knowledge about NeGP, 6.3% were low knowledge about NeGP. Among clerks 71.4% were moderate awareness about e-governance activities and 28.6% were high knowledge about NeGP. Among Secretaries 31.5% were moderate knowledge about NeGP. 10.4% were very low knowledge about NeGP. Among computer operators 45.8%, 4.2% were moderate and very low knowledge about NeGP respectively. Others stated that 53.8%, 15.4% were high and very high knowledge about NeGP respectively.

Education wise, the respondents who completed SSLC, 52%, 16% were moderate and very low knowledge about NeGP respectively. Among Higher secondary 46.6% and 5.2% were moderate and high knowledge about NeGP respectively. Among Degree or Diploma 36.4% and 5.7% were high and very low knowledge about NeGP respectively. Among Post graduate or Professional 36.1% and 16.7% were very high and low knowledge about NeGP respectively.

Experience wise, below 5 years, 39% were moderate knowledge about NeGP and 1.7% were high knowledge about NeGP. Among 6 to 10 years 39.2% and 2.7% were high and very low knowledge about NeGP respectively. Among 11 to 20 years 32.4% and 10.1% were moderate and very low knowledge about NeGP respectively. Among more than 20 years 43.8%, 2.1% were high and low knowledge about NeGP respectively.

The Table.1 reveals that, type of local authority wise, Village Panchayats, 33.1%, 10.4% were moderate and very low knowledge about NeGP respectively. Among Town Panchayats 40.6% and 3.1% were moderate and very low knowledge about NeGP respectively. Among Municipalities 39.3%, 10.7% were high and low knowledge about NeGP respectively.

5.1 CHI-SQUARE TEST

In order to find whether the selected personal factors are significantly associated with knowledge about NeGP, the following hypothesis were framed and tested.

- *Hypothesis 1:* There is no significant association between age and knowledge about NeGP.

Chi- Square test was applied to test the above hypothesis. The calculated value of Chi-Square is 42.241 which is greater than the table value of 26.217 at 1% level of significance. This shows that age is significantly associated with knowledge about NeGP. Hence the hypothesis is rejected.

- *Hypothesis 2:* There is no significant association between gender and knowledge about NeGP.

Chi- Square test was applied to test the above hypothesis. The calculated value of Chi – Square is 24.806 which is greater than the table value of 13.277 at 1% level of significance. This shows that gender is significantly associated with knowledge about NeGP. Hence the hypothesis is rejected.

- *Hypothesis 3:* There is no significant association between designation and knowledge about NeGP.

Chi- Square test was applied to test the above hypothesis. The calculated value of Chi – Square is 28.671 which is greater than the table value of 26.296 at 5% level of significance. This shows that designation is significantly associated with knowledge about NeGP. Hence the hypothesis is rejected.

- *Hypothesis 4:* There is no significant association between education and knowledge about NeGP

Chi- Square test was applied to test the above hypothesis. The calculated value of Chi – Square is 111.538 which is greater than the table value of 26.217 at 1% level of significance. This shows that education is significantly associated with knowledge about NeGP. Hence the hypothesis is rejected.

- *Hypothesis 5:* There is no significant association between experience and knowledge about NeGP

Chi- Square test was applied to test the above hypothesis. The calculated value of Chi – Square is 83.067 which is greater than the table value of 26.217 at 1% level of significance. This shows that experience is significantly associated with knowledge about NeGP.

- *Hypothesis 6:* There is no significant association between type of local authority and knowledge about NeGP

Chi- Square test was applied to test the above hypothesis. The calculated value of Chi – Square is 15.581 which is greater than the table value of 15.507 at 5% level of significance. This shows that the type of local authority is significantly associated with knowledge about NeGP. Hence the hypothesis is rejected.

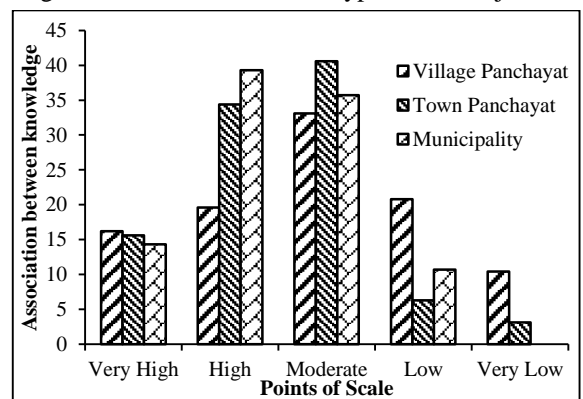


Fig.1. Association between knowledge about NeGP and Type of Local Authority

6. LIMITATIONS OF THE STUDY

The study has been confined only to Tiruppur District. The study is examined from the perspective of employees working in local authority and not conducted from the perspective of citizens due to time constraint. Data collection covered only the respondents who engaged in the operations of e-Governance such as computer operators, IT officer, Secretary and others.

7. CONCLUSIONS

An effective e-Governance at Panchayat Raj leads to the development of rural area because Villages are the backbone of India. The survey found that the progress of e-Governance at Panchayat Raj is slow because of inadequate training to employees, lack of computer knowledge among employees, limited network and server related issue. Government should arrange more training programme regarding e-Governance programme. e-Governance requires an attitudinal readiness prior to the implementation and the success of e-Governance programme largely depends on a variety of non-technical factors in the society.

The World Bank said NeGP has identified 27 priority projects to be transformed using e-services, each one to be owned and spearheaded by a relevant ministry or agency of the national and/or state government.

The programme is also expected to have significant social benefits for the poor, particularly in relation to services like social welfare schemes, pensions, certificates, dues and recovery, food and essential items, rural health, compensation and relief packages, grievance services, and for the use of the Right to Information. Citizens will no longer have to go to multiple departments, but will have the option of accessing e-services either through the internet on the government's common website, or through a 'single window' Common Service Centres (CSC), set up to assist villages or remote areas. The Government of India's aim of providing web-enabled anytime, anywhere access to information and e-services can have significant social and economic benefits. Reducing the financial and opportunity costs of obtaining specific services through enabling policy measures can go a long way in transforming service delivery in the country.

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