ABSTRACT

Electronic Governance is gradually entering the domain of public administration concepts and strategies in developing countries such as India. With Information and Communication Technology (ICT), governments are able to improve the quality, expand the reach and accessibility of services they offer to their citizens. The important thing for the government is delivery of information and services to the citizens and "value" to the customers. In India, the practice of official secrecy that justified the withholding of information by the state in the name of public interest presents a strange paradox. Presently we do not seem to have an effective e-governance model.

In India, challenges are different from developed countries. Pull technology has enough techno-phobia keeping citizens away from the government. E-Governance is not a substitute to good governance, but it is tool for transparency, efficiency and cost effectiveness for citizens and government both. There is still need for government to transform the passive processes to active reengineering processes and encourage the top management change attitude, identify the government–citizens link and align the citizen needs with functions of the government.

In this research study, an attempt has been made to address the problems of e-Governance in India. Thus, objectives, issues, methodologies and insufficiencies of existing e-Governance model, challenges and questionnaire development have been carried out in the wider context of e-Governance in India. The main objective of this research is to comprehend state of e-Governance in India, investigate the critical success factors of e-Governance with the gap between citizens and government to explore relationship between critical success factors of e-Governance, and develop structural model for e-Governance deliverance. Statistical tools such as regression analysis, one sample t- test and chi-square test, symmetric measures have been used.

A questionnaire-based study has also been undertaken at Niwari Tehsil of Tikamgarh, and District of Madhya Pradesh. As for the questionnaire design, citizens were the primary customers of e-governance services. Accordingly, their perceptions of service and information delivered to them were measured and used to examine the role of information and communication technology.

The findings suggest that independent variables such as awareness of e-Governance, participation in e-Governance, and physical accessibility of kiosk are statistically significant in the determination of the good governance index. Based on the Chi-square test Spearman correlation, the following conclusions are drawn.

There seems to be statistically significant relationship between age and knowledge of computers, No fears through e-mail and kiosk's staff sincerity.

From the study, there seems to be statistically significant relationship at between gender and knowledge of computers, awareness of e-governance, how often visit/use kiosk, usefulness of services (residence certificate), no fears through e-mail, no system fraud / hacking, no system failures, government procedures hamper the performance of interaction, kiosk's staff sincerity, services at low cost, contents and services suitable and relevant to the needs of citizens, services provided within reasonable time, kiosk consistently up and running, no waiting time. Also, there seems to be statistically significant relationship between respondents educational background and knowledge of computer, how often visit / use kiosk, participation in e-Governance, no fears through e-mail, physical reach /accessibility of kiosk, availability of information to illiterate and socially excluded groups, availability of information to women, improved citizens satisfaction and there seems to be statistically significant relationship between occupation and computer knowledge, participation in e-Governance, and improved citizen's satisfaction.

Good governance index have been derived statistically based on the variables such as reliability, services quality, effectiveness and communicability, citizens-centered services/ information, affordability, transparency and openness, accuracy. Conceptual framework for good governance has been achieved through independent variables such as awareness of e-Governance, participation in e-Governance and physical accessibility of kiosk.

Results also indicate towards existence of digital divide. At policy level digital divide can be handled by the use of appropriate technology, improved process and obviously removal of illiteracy.

Nine critical success factors were evolved through literature and questionnaire based survey. The interpretive structural modeling, a methodology that determines direct and indirect relationship among the success factors has been employed. Interpretive structural model starts with the identification of factors that are relevant to the problem or issue. A

contextual relationship between factors with respect to which pairs of factors to be examined has been established. Having decided on the factors set and the contextual relation, a structural self-interaction matrix (SSIM) is developed. This SSIM is based on pair wise comparison of factors. In the next step, this matrix is converted into a reachability matrix and its transitivity is checked. Once transitivity embedding is complete, the conversion of an object system into a well-defined representation system i.e. the. matrix model is obtained. Then the partitioning of the factors and the extraction of the structural model, called ISM is derived.

The structural model thus evolved has input from the questionnaire based study and expert opinion. Model validation has also being carried out with the help of the findings from the structural model. It suggest that independent factors such as political vision and change management are important for e-governance project implementation. Dependent factors (e-literacy programs and one stop portal) are very important for project survival to provide the information to citizens smoothly. Dependent factors appear at the top of the hierarchy. For developing the e-governance project, government should focus on independent factors such as change management and private partnership. A requisite competency is an effect of private participation and the technology, consequently would affect the portal.

This study is likely to be useful for government as well as private organizations especially those developing policy or managing e-Governance projects. Kiosk seems to be effective in delivering the information and knowledge services and also assessing the citizens' perception towards e-Governance services in rural areas. The study provides useful directions to academicians and researchers in studying change management, digital divide and public private partnership.

Key Words: Kiosk, e-Governance, e-Government Good Governance Index, Interpretive Structural Modelling, Critical Success Factors and Digital Divide