IARJSET

ISSN (Online) 2393-8021
ISSN (Print) 2394-1588

International Advanced Research Journal in Science, Engineering and Technology

Vol. 8, Issue 6, June 2021

DOI: 10.17148/IARJSET.2021.8665

Public Awareness and Usages of E-Government Services

Dr. R. Sriandal Esakkirani, V. Chitra

Assistant Professor, PG Department of Commerce and Research Centre, Sri Parasakthi College for Women, Courtallam.

Affiliated to Manonmaniam Sundaranar University, Abishekapatti, Tirunelveli (627012), Tamil Nadu, India.

Ph.D Research Scholar, PG Department of Commerce & Research Centre, Sri Parasakthi College for Women, Courtallam,

Affiliated to Manonmaniam Sundaranar University, Abishekapatti, Tirunelveli (627012), Tamil Nadu, India.

Abstract: There are various e- government services provided to citizen through Internet facility Public can have awareness regarding E – Government Services, this e- service is provided by e- governance system, usage of this services is vary from age group, gender group and area of residence also. This study include awareness of E- Government services, Satisfaction level of the Public regarding E- Government services and level of Agreement of E- Government services. National Id services are provided by UIDAI under the National e- Governance Plan (NeGP) most of the services are provided through Common Service Centre (CSC).

Keywords: UIDAI, NeGP, E- Governance, Common Service Centre.

I. INTRODUCTION

Government Provide various services to public through online to all the age group, all residential person also utilize this E-Government services at any time, there are various type of services provided such as G to C service, G to G service, G to E service, G to B Service and also provide service for Agricultural service, online Education Service, Online Application Service, Getting Driving License through online, Passport and Visa facility, online job application facility, Payment of bills and so on, Moreover the maximum services are done with the help of internet. Government can provide all the services through internet it will be reduce the paper work and also reduce the corruption. Citizens can utilize this facility in any time and anywhere with minimum of cost hence this study is focused on the some important services which is maximum used by the citizens such as payment of bills, getting driving license from online, Filling income tax and so on People can utilize this facility with their residence area and also get from Common Service Centre.

II. REVIEW OF LITERATURE

Jing fan and wenting yang (2015) in their paper entitled on **"Study on e-government service quality: The integration of online and offline services**" they focused about the e- government issues from the users and discussed the SERQUAL model, e-government service quality model survey method is applied to collect data.

Reeti Agarwal & Ankit Mehrotra (2017) they entitled the paper about "**E-Government Services in an Emerging Economy: A Citizen's Perspective"** this paper to analyze different aspects of publics' perception and their attitude related to E-Government services. Primary data collection method was used for collecting data about the attitude of people towards E-Government services. Various statistical tools were used for analyzing the data. It can be find that to enhance people's perception of the usage of e- government services, facilitating conditions should be improved and promotion of the benefits of such services should be done and barriers should be reduced.

Objectives

- To know the types of E- Government Services
- To understand the perception and Agreement level of E- Government Services
- To analyse the Usages of E- Government Services

IARJSET

ISSN (Online) 2393-8021
ISSN (Print) 2394-1588

International Advanced Research Journal in Science, Engineering and Technology

Vol. 8, Issue 6, June 2021

DOI: 10.17148/IARJSET.2021.8665

Methodology: Percentage Analysis, H test and Chi Square test to used to analyses this study.
Sample Size: Primary data is collected through the interview schedule with 375 respondents and this data is collected only in Southern areas**.**

1.Level of Agreement regarding E- Government services give lot of benefit to citizen

It is important to know the level of agreement regarding E- Government services give lot of benefit to citizen. For that purpose, the respondents are asked to give their opinion in a five point scale namely strongly agree, agree, no opinion, disagree, strongly disagree. Table 1 shows the level of agreement regarding E- Government services give lot of benefit to citizen.

Table-1 Level of Agreement regarding E-Government services

Sl. No	Particulars	No. of Respondents	Percentage to Total
1.	Strongly Agree	95	25.3
2.	Agree	149	39.7
3.	No Opinion	21	5.6
4.	Disagree	78	20.8
5.	Strongly Disagree	32	8.5
	Total	**375**	**100**

Source: Primary data

It is understood from the above table that 95 (25.3%) respondents are strongly agree with e- government services give lot of benefit to citizen, 149 (39.7%) respondents are agree with e- government services give lot of benefit to citizen, 21 (5.6%) respondents are no opinion with e- government services give lot of benefit to citizen, 78 (20.8%) respondents are disagree with e- government services give lot of benefit to citizen and 32 (8.5%) respondents are strongly disagree with e-government services give lot of benefit to citizen. It is concluded from the above table that most of the respondents are agree with e government services give lot of benefit to citizen.

2. Relationship between Age group of Public and Services of E-Government

In order to examine whether there is any relationship between age group of public and the e-government services, the following null hypothesis is formulated.

Null Hypothesis:

H_o: **"**There is no significant relationship between E-Government services and age group of public in Southern Area. To examine the null hypothesis, the Kruskal Wallis Test has been applied and the outcomes are shown in Table 2.

Table-2 Relationship between Age group of Public and E- Government Services

Sl. No.	**Particulars**	*H. Value*	*Level of Significance*	*Outcomes*
1.	For Applying Job	4.723	0.193	N.S.
2.	For Net banking facility	2.929	0.400	N.S.
3.	For Filling of Income Tax	4.182	0.242	N.S.
4.	For Ticket booking	12.710	0.005	S.
5.	Updating Details in National ID	6.208	0.102	N.S.
6.	For Online Driving License	9.690	0.021	S.
7.	E-District services	2.973	0.396	N.S.
8.	For Bill Payment	0.396	0.941	N.S.
9.	Print/Download Documents	2.038	0.565	N.S.
10.	Enrollment of National ID	8.783	0.032	S.

Source: Computed Primary Data. S. – Significant; N.S. - Not Significant

The table 2 indicates the outcome of the Kruskal Wallis test for factors e- government services based on age group of public. It is clear that the significant value 0.05 is greater than P value. Hence the null hypothesis is accepted at 5 per cent level of significance. Hence, this means that all the respondents have almost given similar rank to e- government services except 'Ticket booking facility', 'driving license facility' and 'Enrollment of National ID'. To conclude that age group of the respondents does not influence the ranking given to E-Government services except 'Ticket booking facility'

IARJSET

ISSN (Online) 2393-8021
ISSN (Print) 2394-1588

International Advanced Research Journal in Science, Engineering and Technology

Vol. 8, Issue 6, June 2021

DOI: 10.17148/IARJSET.2021.8665

(C.V, 12.710, p value 0.005, p<0.05), 'Driving License' (C.V 9.690, p value 0.021, p<0.05) and 'Enrollment of National ID' (C.V 8.783, p value 0.032, p<0.05).

Table-3 Level of Agreement regarding usages of Online Services

Sl. No	Particulars	No. of Respondents	Percentage to Total
1.	Strongly Agree	105	28.0
2.	Agree	143	38.1
3.	No Opinion	17	4.5
4.	Disagree	65	17.3
5.	Strongly Disagree	45	12.0
	Total	**375**	**100**

Source: Primary data

Table 3 clearly indicates that 105 (28%) respondents are strongly agree regarding usages online Service is essential, 143 (38.1%) respondents are agree with usages online service is essential, 17 (4.5%) respondents are no opinion regarding usages online service is essential, 65 (17.3%) respondents are disagree with usages online service is essential and 45 (12%) respondents are strongly disagree regarding usages of online service is essential. It is seen from the above table that most of the respondents are agree with usages of online service is essential.

4. Association between gender group of public and Level of Agreement regarding usages of online service is essential

An attempt has been made to test the association between gender group of public and level of agreement regarding usages of online service is essential, a two-way classification table with gender group of public and level of agreement regarding usages of online service is essential was formed. Accordingly, public have been categorized into two groups on the basis of their gender group. Chi-square test is applied with the null hypothesis as,

H_o: There is no association between gender group of public and level of agreement regarding usages of online service is essential

The Gender wise classification of the respondents on the basis of their level of agreement regarding usages of online service is essential is shown in Table 4.

Table 4 Chi-square test for association between gender group of public and level of agreement regarding usages of online service

Gender Group	Level of Agreement					Total	Chi-square Value	P Value
	Strongly Agree	Agree	No opinion	Disagree	Strongly Disagree			
Male	65 (17.3)	79 (21.1)	12 (3.2)	40 (10.7)	19 (5.1)	215 (57.3)	23.657	0.000
Female	40 (10.7)	64 (17.0)	5 (1.3)	25 (6.6)	26 (6.9)	160 (42.7)		
Total	105 (28)	143 (38.1)	17 (4.5)	65 (17.3)	45 (12)	375 (100)		

Source: Primary data

It could be seen from table 4 that there is a relationship between the gender group of public and level of agreement regarding usages of online service is essential. Gender group-wise analysis of level of agreement regarding usages of online service is essential demonstrates that 105 (28%) respondents are strongly agree regarding usages of online service is essential in which 65 (17.3%) respondents were male and the remaining 40 (10.7%) respondents were female. 143 (38.1%) respondents are agree regarding usages of online service is essential in which 79 (21.1%) respondents were male and the remaining 64 (17%) respondents were female.

Table 4 further indicates that 17 (4.5%) respondents are neutral regarding usages of online service is essential in which 12 (3.2%) respondents were male and the remaining 5 (1.3%) respondents were female. 65 (17.3%) respondents are disagree regarding usages of online service is essential in which 40 (10.7%) respondents were male and the remaining 25 (6.6%) respondents were female. 45 (12%) respondents are strongly disagree regarding usages of online service is essential in which 19 (5.1%) respondents were male and the remaining 26 (6.9%) respondents were female.

IARJSET

ISSN (Online) 2393-8021
ISSN (Print) 2394-1588

International Advanced Research Journal in Science, Engineering and Technology

Vol. 8, Issue 6, June 2021

DOI: 10.17148/IARJSET.2021.8665

It is inferred from the table 4 that since the 'p' value is less than 0.05. Hence the null hypothesis is rejected that there is a significant association between gender group of public and level of agreement regarding usages of online service is essential. As such, it is concluded that there is a significant relationship between level of agreement regarding usages of online service is essential and gender group of the respondents.

III. FINDINGS

- Majority of (39.7%) respondents are agree with e- government services give lot of benefit to citizen.
- The Age group of the respondents does not influence the ranking given to E-Government services except 'Ticket booking facility' (C.V, 12.710, p value 0.005, p<0.05), 'Driving License' (C.V 9.690, p value 0.021, p<0.05) and 'Enrollment of National ID' (C.V 8.783, p value 0.032, p<0.05). The null hypothesis is accepted at 5 per cent level of significance. There is no significant relationship between E-Government services and age group of public in Southern Area.
- Majority of 143 (38.1%) respondents are agree with usages online service is essential,
- The null hypothesis is rejected that there is a significant association between gender group of public and level of agreement regarding usages of online service is essential.

IV. SUGGESTION

- Government should provide various Awareness Programme to Public to understand the usability of online services.
- Provide Wi-Fi Facility at rural level to utilize the E- Government services.

V. CONCLUSION

E- Government service can provide fast and convenient service to Public through any time anywhere service this online service can reduce corruption also. Public have adequate awareness regarding e- Government services and use this online facility for filling tax, Getting Driving License, bill payment service and so on Citizen have lot of benefits through this E-Government Service with time Consuming.

REFERENCES

[1]. Jing fan, Wenting Yang "Study on e- government Service Quality: The Integration of online and offline Services.
[2]. Reeti Agarwal & Ankit Mehrotra "E-Government Services in an Emerging Economy: A Citizen's Perspective" 2017- Vol 2, Issue- 1, Amity Journal of Corporate Governance- 2 (1), (49-62)
[3]. Ali, M., Weerakkody, V., & El-Haddadeh, R. (2009, January). The Impact of National Culture on E-Government Implementation: A Comparison Case Study. Paper presented at 15th AMCIS, California, USA.
[4]. Al-Saggaf, Y. (2004). The Effect of Online Community on Offline Community in Saudi Arabia. The Electronic Journal of Information Systems in Developing Countries, 16(2), 1-16.
[5]. Al-Shafi, S., & Weerakkody, V. (2010). Factors affecting E-Government adoption in the state of Qatar. Paper presented at EMCIS 2010, Abu Dhabi, UAE. 2438/4395
[6]. Arslan, A. (2009). Cross-cultural analysis of European E-Government adoption. World Applied Sciences Journal, 7(9), 1124-1130.