

An Insight of e-Governances Citizen Centric Services in Rajasthan State

¹Praveen Kumar Sharma, ²Dr. Sanjeev Puri, ³Dr. Vijay Singh Rathore

^{1&2} Mewar University, Chittorgarh, Rajasthan

¹praveenvmou@gmail.com

³ Jaipur Engineering College & Research Center, Jaipur

Abstract: Nowadays digital India is one of the big slogans for all Indians. In this mission e-governance plays very important role. This study provides a comprehensive view of the E-governance and its process to provide better and interrupt services to the citizen. The groundwork of the e-governance forever concern from the services for basic needs and follow the principle and overcome from the situations with best practice and guiding. In the State Rajasthan e-governance services are also managed efficiently although it one of the backward and large tribal based part of the country. In this research the overview of the 300 peoples of different districts of Rajasthan were compiled to explore the management of the e-mitra services. Also the mapping of the official person and users of the services were taken to know the actual implementation scenario.

Key Words: e-Governance, e-Mitra , Services, Scenario, Government, Management.

1. INTRODUCTION:

In general the information geared by government for the e-governance gives a new sight to work with authentic and reliable information, as it is official information of and about any person of the state as well as nation. The study related to this vicinity is forever research oriented to provide most excellent way to deliver information in absolute, safe and sound manner. Also the discipline has to follow to operate the operations according to the principle of government. It is sometimes tedious due to not good understanding of various disciplines, tasks and specialties" contribute to the development of the consolidated environment. Here in this study we are discussing on the management of the e-governance services and the mapping of the views of official person and users of the services about the actual implementation scenario in the Rajasthan state.

2. OBJECTIVES:

The objective of the study is to find out the actual scenario and opinion of the official and user after implementation and installation of e-governance citizen centric services in the Rajasthan State. This was carried out by two hypothesis test.

Hypothesis-1: Rajasthan's e-governance citizen centric services are significantly managed through the E-mitra services.

Hypothesis-2: The opinion of government officials of Rajasthan are significantly supported by the opinion of the citizen of Rajasthan about not achieving the targeted plan of e-governance citizen centric services.

3. METHODOLOGY AND DATA COLLECTION:

For the study primary data were collected through the two questionnaires separately designed for official person and citizen of Rajasthan / e-mitra operator namely (1) For Government official and tech service and (2) For Citizen of Rajasthan and CSE (e-Mitra).

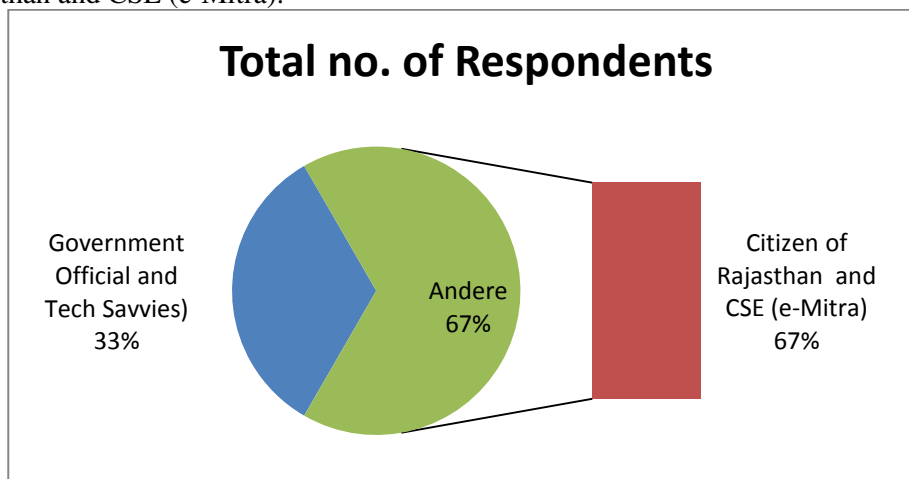


Figure 1: Information of Respondents

The survey has been accomplished from year 2017-18. The total of the Government official and tech Service respondents are 100 from all over the Rajasthan and 200 respondents from Citizen of Rajasthan and CSC (e-Mitra) are used.

4. RESULT AND ANALYSIS:

Result of Hypothesis 1:

Here, in this part of the assessment of views of government official staff with technological person associated with and the opinion of the citizen of the Rajasthan including person operating E-mitra were composed independently. The analysis of the opinions of both samples is given below.

Table- 1: Opinion of the Government Official and User/ Citizen of Rajasthan

Group	N	Mean	SD	F	Result
Government Official	100	1.50	.389	1.19	S
Citizen of Rajasthan	200	1.59	.3556		

F Critical one-tailed value on 0.05 = 1.322

Table-1 gives details of the 'F' test applied on the opinion of the government official and citizen of the Rajasthan. To test the significance we are considering the F Critical one tail value on 0.05 level of significant which 1.322 is. The calculated value of 'F' is 1.19 is the lesser then the one tail critical value of 'F' at, 0.05 level is 1.322. Therefore, hypothesis is accepted here in the analysis with test, so it can be said that the Rajasthan's e-governance citizen centric services is significantly managed through the E-mitra services.

Result of Hypothesis 2: the assessment of views of government official staff with technological person associated with and the opinion of the citizen of the Rajasthan including person operating E-mitra were composed independently. The analysis of the opinions of both samples is given below.

Table- 2: Opinion of the Government Official and Citizen of Rajasthan

Group	N	Mean	SD	F	Result
Government Official	100	1.45	.535	1.553	NS
Citizen of Rajasthan	200	2.11	.429		

F Critical one-tailed value on 0.05 = 1.322

Table-2 gives details of the 'F' test applied on the opinion of the government official and citizen of the Rajasthan. To test the significance we are considering the F Critical one tail value on 0.05 level of significant which 1.322 is. The calculated value of 'F' is 1.553 is the slightly higher than the one tail critical value of 'F' at, 0.05 level is 1.322. Therefore, hypothesis is not accepted here in the analysis with test, so it can be said that the alternative hypothesis is accepted here thus, the opinion of government officials of Rajasthan are significantly not supported by the opinion of the citizen of Rajasthan about not achieving the targeted plan of e-governance citizen centric services.

5. CONCLUSION:

For the hypothesis -1 it is found that there is significant similarity among the opinion of the government official staff with technological person associated with and the opinion of the citizen of the Rajasthan including person operating e-mitra in reference of infrastructure of e-governance. For the hypothesis-2 it is observed that the opinion it is slightly difference among the government official staff with technological person associated with and the citizen of the Rajasthan including person operating e-mitra in reference of execution of the plan decided by the government and governance. So it is not a major issue in context of differences of opinion of two separate groups.

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