A Study on the Training Needs Assessment (Computer) for the Village Administrative Officers of Puducherry

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ABSTRACT

Computers are all pervasive. They are used in all walks of life .The storage, retrieval and analytical capabilities that come with computers are of great significance today. The VAOs handle data. Be it, Land Records, Survey, Guide Line Rates, Disaster Management, issue of certificates like Caste, Residence, Income etc., they handle a lot of data. Voluminous Registers are maintained to store these data. The frequency of requirement of these data is on the rise with the increasing population. By using computers, storage, retrieval and manipulation becomes easy and errors are minimized. It is imperative that the VAOs do possess adequate basic knowledge in the use of computers. A questionnaire was prepared which was answered by seventy randomly selected VAOs. Personal Interview was also conducted. The Data thus collected was analyzed statistically. The results indicate that computer Training is a must for the VAOs in the present scenario. This training will also improve the performance of VAOs. Hence the Department of Revenue and Disaster Management, Government of Puducherry must strive to make their VAOs computer literate adequately.

Keywords: Data storage and retrieval, Guide Line Rates, Land Records

1. INTRODUCTION

Puducherry is a Union Territory consisting of four regions, namely, Puducherry, Mahe, Yanam and Karaikal. There are two Districts. Puducherry, Mahe and Yanam form a district. Karaikal is a separate district. Interestingly, Puducherry and Karaikal are surrounded by Tamil Nadu and are 150 kms apart. Mahe and Yanam are surrounded by Kerala and Andhra Pradesh respectively and are away from Puducherry by about 700 kms. The land parcels are interspersed with the neighbouring states and are not a contiguous one. This is a peculiarity for the Union Territory of Puducherry. The lowest rung of Revenue Administration is formed by the Village Administrative Officers and their Village Assistants. They must be careful in issuing various certificates to the people of Union Territory. At the same time, desisting from issuing the same to the people of neighbouring states. Similarly, collection of land tax based on land records, preparedness to meet natural calamities and issue of relief to the affected, etc. require them to use and manipulate large amount of data. Hence, the ability to handle computers is very much essential to the VAOs.

2. OBJECTIVES OF THE STUDY

- To find out the need for computer training for VAOs of Puducherry.

3. REVIEW OF LITERATURE

Brynjolfsson and Hitt (2000) have stated that Computer accompanied by Communication Technology can vastly minimize the expenditure on management of information processing and propagating the result to the target people.

Bharosa et al., (2010) reiterates that information technology is a must for sharing of data and decision making for the first responders and others in an emergency. Gunasekaran et al., (2004) states that delivery competence is calculated by the superiority of delivered reliefs, prompt delivery of reliefs, depth of information in delivering and consistent delivery functioning.

Argote, Longstaff and Yang (2008) state that the increased ambiguity and deficient foretelling vis-à-vis, the needed information for data signifies the criticality of information technology.

Bresnahan et al. (2002) states that the broadband facility facilitates availability of important data with the employees at the time of need irrespective of their location.

4. RESEARCH METHODOLOGY

In this study, descriptive research design was used and primary data was collected by getting the responses to a questionnaire, prepared by the researcher from 70 VAOs and personal interview was also conducted. Publications, journals, books offered the secondary data. Random sampling was used in selection of Village Administrative Officers for giving response to the questionnaire.

5. DATA ANALYSIS & INTERPRETATION

5.1 Chi Square Test:

Ability in handling computerized guideline rates and settlement records Vs. Significant time is allotted for training the VAOs.

NULL HYPOTHESIS: (H_O) There is no relationship between the ability to handle computerized GLR, SR and time allotted for training the VAOs.

ALTERNATIVE HYPOTHESIS: (H_A) there is some relationship between the ability to handle computerized GLR, SR and time allotted for training the VAOs.

Table 1: Ability in handling computerized guideline rates and settlement records Vs. Significant time is allotted for training the VAOs.

Factors	Strongly Agree	Agree	Neither Agree nor disagree	Disagree	Strongly Disagree	Total
Very Poor	0	3	0	3	1	7
Poor	0	0	5	5	2	12
Fair	3	2	4	5	3	17
Good	0	9	1	8	2	20
Very Good	3	6	4	1	0	14
Total	6	20	14	22	8	70

Table 2:Working Table

O	E	$(O-E)^2$	$(O-E)^2/E$
0	0.600	0.36	0.600
3	2.000	1	0.500
0	1.4	1.96	1.4
3	2.2	0.64	0.291
1	0.8	0.04	0.05
0	1.028	-	1.028
0	3.428	-	3.428
5	2.4	6.76	2.816
5	3.771	1.510	0.4

2	1.371	0.395	0.288
3	1.457	2.380	1.634
2	4.871	8.242	1.692
4	3.4	0.36	0.105
5	5.342	0.116	0.022
3	1.942	0.946	0.486
0	1.714	-	1.714
9	5.714	10.797	1.889
1	4	9	2.25
8	6.285	2.941	0.467
2	2.285	0.081	0.035
3	1.2	3.24	2.7
6	4	4	1
4	2.8	1.44	0.514
1	4.4	11.56	2.627
0	1.6	-	1.6
		Total	29.536

$X^2 = \sum (O-E)^{2/}E$

= 29.536.

Degree of freedom = (Row -1) (Column -1) = 4x4 = 16.

Degree of freedom@ 0.05@ 16 = 26.30 (as per chart)

Calculated value = 29.536.

Result: As the calculated value (29.536) is more than the chart value (26.30), reject null hypothesis. This indicates that there is some association between the ability to handle computerized GLRs and SRs and time allotted for training the VAOs.

5.2. Percentage Analysis:

Checking the Government Web portals of neighbouring states by the VAOs in connection with their works. When this question was put forward to the VAOs 54 of them answered in the affirmative and the rest (16) answered in the negative.

This indicates that 77.2% of the VAOs used the web portals of neighbouring state namely Tamil Nadu in connection with their work only 22.8 % did not do so. This may be due to many factors. One among them may be an indication to the need of computer training.

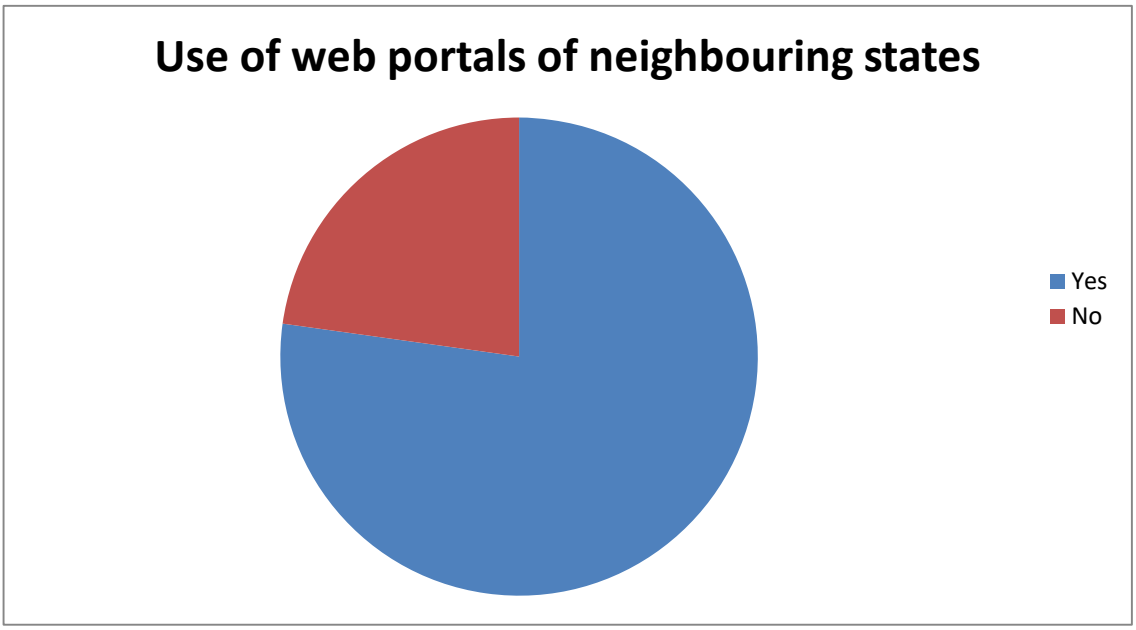

Figure 1:Use of web portals of neighbouring states

Yes – 77.2 %, No-22.8%

5.3 Chi Square Test:

Ability to handle online Patta Transfers Vs. Department taking steps for improving competencies of the VAOs.

NULL HYPOTHESIS: (H_O) There is no relationship between the ability to handle online Patta transfer and Department taking steps for improving the competencies of VAOs.

ALTERNATIVE HYPOTHESIS: (H_A) there is some relationship between the ability to handle online Patta transfer and Department taking steps for improving the competencies of VAOs.

Table 3: Ability to handle online Patta Transfers Vs. Department taking steps for improving competencies of the VAOs.

Factors	Not at all	To an little extent	To some extent	To a greater extent	Adequate to my satisfaction	Total
Very Poor	1	0	4	1	2	8
Poor	2	8	4	2	0	16
Fair	5	4	13	0	0	22
Good	2	4	7	0	0	13
Very Good	3	0	6	0	2	11
Total	13	16	34	3	4	70

Table 4:Working Table

O	E	$(O-E)^2$	$(O-E)^2/E$
1	1.485	0.235	0.158
0	1.828	-	1.828
4	3.885	0.013	0.003
1	0.342	0.433	1.266
2	0.457	2.381	5.210
2	2.971	0.943	0.317
8	3.657	18.861	5.157
4	7.771	14.221	1.830
2	0.685	1.729	2.524

0	0.914	-	0.914
5	4.085	0.837	0.205
4	5.028	1.057	0.211
13	10.685	5.359	0.501
0	0.942	-	0.942
0	1.257	-	1.257
2	2.414	0.171	0.070
4	2.971	1.059	0.356
7	6.314	0.434	0.069
0	0.557	-	0.557
0	0.742	-	0.742
3	2.042	0.917	0.449
0	2.514	-	2.514
6	5.342	0.433	0.081
0	0.471	-	0.471
2	0.628	1.882	2.996
		Total	30.628

$X^2 = \sum (O-E)^{2/}E$

= 30.628.

Degree of freedom = (Row -1) (Column -1) = 4x4 = 16.

Degree of freedom@ 0.05@ 16 = 26.30 (as per chart)

Calculated value = 30.628.

Result: As the calculated value (30.628) is more than the chart value (26.30), reject null hypothesis. This indicates that there is some association between the ability to handle online Patta transfer and Department taking steps for improving the competencies of VAOs.

6. Findings

- Ability in handling computerized guideline rates, settlement records has some association with time allotted for the training of VAOs.
- 77.2 % of the VAOs check the web portals of neighbouring state in connection with their work and only 22.8 % don't do it. Ability to handle online Patta transfer is associated with steps for improving competencies of VAOs in performing their work better.

7. Suggestions

- The study reveals that Computer Training is essential to VAOs. Therefore, the Department must plan for the same in a continuous and phased manner covering all.
- As and when recruitment takes place, training must be arranged. Separate applications created for the Department like Nilamagal and e-pattiram must be explained well and all the VAOs must be trained on them.
- As the four regions are geographically separated and also surrounded by different states, peculiarities / uniqueness pertaining to the region must be kept in mind while preparing new applications.
- Wherever possible integrate applications so that data pertaining to the UT can be easily accessed.

8. Conclusion

This is Computer age. Computers and IT are used in all the walks of life. The Department of Revenue and Disaster Management cannot be an exception. General Computer knowledge is essential. Apart from that, all the VAOs must be trained on Department specific applications created and used in certain sections. Example: Nilamagal for land records, e-pattiram for registration. Trained man power is always an asset to any organization and so is the case for the Government and the Department. This training will increase the performance thereby common people will reap benefit in the form of speedy disposal of cases.

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