A Study on the citizen's perception towards e-Governance service of the Government of Kerala and the problems experienced by the users.

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ABSTRACT:
At present in most of the countries there are democratically elected Governments following the concept of "Welfare State". In a democratic set-up a government is 'for the People, by the People and of the People". Therefore, in this type of set-up, the people participation in administration has multiplied. Moreover, there is significant increase in the complexity and magnitude of the government functions to solve complex operational problems and to aid in the implementation of development plans, programmes and projects, resulting in greater need of communication between people and Governments. To meet with the obligation of establishing communication, Information Technology is the only answer before the Government.
Every Government attempt to furnish services to the layman by way of making simpler streamlining of public service delivery network. In our country, persistent attempts have been made to guarantee translucent, authentic as well as effective services to natives and hence entrust them. Expeditious advances in Information and Communication Technology have made this really practicable. Hence, with the aim of attaining the masses of the nation, newly the Government of India has introduced digital India Programmes to metamorphose the country into a digitally entrusted society and knowledge economy. The present study aspires to go into an area of real concern for the victory of digital entrust of natives view point towards retrieving e - Government services. The study exhibits that motives to use, quality of website, self-efficacy, perceived usefulness, custom – built, security, local language and computer anxiety are positively related with e –Governance. Familiarity is negatively correlated with e –Governance. The study shows that by means of the system of e – Government helps the employees to attain responsibilities more rapidly and the legislation level presently implemented inspire them to accept e - Government services. In this study multi – stage sampling method is used for the selection of sample. This study reveals that Intention to use, website quality, self- efficacy, perceived usefulness, personalisation, perceived risk, security, local language and computer anxiety are positively related with e-Government. Familiarity is positively correlated but the correlation is not significance

Key words: e-governance, perceived usefulness, perceived risk, personalisation, perceived usefulness

INTRODUCTION OF THE STUDY

E-Government is the modernisation of processes and functions of the government using the tools of information and communication technology (ICT) to transform the way it serves its constituents. It is the application of ICT for delivering government services, exchange of information, communication transactions, integration of various stand-alone systems and services between government-to-citizen (G2C), government-to-business (G2B), government-to-government (G2G), government to-employees (G2E) as well as back-office processes and interactions within the entire government framework. Globally, ICT revolution and knowledge revolution made possible an architype modification in the mode in which processes of business are being managed, and domination of the state at its and its different is being done. ICT has developed as a vital progressive device right from the 1980s together in the progressing as well as progressed countries. By hastening the hop of cohort of 'knowledge societies' and 'knowledge economies', ICT has demonstrated its prodigious capacity during the last two eras; these growths being further protuberant in respect of many of the recently technologically advanced nations and some of the progressing nations including India. In the precise case of state of Kerala in the Indian union, the part of ICT in financial progress is noteworthy due to its unusual socio – economic, industrial as well as political environment. This is considered to be very high grade of technically competent and trained human resource, enormously increased NRI inhabitants and hence very high level of overseas transmittals, increased levels of societal progress and standard of living nearly equivalent with any of the progressed nations etc. Due to the said characteristics it is extensively identified that Kerala should rely principally on its knowledge means for its progress. In the above milieu, this study pursues (i) to study the numerous ICT ingenuities of Kerala state especially those for state administration, their development for the preceding years, appropriateness as well as existence; and (ii) to propose appropriate tactics for confirming more operative use of ICT for financial progress, especially for e – governance.

The purpose of this paper is to understand the citizen's perception and their level of satisfaction towards the three chosen dimensions of e-governance, namely: transparency, accountability, and participation, in the Kerala state towards the e-Government services provided by the State Government of Uttar Pradesh in India. It also tends to find out how the demographic variables like gender, age, educational level and sector of employment affect the level of satisfaction towards the e-Government services. The study utilises the subjective indicators to measure citizen's perception and overall satisfaction towards the e-governance services. The citizen's subjective evaluation has been adopted due to the lack of objective official data on the quality of the e-governance system, which is either not collected or not made available to the public. As the Surveys of e-Governance initiatives in the developing countries are incredibly rare (Heeks, 2001, p.18), this study will surely contribute to the small pool of researches which have examined the citizen's perception towards e-governance in developing countries. The findings of this research will hopefully serve the current e-Government initiatives in India, especially the e-governance initiatives taken by the state government in Kerala. Knowing the differences between citizen's perception and level of satisfaction towards e-governance services would help policymakers in designing the effective e-governance strategy for the future.

LITERATURE REVIEW
Effective public service delivery that meets public expectations and satisfaction is the focus of good governance. Today's citizens have very high expectations of their government. Thus, e-governance is crucial for achieving good governance's goals, yet properly implementing e-governance is a difficult undertaking. There are numerous obstacles that the government must overcome in order to establish e-governance, however these obstacles are only transitory (**Kiran Kumar 2023**). e-Government's primary goal is to increase transparency and lessen the distance between people and public employees in the delivery of social services. Increasing the volume and quality of e-services offered by government organizations and raising citizen satisfaction with services are some ways to accomplish this goal. Procrastination and corruption in governmental institutions are eliminated with the introduction of e-government. The importance of electronic technology in modern government organizations is rising. Governmental organizations use of electronic technology ensures the growth of the social, economic, social, and legal sectors of the state and has a unique impact on the development of management operations. One of the guiding principles of a democratic system is electronicization, which guarantees the effective implementation of public policies (**Muradov 2022**). e-Government is the best way for people in rural areas to get quality health care from medical professionals. It's seen as a big shift in medical informatics towards public health in order to make ICT based health care services more accessible. The most important thing for citizens in rural areas is information quality, so they can use the online health care apps easily **M. Bhuvana, et al. (2022)**. Another study advocated that during the COVID pandemic, most governments have been cognizant of the benefits of using ICTs. However, achieving e-Government goals can be difficult. One of the reasons why successful e-Government projects have failed is because of a lack of citizen engagement and adoption. Their findings show that all e-Government service quality dimensions (except security and trust, and emotional engagement) positively and significantly influence perceived usefulness (**Pour 2022**). This study attempt to examine the impact of ICT training programs on the success of e-Government services to improve digital competency along with decreasing the digital divide concerning developing societies. They opinioned that training focused on developing digital competencies raises public (**Chohan and Hu 2022**)

STATEMENT OF THE PROBLEM
❖ In India at numerous stages of experiments in E- governance has been made. A stage is yet to be arose to do away with traditional system of certification. Despite the confronts and downsides, E – governance progressed a long way in addressing the numerous disorders of Public administration. The study emphases primarily on the result of the system of e- governance in village office, revenue dept and RTO on civic and bureaucracy. On the basis of this, it is valuable declaring that Kerala a land of high reading ability is a centre of experiments in the management of local bodies, awareness and working out of the public. Kerala typical has attained broader acceptance in local administration, mass education and social well-being arrangements. In e- governance, state of Kerala has progressive abundant frontward than other states in India. In this milieu, a study of the victory and letdown of E- governance has made an influence in resolving various most important obstructions in the old-style system of administration in Kerala linked to government to public dealings in state. A study as this has to considered contemplation how the social progress in the state. 200 users for e-Governance are selected for this study. Linear regression and correlation are used for analysis the collected data.

OBJECTIVES OF THE STUDY
1. To examine the user's perception towards e- governance service of Kerala Govt.
2. To find out the problems experienced by the users of e- Governance of Kerala Govt.
3. To suggest suitable recommendation in the field of e- governance services of Kerala govt.

METHODOLOGY
For this study, 200 users of e-Governance of Kerala state were surveyed through a structured questionnaire to find the users perception and their perception and level of satisfaction with the e-governance services. Descriptive Research design was used for this study. Respondents of this projected research study are the beneficiaries of system of e- governance in

southern Kerala. The study focuses on citizens who had ever used these e-Government services. For the selection of the sample multi – stage random sampling is used for the selection of sample. The entire state of Kerala is separated into 3 geographical areas. Northern, central and southern. Thiruvananthapuram, Kollam Pathanamthitta, Alappuzha and Kottayam districts were carefully chosen on the ground of the ease of the research. In the second phase from the chosen districts, the receivers from the urban areas are selected on random sampling method. The convenience sampling method was carried out to select the samples from the huge population of e- governance users. Out of the 14 districts of Kerala, the Southern Kerala was chosen for this study (Thiruvananthapuram, Kollam, Pathanamthitta, Kottayam and Alappuzha). 5 districts are selected using purposive sampling technique for primary data collection. Both first hand and second-hand sources are used for data gathering. The first-hand sources of data are gathered with the aid of questionnaire. The second-hand sources of info are from Annual reports from the Business manuals, flyers, editorials, internet resources, books, magazines, guides and Journals. The researchers distributed the questionnaire through online and offline platforms among the recognised users of the e-services. The researchers also distributed the questionnaire on a face-to-face basis to eliminate any misunderstanding. Only the citizens who were willing to participate by filling the questionnaire were approached. Users satisfaction is dependent variable and Social security, Cost effectiveness, Perceived usefulness, Perceived risk, Tsrust Accessibility, Familiarity, Perceived need and benefit are independent variables. Data obtained was managed, categorized as well as chartered by various approaches. Data analysed with the help of SPSS Software. Tools used for the study are Linear regression analysis and Correlation analysiss

RESULT AND ANALYSIS
Testing of Hypothesis
H0: Factors affecting e-Government system has positive influence Citizens' Perception about e-Government System.

Table No.1 LINEAR REGRESSION ANALYSIS WITH CITIZENS' PERCEPTION ABOUT E-GOVERNMEN SYSTEM AS DEPENDENT VARIABLE AND FACTORS AFFECTING E-GOVERNMENT SYSTEM AS INDEPENDENT VARIABLE

Dependent Variable	F(R^2)	Independent Variable	β-value	t-value	p-value
Citizens' perception about e-Government system	0.525	Intention to use	0.725	23.461	0.000
	0.226	Website quality	0.475	12.043	0.000
	0.123	Self-efficacy	0.351	8.369	0.000
	0.015	Perceived usefulness	0.123	2.764	0.006
	0.006	Personalization	0.078	1.736	0.083
	0.010	Perceived risk	0.099	2.218	0.027
	0.005	Familiarity	0.098	1.513	0.116
	0.003	Security	0.014	0.306	0.760

From the above table shows that p-value of intention use, web site quality, self-efficacy, Perceived usefulness and perceived risk are less than Significant at the 0.05 level, so accepted the alternative hypothesis and rejected the null hypothesis and p value of Personalization, familiarity and security are more than .05, so reject the alternative hypothesis and accept the null hypothesis.

H1: There is association between dimensions of e-Governance in Kerala and Citizens' Perception towards e-Governance in Kerala

Table No. 2 CORRELATION ANALYSIS WITH DIMENSIONS OF E-GOVERNANCE IN KERALA AND CITIZENS' PERCEPTION TOWARDS E-GOVERNANCE IN KERALA

	VARIABLES	PEARSON CORRELATION	SIG. (2-TAILED)	ALPHA VALUE	Accept/Reject
1	Intention to use	0.725(**)	0.000	0.05	Ho Reject
2	Website quality	0.425(**)	0.000	0.05	Ho Reject
3	Self-efficacy	0.351(**)	0.000	0.05	Ho Reject
4	Perceived usefulness	0.123(**)	0.000	0.05	Ho Reject
5	Personalization	0.078(**)	0.083	0.05	Ho Accept
6	Perceived risk	0.099(*)	0.027	0.05	Ho Reject
7	Security	0.014	0.740	0.05	Ho Accept
8	Familiarity	0.065	0.116	0.05	Ho Accept
9	Local language	0.043	0.037	0.05	Ho Accept
10	Computer anxiety	0.006	0.887	0.05	Ho Accept

Table No 2 shows the correlation between e-Governance and citizens' perception towards E-governance in Kerala. From the table it is inferred that Intention to use, website quality, self- efficacy, perceived usefulness, personalisation, perceived risk, security, local language and computer anxiety are positively related with E-governance. Familiarity is positively correlated but the correlation is not significance

Correlation between citizen's perception towards E-governance andintention to use shows that ($p<0.05$) so reject the null hypothesis and it shows that the coefficient of correlation is 0.725, it indicates that there is a significant positive correlation between E-governance and intention to use.

Correlation between citizens' perception towards E-governance and website quality shows that ($p<0.05$) so reject the null hypothesis and it shows that the coefficient of correlation is 0.425, it indicates that there is a significant positive correlation between E-governance and website quality.

Correlation between citizens' perception towards e-Governance and self - efficacy shows that ($p<0.05$) so reject the null hypothesis and it shows that the coefficient of correlation is 0.351, it indicates that there is a significant positive correlation between E-governance and self-efficacy.

Correlation between citizens' perception towards E-governance and perceived usefulness shows that ($p<0.05$) so reject the null hypothesis and it shows that the coefficient of correlation is 0.123, it indicates that there is a significant positive correlation between E-governance and perceived usefulness.

Correlation between citizens' perception towards E-governance and personalization shows that ($p>0.05$) so accept the null hypothesis and it shows that the coefficient of correlation is 0.078, it indicates that correlation between E-governance and personalization is not significant.

Correlation between citizens' perception towards E-governance and perceived risk shows that ($p<0.05$) so reject the null hypothesis and it shows that the coefficient of correlation is 0.099, it indicates that there is a significant positive correlation between E-Governance and perceived risk.

Correlation between citizens' perception towards E-Governance and security shows that ($p>0.05$) so accept the null hypothesis and it shows that the coefficient of correlation is 0.014, it indicates that there is no association between e-Governance and security.

Correlation between citizens' perception towards e-Governance and familiarity shows that ($p>0.05$) so accept the null hypothesis and it shows that the coefficient of correlation is 0.065, it indicates that there is no association between e-Governance and familiarity.

Correlation between citizens' perception towards e-Governance and local language shows that ($p>0.05$) so accept the null hypothesis and it shows that the coefficient of correlation is 0.043, it indicates that there is no association between e-Governance and local language.

Correlation between citizens' perception towards E-Governance and computer anxiety shows that ($p>0.05$) so accept the null hypothesis and it shows that the coefficient of correlation is 0.006, it indicates that there is no association between e-Governance and computer anxiety.

SUGGESTIONS AND CONCLUSION

A large part of Indian population lives in villages. So that the government should make sure the setting up of more e governance kiosks in rural areas and which lead to the accessibility of e- governance services to all.

The important hindrance for the effective execution of e governance in India is poverty. Since the accessibility of internet is very costly, extensive portion of population cannot afford it. It is recommended that the cost of internet must be low enough so as to guarantee maximum use of e- governance.

The government should take enough effort to create more trust among people about online transactions. Some active steps should be taken to safeguard the profound individual information of the public. More rigorous legal actions should be endorsed for online money transfer.

Government officials should give adequate training to use the tools of information and communication technologies for efficient and fruitful e governance. T training should be mandatory for newly hired staff members, and current staff members should attend seminars and training sessions on computer and information technology use.

The back bone of e governance projects is internet. So that government must ensure continuous internet connectivity for the successful implementation of e- governance. Besides, power backup for continuous electricity supply should be installed at every government centre.

It is very essential to change the mind setup of the employees as well as the citizens, the major part of whom are still very much rely on working the traditional way. For the government needs to organize seminars about the use and advantage of e- governance.

The government should make available interlinking of information at various levels and across different departments of the government for the success of e governance. Vertical as well as horizontal networking is very essential.

CONCLUSION

The life of the citizens in the modern society has changed by the application of ICTS and other means of related setup in government offices. The use of information technology by the government agencies is referred as e governance. It has the capacity to change   ICTs leads to the promotion of more efficient and cost-effective government, facilitates

government services, allow accessibility of information to public and make government more answerable to public. It also facilitates participation of citizen in decision making. The process changes the collaboration between the public, government, administration and business leads towards good governance, corruption free society, more transparency, quick services and reduction of cost. Thus by accepting e governance there is advancement almost every sector it is economic, social and political.

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