

## **E-Governance: A Study of Challenges Faced By The Employees of Suwidha Centers of Punjab**

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### **Abstract**

This study was conducted to understand about the e-governance and to know about the success of e-governance in the state of the Punjab. The study was conducted on the employees of Suwidha centers providing e-services to the customers. It was undertaken to know about the challenges and problems faced by the employees in providing the e-services to the people. The study helps to understand how much we have succeeded in implementing e-governance in the state and how much more we need to do to make e-governance a successful endeavor.

**Keywords:** E-governance, Punjab, Suwidha Centres, Technology, Training

### **I. INTRODUCTION**

Electronic governance is an emerging platform for the institutions and is fast growing technology used in various fields of administrations. It helps the government to deliver their services and programs online and also to excess information promptly. It is a

user friendly platform in which the Citizens can interact electronically, thereby resulting in formation of the relationship between citizens and states. E-governance is the use of internet, websites, and mobile phones to deliver the information about the government services to the citizens. This platform helps to disseminate all information regarding government services on websites and also a platform for downloading the application forms for this service. E-governance is an effective tool for providing various services quickly and promptly. It has increased the transparency in government operations thereby reducing the corruption by reducing the personnel contact between people and public officials. It empowers the customers or citizens as all the information is freely available to them.

### **II. REVIEW OF LITERATURE**

In reference to the topic, literature review has been done and the previous methods adopted to find out the challenges of Employees have been figured out.

**Kiran Yadav and Sanatan Tiwari**, (2014) in their paper "E-Governance in India: Opportunities and Challenges" experienced that, there are various challenges for the implementation of e-government in India. These challenges are like low literacy, lack of awareness, low broadband penetration, lack of system integration within a department, and all other reasons. A vision is required to implement the e-government in India. To meet the vision the challenges in the implementation of e-government should be overcome [1]

**Rossel and Finger**, (2007) E-Government is defined as digital interactions between a government and people. E-government generally refers to the utilization of ICTs, and other web-based communication technologies to improve and develop efficiency and effectiveness of service delivery in the public sector (Harris, 2000). The basic models of e-government are government to citizen, government to employees, government to government and government to business. E-government should enable people to visit state websites to communicate and interact with employees through the internet, instant messaging, email and audio or video presentations. E-participation or public participation refers to the ICT-supported participation and processes involved in government and governance. Processes

include administration, service delivery, decision making and policy making. E-participation is thus closely related to e-government and e-governance participation [2].

**Dunleavy and Margetts** (2002); Curtin and Reece (1999); West (2002, 2003, 2005); Musso, Hale, and Weare (1999); Kaylor, Deshazo and Eck; McDonald, Briscoe and Pinle (2002); Wilhelm (1999, 2003, 2004) and several others have conducted recent research on supply-side issues using content analysis of web sites. A survey of each study reveals common coding schemes with respect to measuring information density, e-services, e-democracy, online community, etc. While a full assessment of the coding schemes goes beyond the scope of this literature review, it is fair to say that many scholars in this literature are settling on the content analysis of web sites as the preferred method of assessment for supply-side analysis [3]

**According to Kumar & Best** (2006), e-government can be defined widely as the use of ICTs in the public sector to improve its functions and delivery of services. Despite benefits and initial success, e-government has yet to prove successful in, or even affect the wide majority of governments in developing countries. Government success and failure therefore depend on the size of the gap that

exists between current realities and design of the e-government project [4] (Heeks, 2003). Some studies have been carried out on success and failure of information systems in developing countries and few works have been carried out on sustainability[5] (Walsham & Sahay, 2006). The availability of an e-government framework for assessing the ICT readiness in public sectors is pivotal in developing effective e-government policies and strategies (ACM, 2008).[6]The majority of the e-government strategies of developing countries are lacking a strategic framework. Some countries had included some relevant diagrams but they do not qualify as strategic e-government frameworks (Rabaiah & Vandijck, 2009) [7]

### III. OBJECTIVES

- To understand the concept of e-governance
- To know about initiatives and services of e-governance in Punjab
- To study the challenges faced by the employees at Suwidha centers.

### IV. RESEARCH METHODOLOGY

For this research both primary and secondary data has been used. For secondary data magazines, newspapers, journals and sites of Punjab government has been taken into consideration, and for primary data structured

questionnaire have been used for gathering information. 50 respondents of suwidha centers are randomly selected for collecting the information. The area of research was Rajpura, Patiala and Fatehgarh Sahib.

#### *A. The main initiative taken by state government of Punjab for initiating e-governance is as follows:*

- **CSC** (Common Service Centre) - This is a community service centre for rural citizens at panchayat level. It covers 6 villages. Each community center is equipped with computer, multifunction printer, digital camera, internet connection and other network facilities. CSCs have minimized the technological differences between the rural and urban area as these centers are trying to provide every government department's service at one place.
- **PSEGS** (Punjab State E-Governance Society) - Sukhmani Societies are established under PSEGS to provide services to citizens through service centers where citizens can get desired information and services. The main objective of the PSEGS is to administer the implementation of e Governance projects for the overall benefit of the citizens. This society is responsible for setting up the necessary administrative, financial, legal and technical framework, implementation

mechanism and resources in the state of Punjab.

- **PRISM** (Property Registration Information System Module)- In this module the registration of property has been done. Computerization of land records is one of the most important initiatives to help the land owners of the state. . It provides the facility of on the spot valuation of property, on the spot stamp & registration fee calculations, online photo capturing of parties and witness along with Sub Registrar and saving in database, printing of photographs of concerned parties on the backside of the stamp paper.
- **E-DISTRICT PROJECTS-** These projects are initiated by Punjab Government to improve this interaction between government and citizens. These projects include the services of issuing certificates, social security, RTI services etc. This project is implemented under NEGP (National E-Governance Plan)[8]
- **PAWAN** (Punjab State Wide Area Network)- This network is a basic project for supporting e-governance in Punjab. It is responsible as the backbone network for data, voice and video communication in state. It also reduces the communication cost. It makes sure that whenever a citizen wants to avail the government services he can easily access these services by the help of PAWAN.

- **VAHAN AND SARATHI-** The other policy made by the Punjab government is Vahan and Sarathi. Vahan is a software made for the registration of vehicles and issue various certificates and permits and Sarathi is a software for issuing conductor's license and learner license permanent driving license, Conductor's license, Driving school license etc[8]

### ***B. E-Governance in Punjab***

The government of Punjab identifies information technology as niche to leverage the intelligence and entrepreneurship of people of Punjab and attracting investments for creating employment opportunities in information technology sectors.

- **Punjab Information Technology-**The information technology is globally recognized vehicle for growth and development. The government of Punjab is committed to use information technology for promoting economic growth, efficient governance and human resources development to ensure that Punjab becomes an equal partner in India's resolve to become an information technology super power.
- **E-Institutional Framework** - This creates the required institution framework like department of an information system, it corporations for

joint ventures, strategic partnership etc for making plans, policies, procedures for effective implementation of information technology policies.

- **E-Governance** - It provides an efficient and cost effective government by improving the internal processes of government through administrative reforms, modernization and re-engineering.
- **E-Public Interface** - It provides a productive government citizen interface which is affordable and friendly. It makes information and services more accessible through multiple services delivery channels.
- **E-Human Resource Development** - It is to invest in human resources to improve the knowledge and skill of the youth and make them competitive information technology workforce.
- **E-Education** - The use of information technology improves the quality, effectiveness and delivery of education systems thereby enhancing the value and employability of youth of the state by equipping them with information technology knowledge at school and college level.
- **E-Employment** - It is creating more jobs for information technology enabled workforce in all sectors of economy be it

agriculture, industry, business and service sector.

- **E-Industry** - It encourages and promote the knowledge industry in general and information technology industry in particular by providing computerization and institutional framework of high tech industry.
- **E-Business** - This generates domestic and export revenues through development of information technology services, software development for improving overall economy and this providing quality life to the citizens of Punjab. This makes Punjab globally competent.

### *C. Suwidha Centers*

(Single User friendly Window Disposal Helpline for Applicants) Suwidha centers are used to facilitate the citizens by capturing the input at a single point, defining a specified date according to the type of service then accept the cash at the counter itself and deliver the required service on the same counter. It is a single window system to provide effective interface between the Government and Public. It also provides the facility for the citizens to check the status of their applications through the project website. Different kind of services is provided by these centers which are mentioned below.

Sr. No.	Department	Service Name
1	Department of Personnel	Residence Certificate (Urban/Rural)
2	Department of Social Welfare	Issuance of Caste(SC/OBC) Certificate (Urban/Rural)
3	Department of Social Security	Old Age Pension
		Dependent Children Pension
		Disabled Person Pension
		Widow and Destitute Woman Pension
		Senior Citizen Identity Card
4	Department of Food and Civil Supplies	Issuance of Ration Card
		Modification in Ration Card
		Issuance of Duplicate Ration Card
		Issuance of Surrender Certificate
5	Department of Rural Development and Panchayat	Rural Area Certificate
6	Department of Revenue	Countersigning Of Documents
		Attestation Of Document
		Copying Service
		Issue Of Notices (Revenue Court Case)
		Listing of Cases (Revenue Court Case)
		Government Dues & Recovery
7	Department of Home	Marriage Certificate
		Solemnization Of Marriage
		Registration of Hindu Marriage under Act 1955
		Registration of Marriage under special Act
8	Department of Health	Birth/Death Registration
		Addition of Name of Child in Birth certificates
		Corrections in Birth/ Death certificates
		Delayed registration of Birth/ Death certificates
9	Department of Agriculture	Issuance and Renewal of license for sale of seeds/fertilizers/insecticides
		Addition of Go down in seeds/fertilizers licenses
		Issuance of Duplicate agricultural license of seeds/fertilizers/insecticides
		Addition/Deletion of item in license for Seeds/fertilizers/insecticides
10	Arms License Related Services	Issuance of Arm's license
		Renewal of Arm's license
		Duplicate Arm's license
		Cancellation of Arm's license
		Entry of weapon in Arm's license
		Addition/Deletion of Retainer's entry in Arm's license
		Extension of Jurisdiction of Arm's license
		Addition/Deletion of weapon in Arm's license
		NOC/Permission for sale of weapon
		Permission for deposit of weapon in death case
		Sale/ Transfer of weapon in death case
		Carry permit of weapon
		Extension of Cartridges
		Cancellation of Arm's license
		Change of address in Arm's license
11	Department of Government Reforms	RTI
12	Department of Grievances	Grievance Redressal

SR. NO.	QUESTIONS	No. of Respondents	Mean
1	Internet makes your work easy	50	2.8
2	you feel your work burden has been considerably reduced with the use of technology	50	2.12
3	The system has made your work more efficient	50	2.2
4	The services provided are easy to understand	50	2.58
5	Regular training and seminars are conducted for you to understand the services	50	2.38
6	Do you feel the need of any training requires to understand the system	50	4.1
7	If any problem occurs you are able to understand it and solve it	50	1.88
8	The citizens who avail the services understand all the details about the services	50	2.9
9	You are able to understand and easily learn any modification	50	3.08
10	The time of transaction is considerably reduced and work is done promptly	50	2.8

Although there are so many services which are provided by the Suwidha centers. But government of Punjab is not able to implement these completely.

It is required to find out the reasons that why there is not complete implementation of these services. We asked questions from the employees through the Questionnaire designed by us about E-Service. We have used likert scale for this research. In likert scale we used five scales that are strongly agree, agree, neutral, disagree and strongly disagree.

## V. FINDINGS

- From the above study we have concluded that internet does not make work easy for the employees because they find it difficult to understand technology as they

are used to do manual work. So there is a negative response of employees of Suwidha center toward e-services.

- Only a few of young employees said that their work burden has been reduced by e-services but most of the employees believe that the work burden has not reduced but rather it has become more complex and difficult for them.
- It was seen that only few people were able to understand completely the procedures of the services provided and most of the people found it difficult to understand them.
- Employees said that there are no such training programs are there for them to understand about the e-services.so with the lack of these programs it is difficult for them to do work efficiently.

- It was seen that even the citizens were not able to understand about the e-services which make them feel insecure using the services. This creates further problems for the employees as the services require various details of the customers which they are unwilling and hesitant to provide.
- It was also found that when there was any modification in the service, this made all the more difficult for the employees to understand it which hindered the efficiency of the employees.
- The Psychology of government servants is quite different from that a private sectors. Thus any effort to implement Database Management System and workflow technologies or bringing out change in the system is met with the resistance from the government servants
- Resistance to re-engineering of departmental processes, Successful implementation of e-governance project requires a lot of restructuring in administrative processes, redefining of administrative procedures and formats which finds the resistance in almost all the departments at all the levels. The content collected or maintained by various e-governance portals in unreliable or full of gaps. It is difficult for any e-

governance solution to achieve its intended results.

## VI. SUGGESTIONS

- **TECHNOLOGY** - E-governance's very base is use of technology to get the work done. It was seen that the employees felt that the technology used is difficult to operate and some of the procedures used is beyond their understanding therefore the need of hour is to simplify the procedures, make them user friendly so that the employees could easily work on them.
- **TRAINING** - For the success of e-governance, it is required that the employees who work with the systems or software should be provided proper training so that they don't feel any difficulty in performing different tasks.
- **RESISTANCE** - To reduce and overcome the resistance every government officer should be motivated and educated about the e-governance. for these seminars, conferences should be held to discuss about the problems and the issues and overcome their resistance by addressing to their queries.
- **TIMEFRAME** - Reasonable time frame should be provided for the



implementation of e-services. The goals should have to be clear without any vagueness and should not be unrealistic. It will reduce the work burden of employees and they will feel more comfortable while doing their jobs.

- **CO-ORDINATION** - Designing of any application requires a very close interaction between the government department and the agency developing the solutions. Consequently the solution developed and implemented does not address the requirements of an e-governance project and hence does not get implemented. So there should have to be a co-ordination between government departments and agencies who are providing solutions of the problems.

## VII. CONCLUSION

All though government of Punjab has made so many initiatives for implementing e-governance like CSC (common service centre), PRISM (property registration information system module), PAWAN (Punjab State Wide Area Network) programs, but the basic services are given in Suwidha centers to the citizens. But employees are not ready to accept these changes, they resist to the change. Therefore

the need of the hour is to motivate the employees by training them and teaching, and making them aware about the benefits of the system. E-governance is not just a project of government but it requires the contribution and participation of all the citizens working and availing services at different levels, to work collectively towards the success of e-governance.

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