

# People's Attitude towards Problems and Prospects of E-Governance in Tirunelveli District

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## ABSTRACT

*E-governance is the information and communication technology oriented services provided by the government to every citizen. There are lot of services provided to the people. Through e-governance services like government to customer, government to business, government to government interactions are possible easily. E-governance is more convenient to the government and people. It provides lot of services like Municipal services, certificate services, licensing, vehicle registration, health care, insurance, passport services etc., E-governance contains lot of prospects like Quick access, Convenient, More Efficient, Minimum hardcopy usage, Simplification, Transparency, Accountability, Reduce corruption, Minimize government bureaucracy, Proper Interaction, etc., There are some problems are also faced by the people in e-governance are technical risk, infrastructure issues, language problems, literacy problem, security risk, electricity problem etc., This study analyses people's opinion about the problems and prospects of e-governance. It also evaluates people's satisfaction level about e-governance. There are 120 respondents were taken for the purpose of this study in Tirunelveli District. There are various statistical tools like mean, standard deviation, variance, chi-square and factor analysis used for analytical purpose of this study.*

**Key words:** Digital, e-governance, opinion, problems, prospects.

## I. INTRODUCTION

E-governance is a mediator between the government and people. The information can be send and receive through internet to the government. All government oriented transactions are possible easily in their place in e-governance. E-governance can be defined that the use of information and communication technologies provided by the government to people. E-governance provides lot of services like certificates registration, health care services, tax services, licenses, etc., E-governance has lot of benefits and problems also. Government schemes are announced and implemented straightly to the people in e-governance. This study clearly scrutinizes what the people think about the problems and prospects of e-governance.

### 1.2 Objectives

- To examine the socio economic status of peoples in Tirunelveli District
- To analyze the people's opinion about prospects of e-governance

- To evaluate the people's opinion about problems of e-governance
- To examine the people's satisfaction level about e-governance
- To compare the overall opinion of people and socio economic factor about e-governance

### 1.3 Hypothesis

Ho: There is no significant relationship between number of family members, occupation, educational qualification, gender, age group, marital status, nature of family and overall opinion about e-governance.

### 1.4 Research Methodology

- **Sources of data:** Primary and Secondary Data are used for this study. Primary Data was collected from the people and Secondary Data was collected from various journals, books and websites.
- **Sample Technique:** Convenience sampling method is used for selection of respondents.
- **Sample size:** 120 respondents were taken for this study.
- **Statistical Tools used:** Percentage, Mean, Standard deviation, Variance, Chi-Square and Factor analysis.

## II. E-GOVERNANCE SERVICES

The government aims to improve processes and delivery of services through e-Governance with UIDAI, payment gateway, EDI and mobile platforms. School certificates, voter ID cards will be provided online. Municipal services, certificate services, licensing, vehicle registration, health care, insurance, passport services are provided in e-governance to the people.

## III. ANALYSIS AND INTERPRETATION OF DATA

**Table 3.1**  
**Socio-Economic factors of respondents**

Demographical Factors	Options	No. of Respondents	Percentage
Gender	Male	68	56.67
	Female	52	43.33
	<b>Total</b>	<b>120</b>	<b>100</b>
Age group	Below 30 years	57	47.5
	31-40 years	29	24.2
	41-50 years	25	20.8
	above 50 years	9	7.5
	<b>Total</b>	<b>120</b>	<b>100</b>
Educational Qualification	Upto SSLC	17	14.2
	HSC	28	23.3
	Degree	51	42.5
	Professional	8	6.7
	Diploma	16	13.3
	<b>Total</b>	<b>120</b>	<b>100</b>
Occupation	Student	22	18.3
	Business	37	30.8
	Private employees	23	19.2
	Government employees	5	4.2

	Job Seekers	33	27.5
	<b>Total</b>	<b>120</b>	<b>100</b>
Marital status	Single	61	50.8
	Married	59	49.2
	<b>Total</b>	<b>120</b>	<b>100</b>
Type of Family	Joint	47	39.2
	Nuclear	73	60.8
	<b>Total</b>	<b>120</b>	<b>100</b>
No. of family members	Upto 3 members	51	42.5
	4-6 members	53	44.2
	Above 6 members	16	13.3
	<b>Total</b>	<b>120</b>	<b>100</b>

Source: Primary Data

This table shows that the socio economic status details of the respondents. The maximum number of respondents are female (56.67%), below 30 years age group (47.5%), degree holders (42.5%), business people (30.8%), single (50.8%), nuclear family (60.8%) and have 4-6 family members (44.2%) in this study.

**Table 3.2**  
**People's Opinion about Problems of e-governance**

S.No	Problems	HA	A	N	DA	HDA	Mean	$\sigma$	Variance
1.	Language problem	40	80	0	0	0	4.33	.473	.224
2.	Privacy issue	30	11	43	27	9	3.22	1.181	1.395
3.	Infrastructure issue	27	17	37	34	5	3.23	1.115	1.244
4.	Literacy problem	14	22	47	30	7	3.05	2.868	8.227
5.	Electricity problem	25	19	42	27	7	3.23	1.152	1.327
6.	Misconception	37	28	34	11	10	3.59	1.247	1.555
7.	Localization	27	37	35	15	6	3.53	1.122	1.259
8.	Lack of integrated service	29	33	43	8	7	3.58	1.105	1.221
9.	Lack of key person	25	33	31	20	11	3.34	1.240	1.538
10	Budget problem	30	40	34	6	10	3.62	1.161	1.348
11	Personal identities	26	46	22	19	7	3.54	1.166	1.360
12	Security threats	26	30	37	18	9	3.38	1.197	1.432
13	Legal issues	20	43	30	16	11	3.38	1.182	1.396
14	Technical risks	24	33	38	20	5	3.43	1.113	1.238

Source: Primary Data

HA-Highly Agree; A-Agree; N-Neutral; DA-Disagree; HDA-Highly Disagree;  $\sigma$ -Standard Deviation

This table expresses that the analysis about the problems facing by peoples from e-governance. Language problem got the highest mean score is 4.33, Literacy problem got the highest standard deviation value is 2.868 and the highest variance value 8.227. Literacy problem got the lowest mean score is 3.05.

**Table 3.3**  
**Analysis of Prospects of e-governance**

S.No	Prospects	HA	A	N	DA	HDA	Mean	$\sigma$	Variance
1.	Quick access	6	11	45	38	20	2.54	1.036	1.074
2.	Convenient	10	20	34	41	15	2.74	1.134	1.286
3.	More Efficient	9	29	29	33	20	2.78	1.204	1.448
4.	Minimum hardcopy usage	10	23	39	40	8	2.89	1.060	1.123
5.	Simplification	4	22	24	44	29	2.40	1.141	1.301
6.	Transparency	6	12	44	38	20	2.55	1.044	1.090
7.	Accountability	10	19	35	41	15	2.73	1.128	1.273
8.	Reduce corruption	9	25	28	36	22	2.69	1.208	1.459
9.	Minimize government bureaucracy	10	21	38	43	8	2.85	1.058	1.120
10.	Proper Interaction	4	24	24	40	28	2.47	1.152	1.327
11.	Democratization	10	10	40	40	20	2.58	1.120	1.254
12.	Less expensive	10	10	40	30	30	2.50	1.195	1.429
13.	24x7 hours	10	40	30	20	20	3.00	1.230	1.513
14.	No geographical boundaries	26	24	30	13	27	2.67	.748	.560

Source: Primary Data

HA-Highly Agree; A-Agree; N-Neutral; DA-Disagree; HDA-Highly Disagree; $\sigma$ -Standard Deviation

This table reveals that the prospects of e-governance. 24x7 hours got the highest Mean score is 3.00, Standard Deviation Value is 1.23 and Variance value is 1.513. Simplification got the least mean score is 2.40.

**Table 3.4**  
**People's Satisfaction Level about e-governance**

S.No	Services	HS	S	N	DS	HDS	Mean	$\sigma$	Variance
1.	Employment service	19	48	37	14	2	3.57	.950	.903
2.	Vehicle registration	18	35	36	25	6	3.28	1.109	1.230
3.	Licensing	31	32	33	20	4	3.55	1.144	1.308
4.	Passport / VISA services	19	35	42	12	12	3.31	1.158	1.341
5.	Property registrations	19	27	45	22	7	3.24	1.108	1.227
6.	Certificates services	19	22	39	31	9	3.09	1.174	1.378
7.	Task services	19	26	34	18	23	3	1.335	1.782
8.	Municipal services	21	21	40	27	11	3.12	1.210	1.465
9.	Insurance	18	39	39	17	7	3.37	1.084	1.175
10.	Health care	29	14	53	17	7	3.34	1.163	1.353
11.	Ration card services	22	42	26	20	10	3.38	1.204	1.448
12.	Agriculture	24	25	43	11	17	3.23	1.275	1.626

Source: Primary Data

HS-Highly Satisfied; S-Satisfied; N-Neutral; DS-Dissatisfied; HDS-Highly Dissatisfied; $\sigma$ -Standard Deviation

This table displays that the analysis about the satisfaction level of e-governance services. Employment service got the highest mean score is 3.57, Agriculture got the highest standard deviation value is 1.275 and the variance value is 1.626. Task services got the lowest mean score is 3.

**Table 3.5**  
**People's Opinion about the Prospects of e-governance**  
**KMO and Bartlett's Test**

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.616
Bartlett's Test of Sphericity	Approx. Chi-Square	523.573
	Df	91
	Sig.	.000

The KMO measures the sampling adequacy (which determines if the responses given with the sample are adequate or not) which should be closed than 0.5 for a satisfactory factor analysis to proceed. Kaiser recommend 0.5 (value for KMO) as minimum (barely accepted), Looking at the table below, the KMO measure is 0.616, which is greater than of 0.5 and therefore can be barely accepted

	Component			
	1	2	3	4
Democratization	<b>.808</b>	.492	-.104	-.003
Less expensive	<b>.795</b>	.415	-.092	.107
24x7 hours	<b>.730</b>	.368	-.143	-.088
Accountability	-.249	<b>.623</b>	.471	-.090
Quick Access	.409	<b>-.467</b>	.320	-.107
More efficient	.349	<b>-.453</b>	.428	.153
Minimum hard copy usage	.221	-.419	<b>.572</b>	.103
Minimize government bureaucracy	-.148	.441	<b>.541</b>	.119
Proper Interaction	-.179	-.032	<b>.534</b>	.364
Transparency	-.120	.359	<b>.532</b>	-.195
Reduce corruption	-.098	.482	<b>.515</b>	-.162
Convenient	.493	-.380	<b>.495</b>	-.103
No geographical boundaries	.151	-.028	-.009	<b>.740</b>
Simplification	.163	-.356	.116	<b>-.554</b>
Extraction Method: Principal Component Analysis.				
a. 5 components extracted.				

In this table, Demogratization is loaded highly on first factor, Accountability is loaded highly on second factor, Minimize government bureaucracy is loaded highly on third factor, No geographical boundaries is loaded highly on fourth factor.

**Table 3.6**  
**People’s opinion about Problems of e-governance**  
**KMO and Bartlett's Test**

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.672
Bartlett's Test of Sphericity	Approx. Chi-Square	540.527
	Df	91
	Sig.	.000

The KMO measures the sampling adequacy (which determines if the responses given with the sample are adequate or not) which should be closed than 0.5 for a satisfactory factor analysis to proceed. Kaiser recommend 0.5 (value for KMO) as minimum (barely accepted), Looking at the table below, the KMO measure is 0.672, which is greater than of 0.5 and therefore can be barely accepted

	Component			
	1	2	3	4
Personal identities	<b>.713</b>	-.104	.117	.064
Localization	<b>.688</b>	-.096	-.415	.138
Budget problem	<b>.688</b>	-.164	.370	-.038
Lack of integrated service	<b>.686</b>	-.277	-.141	.281
Lack of key person	<b>.683</b>	-.190	.221	-.321
Security threats	<b>.655</b>	-.219	.316	-.263
Legal issues	<b>.630</b>	-.138	-.083	-.164
Misconception	<b>.628</b>	.012	-.627	.250
Privacy issue	.335	<b>.739</b>	.066	-.060
Infrastructure issue	.310	<b>.597</b>	.167	.486
Technical risks	-.285	<b>-.480</b>	-.034	.259
Literacy problem	.282	<b>.424</b>	-.189	-.517
Language problem	-.103	-.139	<b>.468</b>	.231
Electricity problem	.412	.223	<b>.366</b>	.348
Extraction Method: Principal Component Analysis.				
a. 5 components extracted.				

In this above table Personal Identities is loaded highly on first factor, Privacy issue is loaded highly on second factor, Language problem is loaded highly on third factor.

**Table 3.7**  
**People's Satisfaction level about e-governance**  
**KMO and Bartlett's Test**

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.759
Bartlett's Test of Sphericity	Approx. Chi-Square	561.083
	Df	66
	Sig.	.000

The KMO measures the sampling adequacy (which determines if the responses given with the sample are adequate or not) which should be closed than 0.5 for a satisfactory factor analysis to proceed. Kaiser recommend 0.5 (value for KMO) as minimum (barely accepted), Looking at the table below, the KMO measure is 0.759, which is greater than of 0.5 and therefore can be barely accepted

	Component			
	1	2	3	4
Certificate services	<b>.740</b>	-.116	.048	-.266
Ration card services	<b>.730</b>	-.164	-.249	.282
Municipal services	<b>.678</b>	-.393	.230	-.228
Vehicle registration	<b>.647</b>	.413	.300	.371
Licensing	<b>.642</b>	.399	-.289	.132
Health care	<b>.635</b>	-.471	-.236	.062
Task services	<b>.613</b>	-.059	.210	-.428
Property registration	<b>.569</b>	.387	-.018	-.420
Insurance	<b>.513</b>	-.689	.096	.116
Passport/VISA service	.491	<b>.503</b>	-.484	-.227
Employment service	.456	.383	<b>.686</b>	.228
Agriculture	.467	-.012	-.239	<b>.495</b>
Extraction Method: Principal Component Analysis.				
a. 4 components extracted.				

In this table, Certificate services is loaded highly on first factor, Passport/VISA service is loaded highly on second factor, Employment service is loaded highly on third factor, Agriculture is loaded highly on fourth factor.

Table 3.8

## Overall Opinion about E-Governance

S.No.	Opinion	No. of Respondents	Percentage
1	Very good	20	16.7
2	Good	38	31.7
3	Neutral	30	25.0
4	Poor	18	15.0
5	Very Poor	14	11.6
	Total	120	100

Source: Primary Data

This table expressed that the people's overall opinion about e-governance. Out of 120 respondents, 31.7% of the respondents' overall opinion is good, 25% of the respondents' opinion is neutral, 16.7% of the respondents' overall opinion is very good, 15% of the respondents' overall opinion is poor, and 11.6% of respondents' overall opinion is very poor about e-governance.

**Comparison of Socio Economic Factors and Opinion about E-Governance – Chi-square**

Ho: There is no significant relationship between Socio-Economic factors and overall opinion about e-governance

Table 3.9

## Socio Economic Factors and Opinion about E-Governance – Chi-square

Variables	Value	Df	Asym p. sig. (2-sided)	Result (Ho)
Family members and opinion about e-governance	6.387 <sup>a</sup>	8	.604	Accepted
Nature of family and opinion about e-governance	7.913 <sup>a</sup>	4	.095	Rejected
Marital status and opinion about e-governance	4.764 <sup>a</sup>	4	.312	Rejected
Occupation and opinion about e-governance	12.847 <sup>a</sup>	16	.684	Accepted
Educational qualification and opinion about e-governance	9.955 <sup>a</sup>	16	.869	Accepted
Gender and opinion about e-governance	2.389 <sup>a</sup>	4	.665	Accepted
Age group and opinion about e-governance	15.296 <sup>a</sup>	12	.226	Rejected

Source: Primary Data

This table explained that the relationship between the socio economic status of the respondents and overall opinion about e-governance. Null Hypothesis is accepted, so there is no significant relationship between number of family members, occupation, educational qualification, gender and overall opinion about e-



governance. Null Hypothesis is rejected, so there is significant relationship between age group, marital status, nature of family and overall opinion about e-governance.

#### IV. SUMMARY OF FINDINGS, SUGGESTIONS AND CONCLUSION

##### 4.1 Major Findings of the study

- ❖ The maximum number of respondents are female (56.67%), below 30 years age group (47.5%), degree holders (42.5%), business people (30.8%), single (50.8%), nuclear family (60.8%) and have 4-6 family members (44.2%)
- ❖ 24x7 hours got the highest Mean score is 3.00, Standard Deviation Value is 1.23 and Variance value is 1.513.
- ❖ Language problem got the highest mean score is 4.33, Literacy problem got the highest standard deviation value is 2.868 and the highest variance value 8.227.
- ❖ Employment service got the highest mean score is 3.57, Agriculture got the highest standard deviation value is 1.275 and the variance value is 1.626.
- ❖ In prospects of e-governance, KMO measure is 0.616, which is greater than of 0.5 and therefore can be barely accepted
- ❖ In problems of e-governance, KMO measure is 0.672, which is greater than of 0.5 and therefore can be barely accepted
- ❖ In satisfaction of e-governance, KMO measure is 0.759, which is greater than of 0.5 and therefore can be barely accepted
- ❖ There is no significant relationship between number of family members, occupation, educational qualification, gender and overall opinion about e-governance.
- ❖ There is significant relationship between age group, marital status, nature of family and overall opinion about e-governance.

##### 4.2 Suggestions

- ❖ The government should introduce regional language to the people for acquiring e-governance services
- ❖ NGO and local government should conduct the awareness programme for acquiring e-governance services
- ❖ Protection activities should be properly maintained in the websites and portal.
- ❖ Continue electricity service should be provided by local authority
- ❖ Infrastructure facilities should be developed
- ❖ The strict restrictions should be followed
- ❖ Technical errors should be avoided at the time of utilizing services
- ❖ Proper training should be provided to the government employees

### 4.3 Conclusion

E-governance is a vital role in the development of India. It connects all over people activities through internet in India. E-Governance services are very useful to the people and government. Every department utilize e-governance services. The people utilize the benefits of e-governance services. This study is clearly analyzed on the people's opinion about e-governance. Finally it concludes that the people's opinion about e-governance is in the moderate level not higher level, because of facing some problems. But they satisfied with e-governance services. Now e-governance is in growing stage. With the proper regulation it can be reached great success in India. India can be changed as Digital India with the effective e-governance services.

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