

The Impact of Information and Communication Technology on Government Assisted Programs/Schemes

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CHAPTER: 1

INTRODUCTION

While 'good governance' may be a relatively modern idea in the West, in India it has deep roots in the Vedas. The 'Shanthiparva' of the Mahabharata adhered to the standards of excellent administration. The eternal obligations of rulers are to make their subjects happy, to observe truth, and to act truly, as Bhishma notes in 'Shanthiparva' (Fadia, 2004). Kautilya's Arthashastra is the most reliable historical account of Indian politics and government. "In the happiness of his subjects lies his happiness, in their welfare his welfare," Kautilya wrote in Arthashastra, "and whatever pleases himself he shall not consider as good, but whatever pleases his subject, he shall consider as good" (Baghel & Kumar, 2006). Kautilya cared about the people's well-being on both a material and an ethical level. Kautilya's system for governance also included initiatives to help the most disadvantaged people in society (Baghel & Kumar, 2006). The Mughal Empire, which ruled from the 15th through the 19th century, instituted several reforms to the government. The Mughal emperor Akbar felt personally responsible for the well-being of his subjects, whom he viewed as his children. Before the Mughal Empire arose, the first Muslim king, Sher Shah of the Delhi Sultanate, practised religious tolerance. He didn't just increase state involvement in people's lives by making sure they were safe and collecting taxes (Pani, Mishra, & Sahu, 2004). Prior to independence, the primary focuses of government were law and order, taxation, and income collection. The government's engagement during the British era resulted in improvements in healthcare and education, as well as the development of a basic infrastructure for travel and communication and the control of local business activity (Baghel & Kumar, 2006). Both 'swaraj' and 'su rajya' (good administration) were frequent topics of discussion for Mahatma Gandhi.

Su rajya and swaraj, as promoted by Gandhi, are incompatible with the idea of "good governance" since they prioritise the welfare of the people. He promoted the idea of a welfare state, or "Ram Rajya," in India, where the needs of the underprivileged, as well as the welfare and progress of the ordinary man, would be prioritised. Therefore, democratic decentralisation, which meant giving authority to the Gramme Panchayats

and the people at the lowest rung of the political hierarchy, was central to Gandhi's concept of effective administration. The goal of the newly independent Indian state was to establish a system of governance that prioritised the needs of its citizens. The spirit of responsible leadership is embedded in the Constitution's opening words. Good governance has several facets, all of which can be linked to the societal ideals set forth in the Constitution. The Constitution protects all citizens equally under the provisions of fundamental rights, no matter their caste, creed, gender, faith, race, place of birth, etc. Making a "welfare state" instead of a "police state" is a central tenet of state policy, as outlined in the guiding principle of our constitution. The majority of the rules are designed to create a social and economic democracy. The Indian Constitution was written with the goals of securing justice, freedom, equality, and the empowerment of vulnerable groups in mind. Good governance in India, as proven by the country's experience over the previous six decades, is aimed at increasing access to economic and social opportunities, eradicating poverty, and delivering efficient services to the poor. In May of 1999, the Indian Prime Minister convened a conference of the state's governors to examine ways to improve government efficiency and responsiveness. (a) responsible and citizen-friendly administration; (b) transparency and the right to information; and (c) strengthening the performance and integrity of the civil service were all focal points of the action plan (Lodha & Shrivastava, 2004).

The passage of the Right to Information (RTI) Act was a watershed moment in the history of the movement towards good governance. Transparency in government and accountability go hand in hand. The administrative procedure is bound to good governance by the RTI Act. Assuring transparency, accountability, and openness in the governance, RTI has played a crucial role in the construction of good governance and development. It can prevent bureaucratic dominance, promote openness, accountability, and responsiveness in government, and provide citizens with more avenues for input and knowledge about how their government works.

INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

The term "information and communication technology" (ICT) refers to the integration of many different types of services, applications, and technologies, including but not limited to telecommunications (telephones, fax machines, etc.) and internet-based data services (e-mail, file transfers, entertainment, etc.). Video conferencing, teleconferencing, distant learning, MIS, and stock-taking are among the many additional uses included. There are a wide range of technologies used in the network, from radio and television to cellular mobile communications, which use mobile phones, computers, and network components including wireless base stations. The software is the set of instructions that make everything from computers to the internet function. In order to facilitate the administration of information and communication between individuals, groups, communities, etc., ICTs provide a variety of tools. Computers, operating systems, software programmes (such as word processors, data processors, and database management systems), networks, intranets, power lines, telephone lines, radio and satellite systems are all examples of such tools. The term "ICTs" is also used to describe non-internet networks (such as direct modem-to-modem connections and dial-up board systems) in addition to internet-based tools (such as the World Wide Web, online forums, and e-publications). Despite the rapid development of new technologies, ICT increasingly relies on a combination of both new and old methods and tools (tele and video conferencing, multi-task devices, other wireless systems).

E-GOVERNANCE

In the 21st century, electronic governance has received a lot of attention. 'Simple, Moral, Accountable, Responsive, and Transparent' (SMART) governance can be achieved through the use of information and communication technology (ICT) in government operations (Heeks, 2001). To put it another way, the interaction between government and people and internal government processes can be seen of as providing effective implementation of government policies through the use of ICT. It's a major instrument for cleaning up the public distribution system and cutting down on corruption.

ROLE OF ICTS IN E-GOVERNANCE

Transparency in the system and human well-being are at the heart of the technology revolution. This is possible with the smart application of cutting-edge tools and ideas

like information and communication technology (ICT) and electronic governance. The technology revolution has had a profound impact on every aspect of human existence, including government. Any technological progress should be geared towards raising living standards. Information technology is useful for government at every level. ICTs have had a particularly noticeable impact on the public service sector. The development of ICT has led to the rise of the fourth information technology revolution. The first revolution was the advent of broadcast radio and television; the second is the development of telecommunications and microcomputers.

The Internet and related communications technologies constitute the fourth industrial revolution. There are numerous ways in which ICT may improve government. Information and communication technologies (ICT) have given governments greater opportunities for proactive improvement through the intelligent application of data and reengineering techniques. There is a growing recognition that ICT resources are crucial to achieving the 'good governance' goal. Governments are implementing ICTs in a variety of contexts for a variety of reasons, including:

- Good governance is made more efficient and effective by the use of ICT since it allows for better service delivery to the people in terms of both time and quality.
- Public services can be made more available to the public and transaction costs for government operations can be reduced with the help of ICT.
- The use of ICT can enhance government in a variety of ways.
- Good governance is a common goal, and ICT applications are developing as useful tools to achieve this goal.
- The Internet's proliferation has made it possible for governments to provide services to its citizens at any time and from any location.
- Citizens are now able to press their governments for answers and improved services thanks to ICT. The burden on governments to provide services such as ration cards, driver's licences, land records, welfare programmes, and civic services has increased as citizens have become more informed.
- The use of ICT has the potential to significantly improve the effectiveness, responsiveness, and openness of governmental processes.
- ICT has helped enhance people's lives and increased their productivity, which has a positive effect on a country's GDP and overall progress.

- Innovations in information and communication technology (ICT) and the proliferation of the internet have facilitated improved government relations with citizens and businesses.
- Because of the website, there is less of a monopoly on information, which has boosted transparency and government accountability.

INTERACTIONS IN E-GOVERNANCE

Backus (2001) said that the goals of e-governance include improved communication between government and public, stronger bonds between government agencies, and a more productive partnership between government and business.

Government to Government (G2G): In addition to improving the internal workings of government agencies, ICT is also utilised to improve the sharing of data and services between agencies. The fundamental goal is to raise effectiveness, productivity, and output.

Government to Citizens (G2C): As a result of this interface, citizens are better able to receive government services in a timely manner. This increases the quantity and quality of public services available to the population. The major goal is to make government more user-friendly for the general public.

Government to Employee (G2E): Numerous facets of e-governance, such as the intranet, document management, executive information system, etc., are useful to workers. This exchange is mutually beneficial for both the company and the worker.

Government to Business (G2B): In this case, the business community (suppliers of goods and services) is helped by e-governance tools in their interactions with the government. The goals are to streamline procedures, save resources, save operating costs, and improve the quality of interactions between businesses and government.

E-GOVERNANCE IN INDIA

The evolution of India's electronic government may be broken down into two distinct phases. The first phase takes place between the late 1960s and the late 1990s, while the second phase begins in the 2000s and continues to the present day. In the first stage of e-government's development, IT was used for internal government applications, with a focus on data-intensive tasks like national census tax administration and elections as well as defence, research, economic monitoring, and planning. With the establishment of the national IT task force and state government, the second phase of e-governance saw a shift in emphasis from e-mail and online forms to the use of IT for a wider range of sectoral applications, with the aim of reaching a greater number of citizens in both rural and urban areas. There has also been an increase in the role that NGOs and private sector organisations play in providing services to the general people. The United Nations Development Programme (UNDP) and the World Bank's 'E-governance for Development' initiative has helped to spur such endeavours (Madon, 2008).

A plethora of projects addressing issues including land management, transport, grievance redress, welfare schemes, etc., were launched in the 1990s. Several governments and businesses across the country have embraced these policies. This involved installing stands at pavement level in residential neighbourhoods. Villagers can use them as "One Stop Shops" to access critical services and resources in a centralised location. All of these shifts culminated in 2006, when the country's first comprehensive e-governance initiative went live. The Government of India (GoI) has recognised the growing significance of technology and has taken several measures to advance e-governance in India (Mishra, 2014; Patel, 2008).• The Indian government established its electronics department in 1970.

- The creation of the National Informatics Centre (NIC) was a major milestone on the road to e-governance.
- In the late 1980s, ICT was first put to use by several government agencies for a wide range of tasks, including document tracking, project management, payroll and report generating.
- India's central government unveiled its satellite-based NICNET (National Informatics Centre Network) in 1987. It followed the National Informatics Centre's (DISNIC) introduction of the District Information System. All district officers in the country were required to complete this training in order to become fully

computerised. By 1990, all district headquarters were connected to NICNET through state capitals (Patel, 2008).

- The centre convened a meeting of state and territory secretaries to discuss "Efficient and Sensitive Administration" in 1996. All government agencies should, as per the suggestion, adhere to the Citizens' Charter. A government's commitments to its constituents in terms of the quality of services it provides are spelt out in a document called the Citizen Charter. It gives the people the ability to demand that their government live up to its stated norms. It aims to facilitate communication between citizens and the government. The mission is to make government more efficient so that it better serves the public.
- In May of 1998, the United States government established a National Task Force on IT and software development. It advocated for the introduction of 'operational knowledge' to spread the use of computers and IT in the classroom and promote computer literacy among the general public.
- In 1999, the Ministry of Information Technology was established as the government's focal point.
- In the year 2000, the Information Age officially began. It provides a regulatory environment favourable to business dealings conducted online. The document aims to legalise the use of digital signatures and electronic contracts for things like document filing and crime prevention.
- For design security, Congress in 2000 passed the Semiconductor Integrated Circuit Layout-Design Act.
- The Ministry of Information Technology has taken on a project to establish Community Information Centres (CICs). This will help combat the growing challenges in healthcare, energy, water, education, literacy, and poverty reduction.
- In 2000, the Indian government convened the first National Conference of IT Ministers of the States to develop a coordinated strategy for advancing information technology across the country. The conference participants settled on a set of agreed-upon measures to promote IT in India.
- In 2006, the Department of Information Technology and the Department of Administrative Reforms and Public Grievances collaborated to create the National e-Governance Plan (NeGP). There are 27 mission mode projects and 8 support components that will be executed at the federal, state, and municipal levels. The

primary goal was to promote widespread self-governance in the area of social welfare (Bala & Verma, 2018).

- A national policy on open standards for electronic government was announced in the autumn of 2010. It provides a framework for e-governance solutions that may be used consistently, systematically, and efficiently.

ICT AND GOOD GOVERNANCE

New information and communication technologies have placed a premium on the mechanisms that give good governance its signature look and feel in interpersonal relationships. New possibilities for growth and development have been sparked by the quick pace of discovery, use, and diffusion of new and evolving information and communication technologies (ICTs) in all countries. Global governments are scrambling to take use of the potential presented by these cutting-edge technologies in order to accelerate economic and social progress to unprecedented levels. Problems that must be addressed immediately include the government's lack of action to close the digital divide:

- Setting out the groundwork for the country's digital backbone.
- Creating the means to maintain a national network of computers.
- Obtaining the necessary funding to meet the demands of infrastructure and human resources.

Better public services, social services, greater access to training and jobs, and new business and entertainment opportunities are only some of the many benefits of the evolving digital convergence resulting from innovative differentiation. Challenges and risks are inherent in the usage of information and communication technologies. The strategic, contextual, and operational levels all contribute to this phenomenon. National governments' efforts to establish national information policies and plans have been hastened by the difficulties and opportunities offered by existing and evolving information technology.

Many governments within the Commonwealth have taken the lead in pioneering new ways to use information and communication technologies to improve the lives of their

citizens and the functioning of their governments. The importance of information and communication technology is being underappreciated by many governments. They have not abandoned the traditional methods of producing riches and providing services. To create the knowledge economy and the new digital society, the government and other governing institutions, especially the business sector, must prioritise human development. Governments are important creators of content and innovation, or potential producers of content, as they define and spread policies, invest the most collectively in information and communication technology and infrastructure, and so on and so forth.

WHY E-GOVERNANCE FOR DEVELOPMENT?

It is a universal truth that governments around the world, even those in developing nations, are not responsive or accountable enough, cost too much, and provide too little in return. Reforms aimed at establishing good governance aim to correct these flaws. However, the implementation of such reforms has been far slower than anticipated, despite years of work. By facilitating communication, improving governmental procedures, and fostering cooperation among members of the public, it offers a novel approach to moving forward (Heeks, 2001). What advantages does electronic government offer? It's equipped with ICTs, which can lead to three key shifts in the way governments function for the better:

Automation: Replacing the current system by which persons accept, store, interpret, and send information, which is carried out by human beings.

Informatisation: Supporting human-performed information systems like modern means of communication, decision-making, and implementation.

Transformation: Facilitation of novel information processes carried out by humans or the creation of novel information processes carried out by ICT, such as the development of novel approaches to the delivery of public services.

ABOUT THE SELECTED WELFARE SCHEMES FOR THE STUDY

Facilitation of novel information processes carried out by humans or the creation of novel information processes carried out by ICT, such as the development of novel approaches to the delivery of public services. Indira Gandhi National Old Age Pension Scheme (IGNOAPS), Indira Gandhi National Widow Pension Scheme (IGNWPS), and Indira Gandhi National Disability Pension Scheme (IGNDPS) were chosen for this research because they are entirely computerised from start to finish. These initiatives are carried out as a part of the Ministry of Rural Development's (MoRD) implementation of the National Social Assistance Programme (NSAP, 1995). Beneficiaries of these non-contributory plans receive a regular payment. Since 2002-03, the NSAP has been a State Plan Programme, with the Central Government providing full funding in the form of Additional Central Assistance (ACA) to the states and union territories so that they can distribute benefits in line with the requirements set forth by the Government of India (MoRD, 2014). In order to supplement the ACA's limited scope of support, certain state governments may provide additional funding from their own resources.

For low-income residents, many state governments offer their own social pension programmes. Some of them predate the establishment of central authority. Guidelines, eligibility conditions, and support norms naturally vary considerably from one region to the next. As a result, the amount of social assistance available and the requirements for receiving it vary between states and union territories (MoRD, 2014).

CONDITIONS AND SELECTION PROCEDURE OF BENEFICIARIES UNDER IGNOAPS, IGNWPS, AND IGNDPS

- Each state may choose its own verification team and official to check each application independently.
- The pension should be credited to the recipient's post office or public sector bank account whenever possible to ensure timely and accurate service.
- Each year, a block/district/state must submit a certificate verifying that all eligible recipients have received coverage.
- All disbursement information and beneficiary records are made public.
- Decisions on approval or denial must be made within sixty days of receipt.

- If the pension is not approved, the relevant agency must decide on the appeal within 15 days.
- Beneficiaries' complete applications and supporting materials are collected during the inquiry process. No application may be denied other than on the grounds that the claim is not genuine or the applicant does not meet the eligibility criteria, and the verifying officer should provide the requisite recommendation for sanction or rejection with reasons.
- Within two weeks of application receipt, verification must be performed.
- Verifying official (Village Development official/ Secretary at Gramme Panchayat level) submits inquiry reports and all related paperwork to concerned office ADO Samaj Kalyan (Social welfare) at the block level. When the ADO Samaj Kalyan's verification of the recipients' list is complete, the document is sent on to the District Social Welfare Officer.
- If a pension is to be maintained, the relevant government agency must conduct an annual check at the Gramme Panchayat level, with the help of a (Village Development Officer). If pension recipients are found to be ineligible during the annual verification process, their payments will be stopped immediately, and fresh applicants will be considered for the assistance grant in their place.
- Eligible beneficiaries for assistance under IGNOPS, IGNWPS, and IGNDPS will be determined based on a field report of all eligible beneficiaries, and new beneficiaries will have their pension assistance sanctioned on a first-come, first-served basis, within the limits of the available budget, with no arrears.

CHAPTER: 2

LITERATURE REVIEW

An annotated bibliography or essay summarizing the key works in a given field is an example of a literature review. A literature review is a critical study of the works that aims to review the merits and shortcomings of literature produced in the field of study or related to a particular topic of research. A literature review is a synthesis of relevant search results that is conceptually organized to set the stage for the study. This is not a literature review or a synopsis, but rather essential background information. It entails reading and analyzing all relevant publications about the issue at hand. In the following sections, we make an effort to compile some of the relevant prior work on the topic of this study.

According to the book review 'Paradigm shift' written by Tapscott and Caston (1993), a fundamental change in how government services are provided has resulted from the advent of cutting-edge communication and information technologies.. The bureaucratic paradigm has moved from its historical documentary mode and electronic communication and distant collaboration that characterize the e-government model. The potential to personalize user experiences poses a threat to the principles of standardization, objectivity, and equity.

In his paper "Information and Communication Technologies for Better Governance," Lal (1999) looked at the difficulties African countries face when trying to implement ICTs to improve governance so that poverty is reduced, basic human needs are met, public administration is strengthened, and democracy is advanced. It summed up the worldwide and African experiences with ICTs, both good and bad. The article outlined a set of precautions that should be taken before implementing ICT and provided a plan of action for implementers. In this paper, we looked at three ways in which information and communication technologies (ICTs) can support the ongoing operation of e-governance: (a) by facilitating decision-making, communication, and complex decision making; (b) by automating tedious individual tasks; and (c) by facilitating previously unimagined activities and processes. If information and communication technologies

(ICTs) are correctly aligned with governance objectives, they can lead to significant improvements in productivity.

According to Dash's (2000) article "Information technology and its application," the development of computing and the Internet in the 20th century is one of the century's greatest achievements. It is generally agreed that the Internet can serve as a catalyst for societal and economic progress, and that this will hasten the rate at which our species evolves.

Heeks's (2001) study "Understanding e-governance for development" explored the idea that new ICTs could be a substantial help in the pursuit of good governance. This research analyses IS and the argument that e-governance is possible through the application of ICT. Good governance relies on openness, participation, lawmaking, and accountability, all of which are facilitated by e-government. E-governance and effective governance share a focus on improving administrative effectiveness, public service quality, and citizen engagement.

According to Bhatnagar's (2002) "E-government lessons from implementation in developing countries," the use of technology to improve government performance in service delivery and departmental efficiency is a key benefit of e-government. He explains how he came to the conclusion that working with the private sector can be beneficial because of the latter's wealth of experience in the field of IT application development.

According to "IT for rural development in India," by Dhingra & Misra (2002), e-governance seeks to increase government openness and help regular people make better decisions. Increasingly, information and communication technology (ICT) is seen as an essential component of accountable, transparent, and effective government. E-governance plans on providing timely and high-quality services by making ICT more accessible to the average citizen.

Electronic government (e-government) is a tool for advancing good governance, as Haldenwang (2002) explains in his article "Electronic government (e-government) and development: Does the digital divide contribute to the governance divide." It's a way to

boost the effectiveness of government operations, the quality of public services, and political accountability all at once.

According to Saidi & Yared's (2002) article "E-government: Technology for good governance development and democracy in the MENA countries," more and better information leads to better governance and democracy because it allows for more effective representation and participation.

In his paper "E-governance for good governance," Barthwal (2003) cited the rapid development of IT and the internet as a defining element of the 21st century. Every facet of human existence has been altered by technological progress, and administration is no exception. He looked at how far we are from the open government and unfettered access to data that IT promises.

'Public service delivery: Does e-government help?' by Bhatnagar (2003). Examined the public service system's structure and identified problems with how they operate. The primary difficulties for people, especially the poor, include excessive pricing, corruption, a lack of access to information, a lack of citizen involvement, and a lack of access to inexpensive services. He continued by explaining how the primary problems with service management delivery can be overcome with the help of e-government.

'Do more transparent governments govern better?' (Islam, 2003) aimed to learn more about the impact that access to information can have on governance by investigating the connection between knowledge flows and administration. In particular, it addresses (a) the impact of easy access to fundamental economic data on governance, and (b) the potential effect of a law regulating information availability on the quality of government. Data from real-world experiments proves that high-quality government exists in countries with more efficient information flows. Voters in the areas where the media had the most impact were also the most informed and likely to cast informed ballots. Timely information is required on all decisions made by the government, how those decisions will be implemented, what implications they will have, and the process that led to those decisions.

According to Basu (2004), author of "E-government and developing countries: An overview," "electronic" means promoting and encouraging good governance in government. E-governance's goals, then, are consistent with those of good governance.

Panneervel (2005), author of "E-governance: A challenging management tool," explains how, thanks to its e-literate population, India is quickly becoming a significant pioneer in the global adoption of e-governance. The author elaborated on how the use of 'e' altered government. It discusses how we may leverage cutting-edge ICTs and their abilities to construct a decent governance framework that prioritizes the needs of its constituents, or "citizens," in other words, how 'e'-application would revolutionize the public service sector. He also explained how e-governance helped with change management.

E-governance reforms in India have been studied by Sangita and Dash (2005) in their article "Electronic governance and service delivery in India: Theory and reality." The article focused on the theoretical underpinnings of e-governance, the many e-governance initiatives underway in India, and their policy implications. For e-governance to be successful, the authors cited the need for a "sound policy and legal framework," "sufficient infrastructure," "professional workforce," "active civil society," "involvement of citizens," and "collaborative private sector."

Saxena (2005) writes in 'Towards excellence in e-governance' that he believes most countries' e-governance plans will make government citizen-focused and less expensive to run. Most of these efforts have been unsuccessful in producing the expected outcomes. One common cause of this failure is an excessive emphasis on technology rather than on effective leadership and management. This article, written under the banner of "excellent e-governance" (e-governance), discusses the essential features of a governance-focused effort and lays out a methodology to guarantee its successful execution. Excellence in e-governance (also known as governance centralism) requires a focus on outcomes rather than processes. The project must be outcome-focused and directed by a goal or purpose that adheres to "good governance" for this to be possible.

Democracy and governance in a changing world, written by Verma (2005), explains the impact of globalization and ICTs on these concepts and how governments respond

to these changes. Noting the importance of democracy in today's rapidly evolving society, he also explored the development of e-democracy, e-governance, and electronic parliamentary processes.

According to Dada (2006), who wrote a paper titled "The failure of e-governance in developing countries," a large chasm separates the present from the potential of the e-governance system in such countries. When the same electronic governance system is implemented in developed as well as developing nations, three distinct but related schisms emerge: the hard-soft divide, the private-public sector divide, and the country context divide. The study recommends that developed-country administrators conduct a needs assessment before implementing e-governance that requires monitoring potential threats and opportunities.

Good government and electronic government, e-governance's global standing, the government's and IT India's attitude, and the several e-governance initiatives across India's various states are all well-described in Sinha's (2006) book, "E-governance in India: Initiatives and issues."

E-governance case studies, compiled by Agarwal (2007), comprises nearly all key case studies of e-governance that occur in various Indian states, suggesting that India has been a forerunner in the IT sector during the past few decades. The benefits of these e-government efforts include improved customer service, more accessible government services, citizen empowerment, access to information, more government transparency, and improved internal communication.

In their 2007 paper "E-government in a developing country: Citizen centric approach for success," Akther et al. Most e-government efforts in industrialized countries, they argue, involve high-tech meddling, but citizens aren't ready for it. There have been initiatives that succeeded despite taking the cheap path. This report analyses one such initiative in order to determine the factors that contributed to its success. According to the findings, the key to achievement is stakeholder participation. E-government success depends not on information technology (IT), but on an understanding between citizens and their representative government. In places where unexpected, unforeseen benefits have been realized, like increased public and elected official legitimacy, better informed

school enrolment, and better overall vaccine management, improvements in registration of births and immunization rates have been obtained.

According to the article "E-governance initiatives of Karnataka" by Rajeev & Anirban (2007), many people in our country have trouble accessing government services because they are either unaware of those services or do not understand how to access them. They elaborated on the ways in which e-governance will improve citizens' access to government services and the efficiency and openness with which such services could be provided to the public. It also has the potential to improve service quality for the general public.

According to Rani's (2007) "E-governance initiatives in Karnataka: an appraisal," the idea of good governance began to gain traction in 1989. The successful implementation of e-governance will bring IT to the everyday citizen and serve as a tool of good governance. E-governance's conceptual framework, Karnataka's different e-governance projects, an evaluation of those activities, and suggestions for improving their effectiveness were all presented in this article.

To highlight the current state and challenges associated with adopting e-Government in India, Shah (2007) issued a study paper titled "E-governance in India: Dream or reality?" This paper covers the fundamentals of e-governance, the big four stages of getting there, the difficulties of the final stage, horizontal integration, the current state of India's e-governance, and a comparison of ICT use in India and developed countries. This study delves into the technological, privacy, security, social, infrastructural, availability, usability, acceptance, political will power, economic, maintainability, literacy, and other crucial difficulties faced by India in adopting e-governance.

In their edited volume "Coalition governments and good governance," Singh et al (2007) present a number of studies that address governance and show how modern administration is strikingly comparable to tech-friendly forms of governance like smart governance and e-governance.

In his book "E-governance in India," Tripathi (2007) discussed the advantages and disadvantages of e-governance in India's various states. He listed some of the

advantages of electronic government, such as increased openness, shorter wait times for services, and less opportunity for corruption.

E-governance projects in states like Karnataka, Goa, Delhi, Jharkhand, and Andhra Pradesh are described by Chakravarti and Venugopal (2008) in their paper titled "Citizen-centric service delivery via e-governance portal: Present scenario in India." This study summarizes the current state of state portals and evaluates ongoing e-governance initiatives. The writers emphasized the importance of the state portal, which provides citizens with a centralized location from which to access a variety of informational and transactional services offered by the state. Through this centralized hub, citizens and companies alike gain access to the full breadth of services offered by a variety of government agencies. They explained that the state portals assist improve government openness, shorten the time it takes to provide services, cut costs, and raise accountability across agencies.

Dwivedi & Bharti (2010) discuss the issues involved in e-Governance, including poverty, technical illiteracy, English hegemony, unawareness, lack of participation of society, public & private sectors in e-Governance projects, inequality between urban & rural areas, a lack of infrastructure, and obstacles to the re-engineering of e-Governance. Using examples like Bhoomi, CARD, Gyandoot, Vahan, and Sarathi, the author discusses the present situation with e-Government in India. While there are challenges, India's many successful e-Government programmes suggest the field has room to grow.

"Information and Communication Technologies and good governance: A study of the Indian context," Kalsi et al (2008) The purpose of this research is to determine if new forms of communication and computing may provide meaningful benefits to effective government. E-government applications within the Indian context need immediate research to identify and quantify potential roadblocks to their widespread adoption, and a meaningful framework should be developed in this area to help identify and evaluate potential solutions. The Internet and other forms of electronic communication cannot solve all of humanity's ills by itself.

The conceptual framework of e-governance, the various e-governance initiatives taken up by different countries, the development of online public services, and state or central

government agencies that are in the advanced stage of agency formulation are all clearly outlined in Raj's (2008) book, "E-governance techniques: Indian and global experiences."

For his study "Responding to information needs of the citizens through e-government portals and online services in India," Hirwade (2010) analyzed the National Portal of India, which serves as a centralized hub for accessing 601 government websites and portals. These portals serve the information needs of the public by offering a combined total of 1576 distinct web services. According to the quantity of features, state and territorial portals have been ranked. The report examined the availability and accessibility of digitized regulations, documents, actions, and initiatives from national and state government departments through government websites. Transitioning to an electronic government allows governments to demonstrate their flexibility in the face of accelerating change. Governments have an once-in-a-lifetime chance to reap the undeniable rewards of today's technological advancements may provide through the judicious application of ICT and the Internet, and so create a more effective and efficient government. The governments websites are made to assist people easily obtain data and complete transactions. The Indian government has made a significant impact on the World Wide Web through its work on national, state, and local web portals. Due to their focus on the individual user, these portals have proven to be a useful tool for meeting people's information demands. There is a need for better e-commerce services. The delivery of online services in a developing country like India through government portals is a revolutionary phenomenon that necessitates a shift in attitude on the part of all citizens, administrators, and policymakers. It is possible to improve the efficacy, efficiency, and accessibility of government processes by utilizing the Internet.

According to the research of Chauhan and Srivastava (2011), titled "Good governance: Search for accountability mechanism," transparency is the cornerstone of effective leadership. They also endeavored to make it clear that not only government agencies but also private businesses and non-profit organizations have to answer to the public and any relevant institutional stakeholders.

The Indian administration has several ills, as described by Kumar (2011) in his article "Indian Perspective Administrative Culture," including but not limited to: avarice,

nepotism, favoritism, inaccessibility, delaying tactics, viewpoint rigidity, indifference to democratic institutions and procedures, etc. Thus, IT may be utilized to alter the entire culture of administration in India and eradicate such problems. E-governance has the potential to usher in a new era of leadership in India, ushering in with it the concept of good governance.

According to Singla's (2011) essay "Combating corruption through e-governance in public service delivery system," e-governance is the only method that can guarantee openness, accountability, improve public service delivery, and reduce "corruption." Corruption-free public service delivery is a present reality made possible by e-governance. He reasoned that reforms in the public sector would benefit greatly from e-governance initiatives.

In his book "Unlocking e-government potential: Concepts, cases, and practical insights," Bhatnagar (2012) laid forth the theoretical underpinnings, empirical findings, and implementation recommendations necessary to realize e-government's full potential. This book also includes suggestions for how to conceptualize and implement e-government on a regional, statewide, or federal scale.

In his book "E-governance in India: A reality," published in 2012, author Vasu made an effort to describe the major domains of management and IT, deftly blending philosophical argument with practical ramifications. The book primarily centered on the four cornerstones of effective governance: accountability, openness, participation, and predictability.

E-governance policy for modernizing government through digital democracy in India was the title of a study by Prasad (2012). This research looks at the challenges faced by the National e-Governance Plan (NeGP), including a lack of funding and access to ICT infrastructure, and the need for capacity-building to enable individuals to engage in e-Government and e-Democracy. The report also seeks to contextualize the Akshaya e-Literacy project in Kerala and bring it to the public's attention. If you want to see how e-Literacy affects e-Government, it's helpful to look at the case of Kerala, where the state government has taken the only programme in India that aims to teach computer literacy to the general public. Enhancing citizens' e-literacy is a powerful means of

promoting digital democracy and modernizing governance. The findings from the research conducted in Kerala have implications for other Indian states that are working to increase citizen engagement with e-Government. In India, the adoption of e-Government is being driven by distinct motivations and requirements than in developed countries.

In his book titled "E-governance," Sharma (2012) introduced the concepts of e-governance, the governing mechanism, information and communication technology, and e-governance. The primary focus is on the legal implications of e-governance and related case studies.

2012's Subramanian 'E-governance: A path to good government in India' examined how E-governance is more than just a technological phenomenon. Transparency, efficiency, and effectiveness in government institutions are all things that can be strengthened through the application of information and communication technology (ICT). The term "governance" refers to the management of a community's affairs through the coordinated use of economic, political, and administrative power. Expression, exercise of legal rights, performance of duties, and mediation of conflicts among community members and groups are all aspects of this. The task for all societies is to establish a system of good governance that encourages, facilitates, and maintains human development, particularly for the most disadvantaged members of society. Participatory, open, and accountable procedures are all hallmarks of effective government. In addition to being efficient and fair, it also promotes the rule of law and safeguards the consensus-based political, social, and economic interests of society at large. Good governance has as one of its aims the facilitation of an institution's ability to carry out its mandate. This study addressed the question, "How far can e-governance help India achieve good governance?" Good governance is a worthy goal, but it is challenging to fulfill in its entirety. To make this ideal a reality, however, efforts must be made to promote sustainable human progress. A fresh mental frontier is unlocked by well-run governments. It gives us a framework to discuss the government's part in solving public problems and the potential contributions of other actors. It's helpful for thinking about possible responses to government incompetence. It broadens one's view of the potential need for stronger involvement from groups in society other than the government in addressing problems. It's not by chance that many discussions about governance centre

on cooperation between various parts of society and on encouraging citizen input into policymaking processes. Finally, it prompts us to wonder what sorts of governance structures have what kinds of impacts on the likelihood of achieving desirable social and economic objectives.

In their essay titled "Sustainable rural development through ICT and e-governance in India," Upadhyaya and Chugan (2012) aimed to give an overview of the technology from a high level, the rural ICT project, and the pertinent concerns related to the integration of ICT into government administration in rural areas. India's e-governance initiatives, which aim to modernize and streamline the delivery of government services, have been meticulously designed, implemented, and monitored. E-governance and other forms of information and communication technologies have made the entire system more open and reliable. They argue that the private-public partnership model has a better chance of producing long-term economic progress. In this respect, the PPP model is more effective, and e-governance and growth are becoming intricately connected.

According to research by Madzova et al. (2013) titled "E-government as an effective tool towards effective governance: Trend and analysis across the global regions and within western Balkan countries," the primary objective of the e-government is to increase citizens' access to government services.

Many articles on governance and development, including the difficulties of good governance in India, the need for novel approaches, the impact of e-governance on good governance, corruption, participatory development, and the importance of a bottom-up strategy, have been published in the monthly journal Yojana on "Good governance," (2013). These articles cover a wide range of topics related to effective government management.

An overview and implementation of e-Governance as well as a list of e-Government initiatives conducted by state and national governments were provided by Singh (2014) in the paper "An impact study on e-governance in India: Applications and issues." deal with in this article. How well an e-Governance programme has brought government and the services it provides closer to the people, how well it has promoted

accountability, openness, and responsiveness in government functioning, and how well it has ensured that government functions better at lower costs are the ultimate measures of success. The purpose of e-government is to make a wider range of governmental services available to the public in a way that is both convenient and economical. Government transparency is increased by the use of electronic government. Effective implementation necessitates the existence of appropriate standards, infrastructure, legislation, and policies.

A favorable effect of e-government practices on good governance was documented by Alaaraj & Ibrahim (2014) in their study titled "The influence of e-government practices on good governance from the perspective of the public in Lebanon." In particular, e-services benefit tremendously from strong governance, but neither e-administration nor e-procurement has any noticeable effect on this front.

According to the article 'Good governance through e-governance with special reference to India' by Sapru & Sapru (2014), the challenges that rapid population growth, cultural diversity, acute poverty, and high illiteracy present to government services delivery mechanisms have caused India to fall behind in meeting rising citizen expectations. They emphasized the importance of e-governance as a driving force for revolutionary shifts in the quality, efficacy, and efficiency of government, and the need to update the current system of service delivery and administration.

The authors of "E-governance: A road map towards good governance," Verma and Priyanka (2015), set out to conduct an exploratory research of the services offered by the Government of India's e-government initiative. This poll was primarily conducted to gauge Indian residents' familiarity with e-governance. He uses a sample size of 170 people across the country. In addition, a poll was done to gauge citizens' familiarity with e-governance. People from all walks of life were asked to fill out the survey. Random sampling was employed in the research. SPSS was used for statistical evaluation. The study's subjects were largely uninformed about what e-governance entailed. In this paper, we argue that the best way to encourage e-governance in the country is to build a solid ICT (Information and Communication Technology) infrastructure.

In his article "E-governance: Good governance in India," Kumar (2017) surveyed previous research on the topic both in India and elsewhere. The study set out to determine the pros and cons of e-governance in India by identifying the various forms it takes. According to the research, there are four distinct ways in which governments use e-Governance to provide their citizens with services: G2C (Government to Citizen), G2E (Government to Employee), G2G (Government to Government), and G2C. We identified six benefits, including better communication, government accountability, government savings, citizen participation, speed and time savings, and public service transparency, as well as five drawbacks, including fewer opportunities to use the internet, greater vulnerability to cyber attacks, higher energy costs, and less convenient and less transparent public services. Both the federal and state levels of government are responsible for providing a wide range of public services to their constituents. E-governance seeks to keep democracies functioning by making it easier for citizens to have a voice in government, have access to relevant information, and otherwise take part in making policy decisions that affect them. To make e-governance effective governance, the government of India should make a concerted effort to eliminate or minimize its disadvantages.

CONCLUSION

Research presented in this chapter shows that e-governance and other forms of ICT, such as the internet, play a crucial role in expanding citizens' availability of government services and enhancement of the transparency and accountability of such services. In many ways, today's administration might be compared to a digital company. With the support of e-governance efforts, government agencies can improve openness, shorten the time it takes to provide services, cut costs, and promote accountability. There is widespread agreement that IT may serve as a catalyst for progress, ushering in significant social and economic gains for humanity and hastening the pace of development. E-governance, we might conclude, is not the same thing as good governance, but rather a service provided by good governance as part of its endeavor to create a government that is "single," "moral," "accountable," "responsive," and "transparent" (SMART). Researchers have taken note of the recent surge in government spending on delivering public services via e-governance/online. Numerous investigations have been conducted, although the field is still in its infancy. Therefore, there has to be more study done in this area.

CHAPTER: 3

RESEARCH METHODOLOGY

The research methodology lays forth the guidelines for doing the investigation. This section's goal is to detail the study's methodology and the procedures used to conduct the research. The chapter's scope encompasses the study's problem statement, objectives, hypothesis and null hypothesis tests, and the research design to be used. The methods of the study's conceptualization of its fundamental concepts, sampling procedure, sample size, methods of data collection, and methods of data analysis are all outlined in depth.

PROBLEM STATEMENT

Changes in management strategies have had far-reaching effects on government's traditional function and obligations in light of scientific and technological advances, population booms, increasing urbanisation, and the issue of environmental degradation. Weberian bureaucracy theory suggests that conventional public administration is inefficient and slow to respond to changing needs and issues. Numerous studies have demonstrated that government services are both poor and expensive. Inadequate and erratic access, a lack of accountability, disregard for citizens' demands, slow responses, and rampant bribery are just some of the issues that have arisen as a result of the current methods of service delivery. It is a fact of life in the twenty-first century that people have higher expectations of their government due to the widespread adoption of new technologies. People also expect businesses to be adaptable, provide them with easy means of communication, provide them with high-tech online services, and respond quickly to their inquiries. The public today expects instant service for whatever issue they may have. The public and commercial sectors are calling for more government transparency, accessibility, and responsiveness.

Furthermore, with the emergence of a new economic order, the government is compelled to adopt novel approaches to delivering public services. By facilitating access to government services online and encouraging citizen participation, e-governance helps governments communicate with and serve their citizens. The term "e-governance" refers to the management of a government agency using the Internet and other forms of electronic communication. The quality of government services is improved when they are provided digitally instead of manually. Adopting ICTs/e-governance in all aspects of government services and defining good governance is giving governments more authority all over the world.

There are a lot of roadblocks that people have to overcome to use government services. To begin, they are just ignorant of the many public resources that are readily available to them. Second, they might not know how to apply for government aid. It is extremely difficult for citizens to travel to far-flung government offices and submit requests for delivery of these services due to the lengthy distances and inadequate infrastructure. E-governance will be crucial in this setting, since it will allow citizens to get easier, more efficient, and more open access to government services. Several initiatives were launched by the government of India to begin using IT into government operations. First, between 2003 and 2007, the government authorised the rollout of the National e-governance Action plan (NeGP). Keeping this in mind, it's evident that we need a definitive declaration if we're going to achieve the goals of the study. Accordingly, "The impact of information and communication technology on government assistance programs/schemes" is the working title for this investigation. Good governance is being implemented in the Bhopal district, and this research aims to better understand the use of ICT, the awareness of welfare schemes and e-Governance, the perception and experience of beneficiaries of selected welfare schemes (the Indira Gandhi National Old Age Pension Scheme, the Indira Gandhi National Widow Pension Scheme, and the Indira Gandhi National Disability Pension Scheme), and so on.

NEED OF THE STUDY

The role of the virtual government is growing in the twenty-first century. One of the most important indicators of a country's economic and social progress is its level of advancement in the field of information and communication technology (ICT). Over

the past two decades, the fast spread of ICT has had a significant effect on the field of human endeavours. In an effort to better serve the public, the government developed its own portal/website to take advantage of the benefits of information and communication technology. Citizen-centric services are now available in the field of social assistance programmes. Research on the effects of information and communication technologies is not novel but is in its infancy. Consequently, more study is required. The purpose of this research is to examine how new forms of communication and information technology are helping local governments provide social services to their citizens more effectively.

RESEARCH DESIGN

The research design is the framework created to address the questions being asked by the study. It serves as a guide for how information will be gathered and evaluated. It's a mode of thinking that helps researchers bring together their study's disparate parts in a way that advances their research. The goal of each research study is to provide evidence that can be logically and unambiguously applied to solving the research problem at hand. This is done so that the research problem can be efficiently solved by employing the evidence gathered during the study. A survey is a method of study in which information is gathered in real time from a sample or the whole of a population. Careful forethought, in-depth study, and considered interpretation are all necessities of the survey approach. Observation, questionnaire use, and questionnaire mailing are all viable options for gathering survey data. The objective of a survey is to collect information about individuals, and surveys are an effective means of doing so. They are used in the collecting of information provided by the respondents themselves.

Methods and processes for collecting the necessary data are laid out in a study design. The project's operational pattern or framework defines the types, locations, and methods of data collection to be used. How the research was done has a major impact on how many people took part in the study. Descriptive studies requiring proper confidence intervals (or ensuring statistical significance) usually involve hundreds of respondents. Experiments often require a substantially lesser number of participants, often only one tenth as many, because it is simpler to observe changes occurring within

subjects than differences occurring across groups of subjects. This study employs an analytical and descriptive research strategy.

QUALITATIVE RESEARCH APPROACH

The qualitative approach is the best option for research when describing a phenomenon that is influenced by a variety of subjective aspects like culture, peer group, personal motivation, etc. Qualitative methods should be used when further exploration must take into account the perspectives and experiences of those who took part in the investigation. To better understand the decision-making process that is involved when employees come from lower socioeconomic backgrounds, the present study sought to utilise a qualitative method. The qualitative method is often useful because it allows researchers to capture intangibles like social norms and economic status. As part of the current inquiry, a formative evaluation study was conducted. In addition to trying to provide a suitable programme for career intervention, researchers in a formative evaluation study actively shape or create the phenomenon under consideration.

QUANTITATIVE RESEARCH APPROACH

Quantitative data is the numerical representation and adjustment of data done to describe and analyse the processes that the observations reflect. Researchers utilising quantitative methods zero attention on numbers and any other quantifiable data to learn more about phenomena and the relationships between them. This is done so that both the individual manifestations and the connections between them can be better understood. It is used to explain, forecast, and regulate events by providing solutions to questions about the relationships between observable variables. Utilising quantitative research aids in the audience segmentation process. After qualitative studies are completed, quantitative studies are often conducted to quantitatively report the findings of both types of studies. The major goal of the quantitative method is to provide an explanation for the observed phenomena by classifying and counting characteristics and developing statistical models.

MATERIAL AND METHODS

A systematic approach will be taken to collecting information for the study. Insights into the nature of the research question and the methods for collecting relevant data can be gleaned from an approach to research. A research strategy can assist a person have a bird's-eye view of the processes involved in collecting data, analysing it, and drawing conclusions from it.

SAMPLING TECHNIQUE

In probability sampling, also known as random sampling, every possible sample has an equal chance of being selected. Thus, people are chosen at random, without favouritism. Probability sampling makes it easier to assess the level of sampling error. The responders come from a predetermined sampling frame that includes many different sizes.

STUDY AREA

The city of Bhopal serves as the state capital of Madhya Pradesh in India. Out of the overall area of 2,772 square kilometres in the district, only 350 square kilometres are developed. With a total of 2,631,878 residents, the Bhopal district is home to 1,917,051 city dwellers and 454,010 rural residents. There are 93,058 rural households compared to 408,747 in metropolitan areas. The literacy rate is 1,405,880 in urban areas and 254,810 in rural areas. The study's setting is a rural area in Bhopal.

SAMPLE SIZE

The minimum number of participants required to draw valid conclusions about the entire population is 400.

COLLECTION OF DATA

The goals and framework of the study informed the creation of a systematic interview schedule that was then implemented on the ground. The interview schedule is broken up into several sections, the first five of which focus on the respondents' socioeconomic

status and perceptions of the scheme, the impact of ICT on service delivery, and the extent to which people are aware of and familiar with the computerised service delivery system.

PRIMARY DATA

Respondents' responses were collected using a well-designed questionnaire. Personal visits and enumerators were used to distribute the questionnaire to the respondents. The questions have been carefully worded to avoid any ambiguity and allow the responders to provide the most precise answers possible. Timely data collection has been ensured by consistent follow-up. The researcher took precautions to guarantee reliable field data when respondents were assigned the task. We double-checked all of the completed questionnaires to make sure all of the information was right. The acquired information was then computer-sorted and processed. The SPSS 23.0 was used for further processing. Computers were used to analyze the data, and the findings were then properly interpreted to draw the desired conclusions.

RESEARCH QUESTION

- How are information and communication technologies (ICT) already being used in government welfare programmes?

OBJECTIVES

- Examining the recipients' knowledge and understanding about ICT.
- To collaborate on a plan to improve governance through the use of information and communication technology.

HYPOTHESIS

- Familiarity with the schemes' online information hubs
- Protection of privacy and sensitive information
- Accuracy in providing the service

TOOLS FOR ANALYSIS

Primary data collected from respondents in the study region have been appropriately organized, coded, edited, tabulated, and analyzed using the right statistical methods and software. The significance levels of 1% and 5% were used in the statistical analyses. The aforementioned statistical resources are utilized.

PERCENTAGE ANALYSIS

Percentage analysis is a common method for analyzing and understanding raw data sets. It's a straightforward method for comprehending the study's findings. Commercial research firms typically employ this method for qualitatively analyzing their findings. It is employed here to comprehend the respondent sample's socioeconomic status in addition to the construct learning outcome items.

DESCRIPTIVE STATISTICS

Descriptive statistics, including mean, standard deviation, and range (maximum, minimum), have been utilized to examine the faculty competencies for effective teaching learning process in higher education institutions.

LIMITATIONS OF THE STUDY

There are caveats to the study, but there are also openings for new research. The study is limited to the shahjahanpur district of Uttar Pradesh and its 400 respondents. The government is attempting to improve governance through a number of information and communication technology (ICT)/e-governance initiatives; as a result, such studies need to be repeated to measure the real scenario. The study however has several caveats, such as the fact that the majority of the parameters evaluated are based on western literature or the limited experience of e-Governance implementation in India. The scope of the research is limited to those factors that aided in clarifying how people view and anticipate e-Government.

SIGNIFICANCE OF THE STUDY

The study's description of the function and influence of ICT/e-governance in welfare systems towards Good governance's goals is important. Accessibility, ease, accountability, openness, efficacy, and responsiveness are all indicators of citizen satisfaction with e-services that the study highlights. The findings of this research will be useful for e-government administrators seeking to take concrete steps towards the achievement of good governance. The findings of this research could aid public servants in understanding the role of e-government in promoting excellent administration. The study's findings will aid in the implementation and administration of e-government with the input they provide. The findings of this research can also inform future governmental efforts in the realm of electronic government. Finally, there is hope that the study can serve as a foundation for future research and growth of literature in the topic on state, national, and even international levels.

People in the Bhopal district who have benefited from government welfare programmes are the focus of the current research. This study employed a descriptive research strategy. Blocks, panchayats, and participants are all chosen using a multi-stage random sampling process. The study's sample size includes 400 people who have benefited from certain government aid programmes. A systematic questionnaire and the survey technique were employed for the data gathering.

CHAPTER: 4

ANALYSIS AND INTERPRETATION OF DATA

In this section, we see how educated and financially stable the respondents were who benefited from the government's numerous social programmes. In addition, the report details the effects of ICT on the respondents' experiences with and opinions about computerized/online service delivery in terms of its availability, convenience, accountability, transparency, efficiency, responsiveness, and perceived efficacy.

4.1 SOCIO ECONOMIC STATUS

A person's socioeconomic position is a composite indicator of their social and economic circumstances, including their gender, age, religion, marital status, social group, family, level of education, and so on. Beneficiaries' socioeconomic characteristics are detailed in depth, including:

4.1.1 Distribution of the respondents by gender

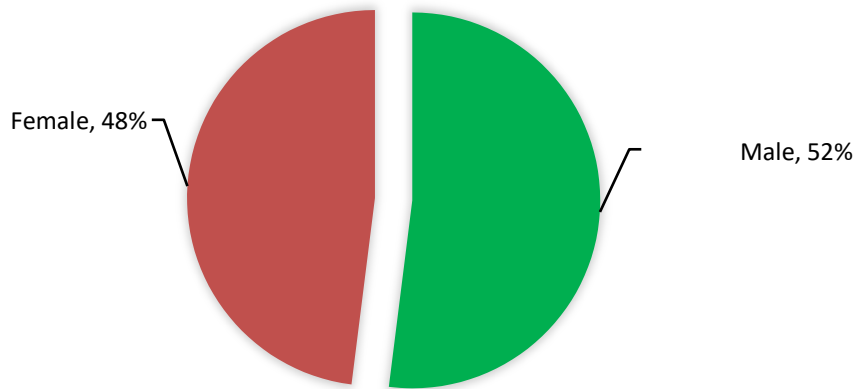
Table 4.1 displays the responses with a breakdown by gender.

Table 4.1 Distribution of the respondents by gender

Gender	Frequency	Percentage (%)
Male	208	52.00
Female	192	48.00
Total	400	100

When analysing the socioeconomic position of men and women, gender is a crucial demographic factor to consider. Table 4.1 shows that men made up 52% of the total population studied, while women accounted for 48%. Graph 4.1 is a pie chart depiction of the distribution of respondents by gender.

Figure 4.1 Distribution of the respondents by gender



4.1.2 Distribution of the respondents by age

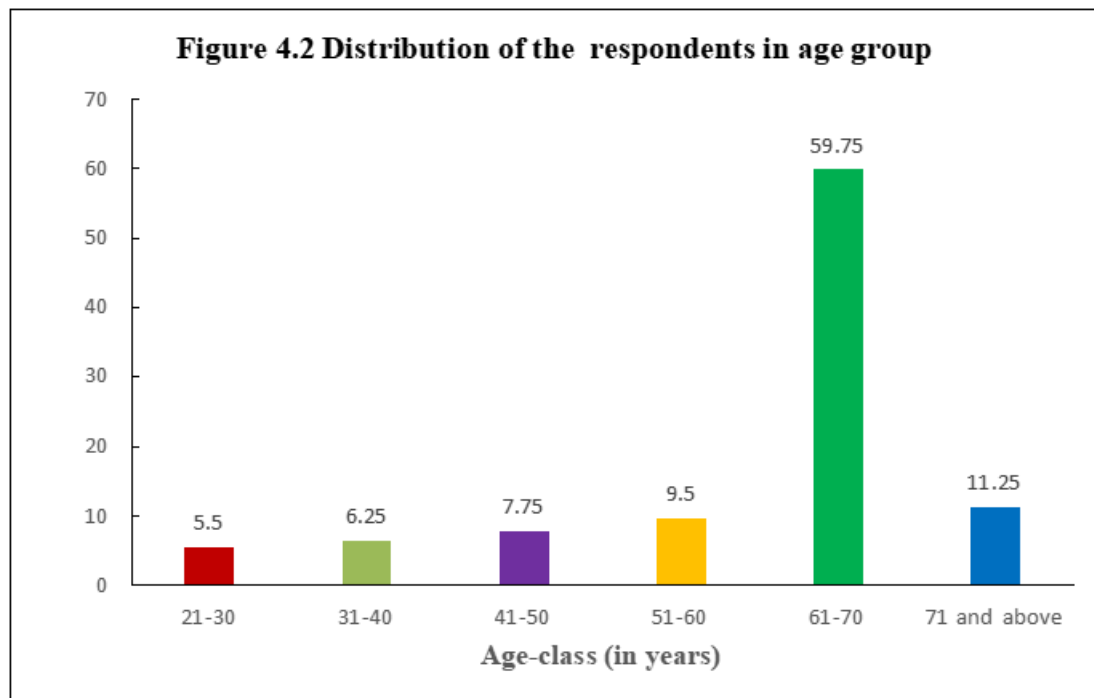
In table 4.2, we can see how the ages of the respondents are distributed.

Table 4.2 Distribution of the respondents by age

Age (in years)	Frequency	Percentage
21-30	22	5.50
31-40	25	6.25
41-50	31	7.75
51-60	38	9.50
61-70	239	59.75
71 and above	45	11.25
Total	400	100

The population's make-up is a key factor in demographic analyses. The age distribution reflects historical patterns in births, deaths, and migration. According to Lehri (1997), age is a significant demographic characteristic since it determines what percentage of a society's population is employed and what percentage is not. Table 4.2 shows that of the total respondents, 5.50% were between the ages of 21 and 30; 6.25% were between the ages of 31 and 40; 7.75% were between the ages of 41 and 50; 9.50% were between the ages of 51 and 60; 59.75% were between the ages of 61 and 70; and 11.25 % were

71 and older. Graph 4.2 is a column diagram depicting the distribution of respondents by age.



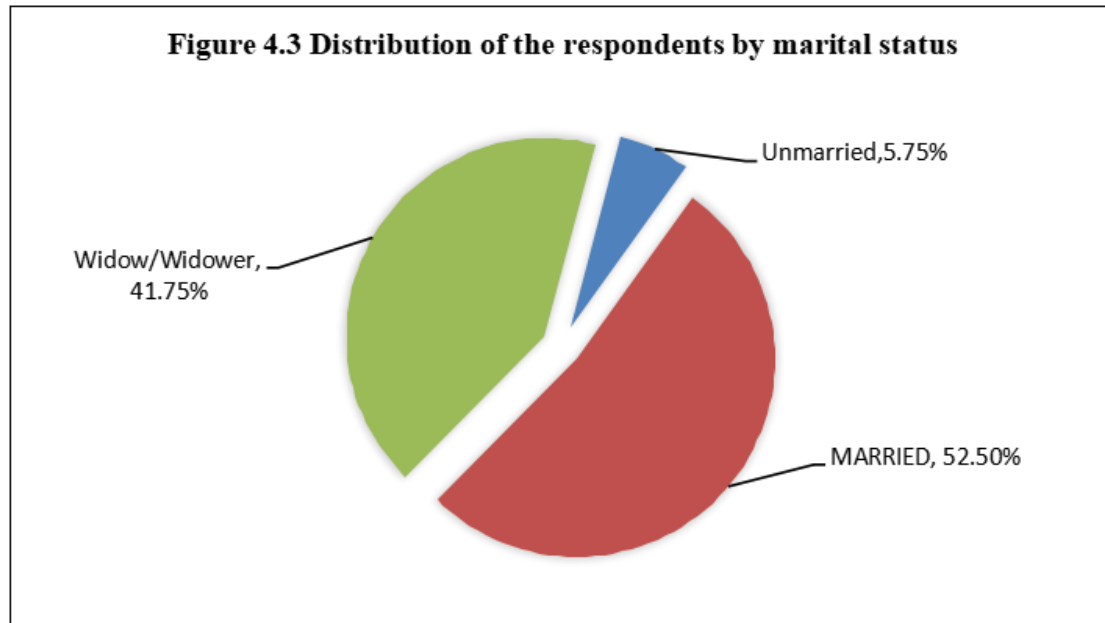
4.1.3 Distribution of the respondents by marital status

Table 4.3 displays the responder population broken down by marital status.

Table 4.3 Distribution of the respondents by marital status

Marital status	Frequency	Percentage
Unmarried	23	5.75
Married	210	52.50
Widow/Widower	167	41.75
Total	400	100

In many societies, a person's marital status is used as a proxy for their respectability in civil society. Table 4.3 displays that among the overall sample population, 52.50 percent were married, 41.75 percent were widowed, and 5.75 percent were never married. Graph 4.3 presents the distribution of respondents by their marital status as a pie chart.



4.1.4 Distribution of the respondents by religion

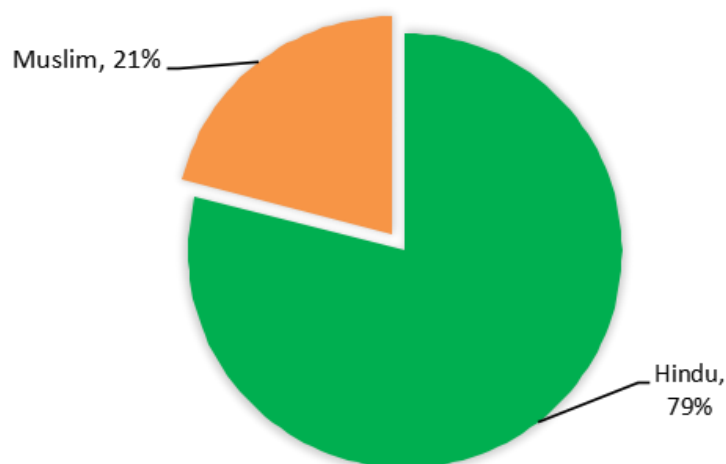
The religious affiliations of the interviewees are broken down in Table 4.4.

Table 4.4 Distribution of the respondents by religion

Religion	Frequency	Percentage (%)
Hindu	316	79.00
Muslim	84	21.00
Total	400	100

Since India is home to a wide variety of religious communities, religious affiliation is a useful indicator of how those faiths are represented in the country. Based on the data in Table 4.4, it appears that 79.0% of all respondents were Hindu and 21.0% were Muslim. Graph 4.4 is a pie chart showing the breakdown of respondents by religious affiliation.

Figure 4.4 Distribution of the respondents by religion



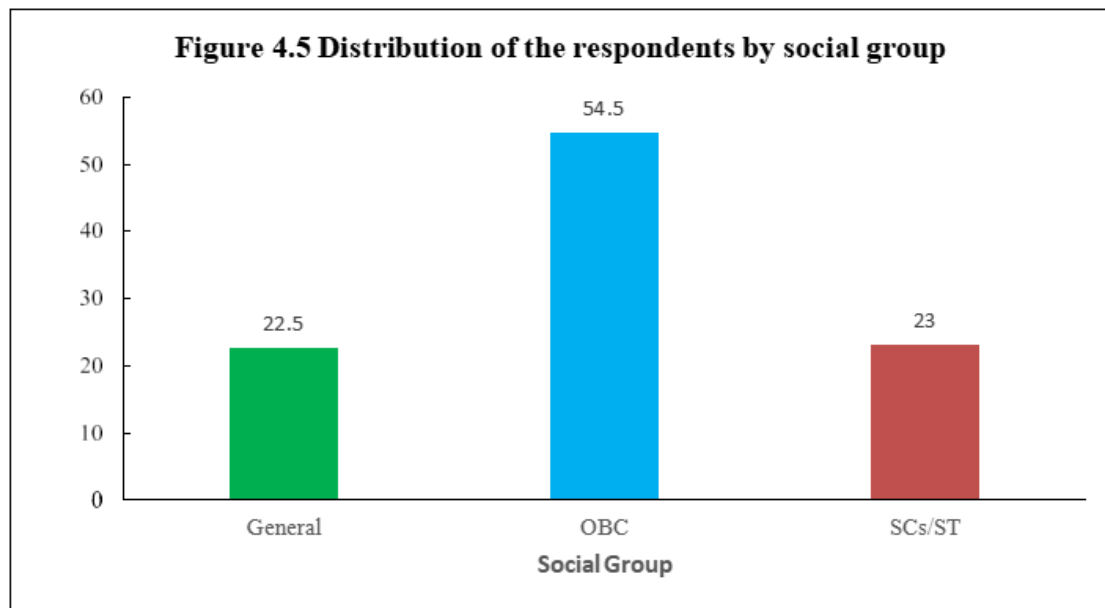
4.1.5 Distribution of the respondents by social group

The breakdown of responders into their respective social groupings is shown in Table 4.5 below.

Table 4.5 Distribution of the respondents by social group

Social group	Frequency	Percentage (%)
General	90	22.50
OBC	218	54.50
SCs/ST	92	23.00
Total	400	100

In addition to being a useful indication for studying the social vulnerability of different groups, social group is a crucial demographic factor. The caste system is fundamental to Indian society. The constitution of India recognises a wide range of social groupings, including SCs, STs, and OBCs (other backward classes). According to Table 4.5, 55.50 percent of respondents identified as OBC, followed by 23.00 percent as SC/ST and 22.50 percent as General. Graph 4.5 is a column diagram showing the respondents' demographic information broken down by social category.



4.1.6 Distribution of the respondents by nature of family

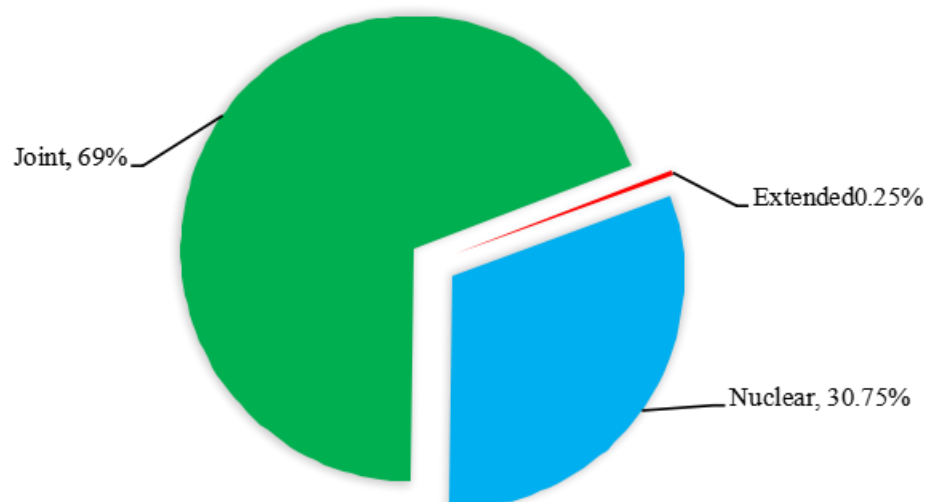
The breakdown of respondents by family type is displayed in Table 4.6.

Table 4.6 Distribution of the respondents by nature of family

Nature of family	Frequency	Percentage (%)
Nuclear	123	30.75
Joint	276	69.00
Extended	1	0.25
Total	400	100

One of the most important factors in how respondents handle routine home decisions is the composition of their families. Table 4.7 shows that of the total respondents, 69.0 percent come from joint families, 30.7 from nuclear families, and 0.2 from extended families. That's why it's interesting to note that most responders are part of a nuclear family. Graph 4.6 shows the responses of respondents broken down by family size.

Figure 4.6 Distribution of the respondents by nature of family



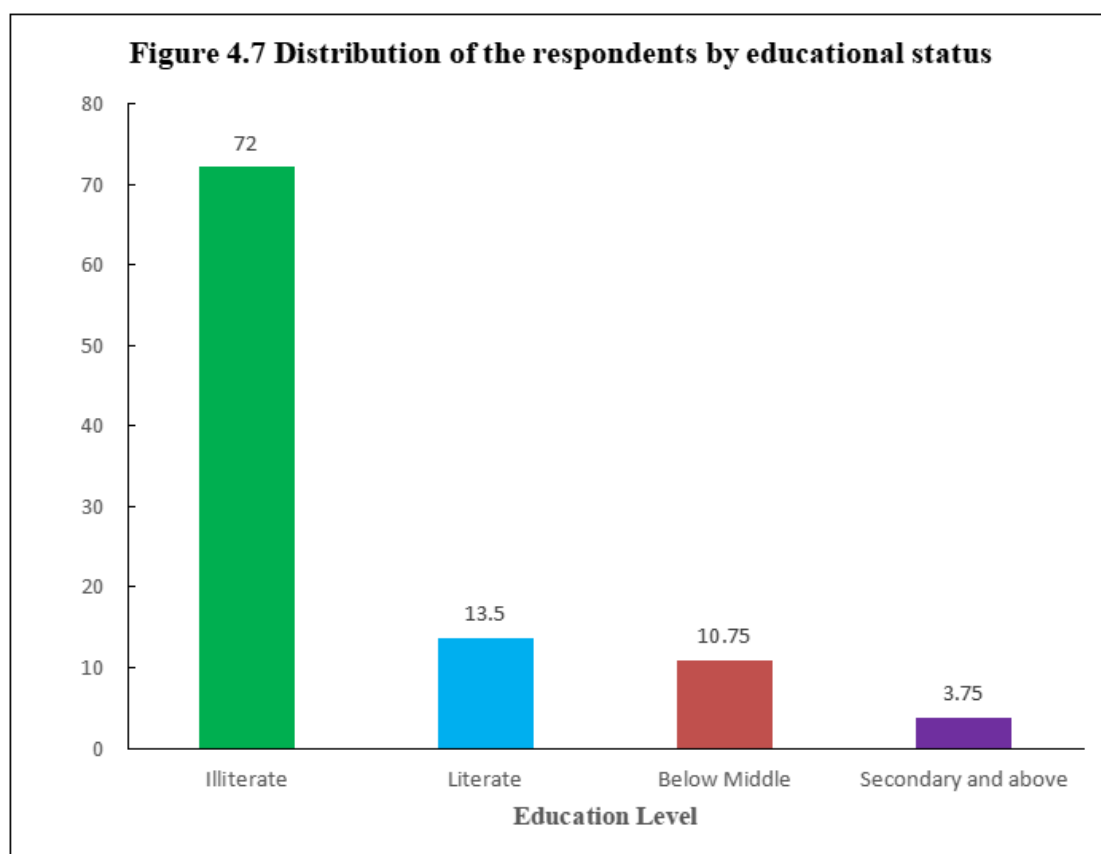
4.1.7 Distribution of the respondents by educational status

In table 4.7, one can see how the survey takers stack up in terms of their level of education.

Table 4.7 Distribution of the respondents by educational status

Educational status	Frequency	Percentage (%)
Illiterate	288	72.00
Literate	54	13.50
Below Middle	43	10.75
Secondary and above	15	3.75
Total	400	100

A nation's economic and social progress are closely tied to the quality of its educational system. According to Table 4.8, 71.0% of respondents were illiterate whereas 13.5% were proficient readers and writers. Only 10.75% of respondents had completed at least some high school, while only 3.75% had completed secondary school or above. This suggests that illiteracy was widespread among responders. Graph 4.7 is a column diagram depicting the distribution of respondents by level of education.



4.1.8 Distribution of the respondents by the type of ration cards

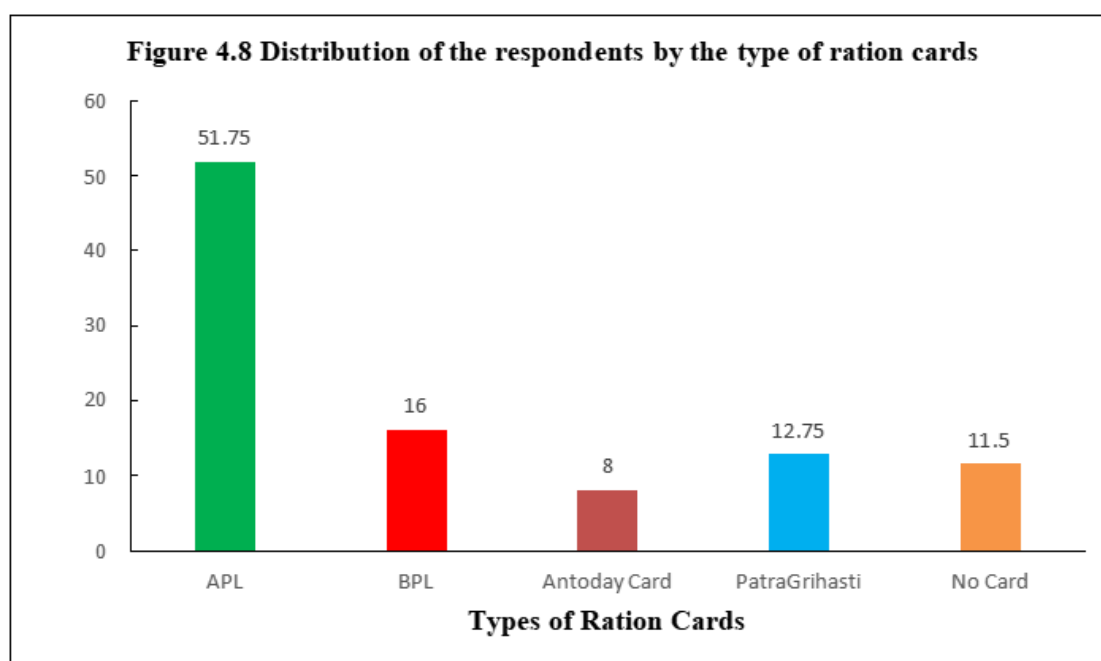
Table 4.8 displays the breakdown of responders by ration card type.

Table 4.8 Distribution of the respondents by the type of ration cards

Ration cards type	Frequency	Percentage (%)
APL	207	51.75
BPL	64	16.00
Antoday Card	32	8.00
PatraGrihasti	51	12.75
No Card	46	11.50
Total	400	100

One of the primary government measures for controlling food prices and guaranteeing equitable distribution of necessities is the PDS (Public Distribution System) facility. According to Table 4.17, the majority of respondents (51.75%) had APL ration cards,

while 16.00% had BPL ration cards and 12.75 % had PatraGrihasti ration cards. Only 8% of those polled reported having an Antodaya ration card. Eleven point five percent have no ration cards at all. Graph 4.8 is a column chart showing the breakdown of responders by ration card type.



4.1.9 Distribution of the respondents by availing PDS

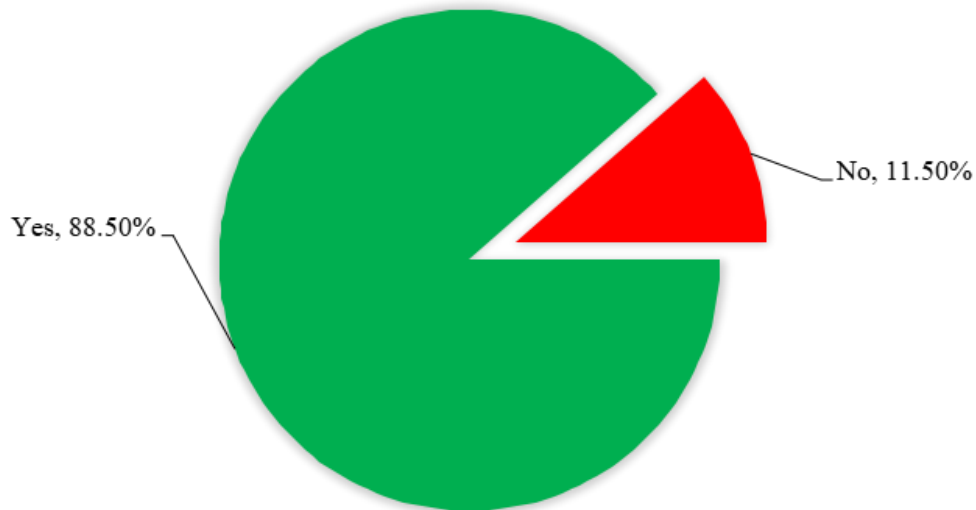
Table 4.9 displays the PDS ration-based distribution of responders.

Table 4.9 Distribution of the respondents by availing PDS

Availing PDS	Frequency	Percentage (%)
Yes	354	88.50
No	46	11.50
Total	400	100

Ration availability at PDS is another factor to consider when analysing PDS's function. Table 4.18 reveals that 88.50% of respondents were using the PDS to get their rations, while 11.50% weren't. This leads us to conclude that the vast majority of respondents use PDS services. Graph 4.9 is a pie chart showing the responses broken down by how often respondents used PDS.

Figure 4.9 Distribution of the respondent by availing PDS



4.1.10 Distribution of the respondents by the electronic appliance (communication)

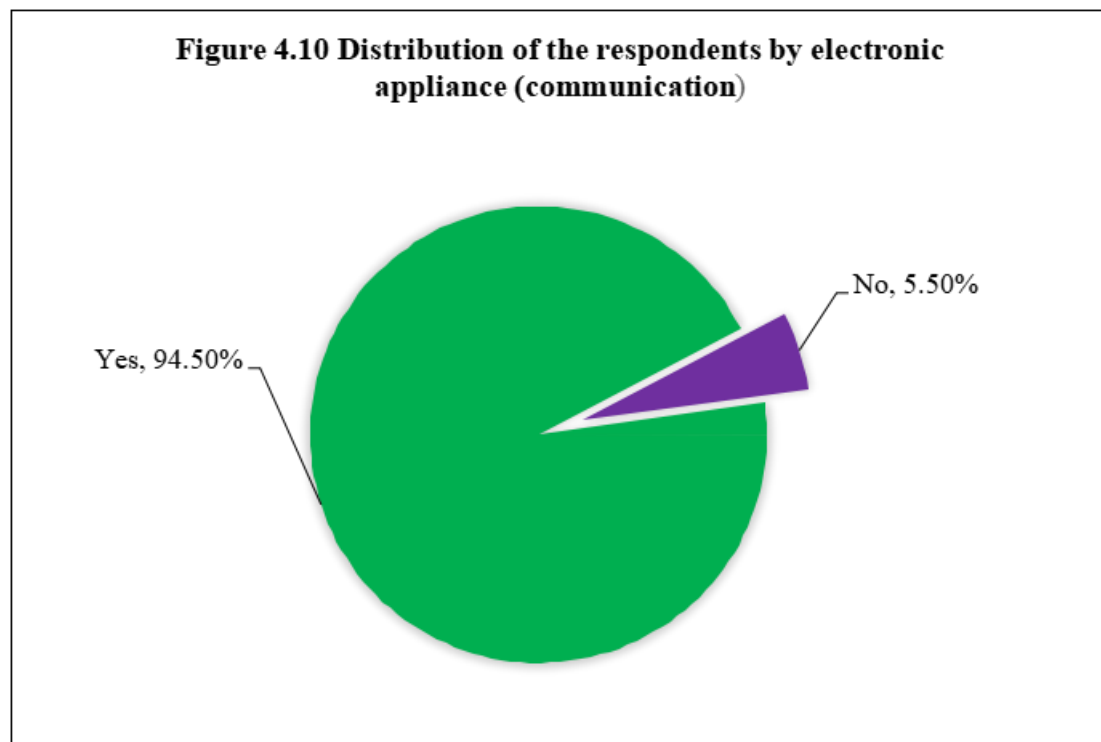
Respondents' access to various types of electronic devices is detailed in table 4.10.

**Table 4.10 Distribution of the respondents by the electronic appliance
(communication)**

Electronic appliances (communication)	Frequency	Percentage (%)
Yes	378	94.50
No	22	5.50
Total	400	100

An electronic communication device can be anything from a screen to a smartphone to a digital camera to a pager to a two-way radio. According to table 4.19, 95.50 percent of respondents own some form of electronic gadget, whereas just 5.50 percent do not. As a result, it became clear that the vast majority of respondents owned at least one

electronic device. Graph 4.10 uses a pie chart to depict these responses from the survey's participants.



4.1.11 Distribution of the respondents by personal mobile phone

Respondents' personal mobile phone ownership is broken down in Table 4.11.

Table 4.11 Distribution of the respondents by personal mobile phone

Personal mobile phone	Frequency	Percentage (%)
Yes	86	26.14
No	243	73.86
Total	329	100

As can be seen in Table 4.11, the vast majority of respondents (73.86%) do not own their own personal cell phone, whereas only 26.14 percent do. As a result, it became clear that the vast majority of those polled did not possess a cell phone. Graph 4.11 is a pie chart depiction of the respondents' mobile phone ownership distribution.

Figure 4.11 Distribution of the respondent by personal mobile phone



4.1.12 Awareness about the website or portal of the schemes

Table 4.12 Awareness about the website or portal of the schemes

Website or portal	Frequency	Percentage (%)
Yes	13	3.25
No	387	96.75
Total	400	100

Table 4.12 displays the percentage of respondents who are familiar with the scheme(s)' online informational portal or website. According to the data shown in the table above, only 3.25 percent of respondents were aware of the portal or website, while the vast majority (96.75 percent) were not. As a result, it was determined that the vast majority of respondents had never heard of the scheme's official website or portal.

4.1.13 Awareness about the helpline number (toll-free)

Table 4.13 Awareness about the helpline number (toll-free)

Helpline number	Frequency	Percentage (%)
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Yes	10	2.50
No	390	97.50
Total	400	100

Awareness of the respondents about helpline number (toll-free) presented in table 4.13. The data in the above table shows that an overwhelming majority (97.5 percent) of the total respondents were unaware of the toll-free number and the remaining 2.5 percent of them were aware of the toll-free helpline number. Therefore, it was found that there was minimal awareness regarding toll-free helpline numbers.

4.1.14 Awareness about how to check the application status of these schemes

Table 4.14 Awareness about how to check the application status of these schemes		
Application status	Frequency	Percentage (%)
Yes	-	-
No	400	100
Total	400	100

Awareness of the respondents about how to check the application status of their form of the scheme on the website or portal is presented in table 4.38. The data in the table shows that all the respondents (100 percent) of the sample population were not aware of how to check the application status on websites or portals. Therefore, it could be observed that there is zero awareness about how to check the application status.

4.1.15 Security and confidentiality of data

Table 4. 15 Security and confidentiality of data

Security and confidentiality of data	Frequency	Percentage (%)
Yes	212	53.00
No	59	14.75
Can't Say	129	32.50
Total	400	100

Table 4.15 represents information of the respondents about the security and confidentiality of data. An observation from the table indicates that out of the total respondents, 53 percent of the respondents agreed, 32.3 percent expressed neutrality, and the remaining 14.8 percent of them did not agree about the security and confidentiality of data. Thus, it was found that the majority of respondents were satisfied with the accountability in the security and confidentiality of the data of respondents.

4.1.16 Correctly follows rules and regulations

Table 4.16 Correctly follows rules and regulations		
Correctly follows rules and regulations	Frequency	Percentage (%)
Yes	276	69.00
No	87	21.75
Can't Say	37	9.25
Total	400	100

Table 4.16 represents information of the respondents about correctly following rules and regulations. The data in the table reveals that 69 percent of the total respondents agreed, 21.75 percent did not agree, and the remaining 9.25 percent of them expressed neutrality about correctly following the rules and regulations. Thus, it was observed that the majority of respondents agreed that the government stakeholders followed the rules and regulations correctly.

4.1.17 Attenuation of corruption

Table 4.17 Attenuation of corruption		
Attenuation of corruption	Frequency	Percentage (%)
Yes	287	71.75
No	87	21.75
Can't Say	26	6.50
Total	400	100

Table 4.17 represents information of the respondents about the attenuation of corruption. The data in the table shows that 71.75 percent of total respondents agreed, 21.75 percent disagree, and the remaining 6.50 percent of them were neutral about attenuation in corruption. Thus, it was observed that the majority of respondents agreed that implementation of ICT applications reduced corruption, but does not eradicate it.

4.1.18 Accuracy in service delivery

Table 4.18 Accuracy in service delivery		
Accuracy in service delivery	Frequency	Percentage (%)
Yes	400	100
No	-	-
Can't Say	-	-
Total	400	100

Table 4.65 represents information of the respondents about accuracy in service delivery. The data in the table elicits that all the respondents (100 percent) of the sample population of the study agreed about the accuracy in service delivery. Therefore, it could be analyzed that there is an absolute accuracy in service after the implementation of ICT tools.

4.1.19 Service delivered within the stipulated time

Table 4.19 Service delivered within the stipulated time
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Service delivered within the stipulated time	Frequency	Percentage (%)
Yes	312	78.00
No	88	22.00
Can't Say	-	-
Total	400	100

Table 4.19 presents information of the respondents about service delivered within the stipulated time. The data in the table elicits that the majority (78 percent) of total respondents agreed and the remaining 22 percent of them did not agree with the service delivered within the stipulated time. Therefore, it was found that the majority of respondents were satisfied with the timely delivery of service.

4.1.20 Reliability of service

Table 4.20 Reliability of service		
Reliability of service	Frequency	Percentage (%)
Yes	337	84.25
No	17	4.25
Can't Say	46	11.50
Total	400	100

Table 4.20 represents information of the respondents about the reliability of service. The data in the above table reveals that out of the total respondents, an overwhelming majority (84.25 percent) of the respondents agreed, 11.50 expressed neutrality, and the remaining 4.25 percent of them did not agree with the reliability of service. Therefore, it was found that the majority of respondents agreed that the overall reliability of service increased after the implementation of ICT applications.

4.1.21 Rural citizens are benefited through ICT

Table 4.21 Opinion about rural citizens are benefited through ICT

Responses	Frequency	Percentage (%)
Yes	355	88.75
No	45	11.25
Total	400	100

Table 4.21 presents the opinions of respondents about rural citizens are benefited from ICT. The data in the table elicits that out of total respondents, a majority (88.75 percent) of respondents agreed that rural people are benefiting through ICT and the remaining 11.25 disagreed. Thus, it was observed that an overwhelming majority of the respondents agreed that rural people benefited through ICT tools.

4.1.22 The overall quality of governance increase after computerization of the service delivery system

Table 4.22 Opinion about the overall quality of governance increase after computerization of service delivery system		
Responses	Frequency	Percentage (%)
Yes	386	96.50
No	14	3.50
Total	400	100

Table 4.22 represents the opinion of the respondents about the overall quality of governance increase after the computerization of the service delivery system. The data in the table elicits that out of the total respondents, an overwhelming majority (96.50 percent) of the respondents agreed that the overall quality of governance increase after the computerization, and only 3.50 percent of them disagree. Thus, it was examined that an overwhelming majority agreed that the overall quality of governance improved through the use of ICT in service delivery.

4.1.23 Computerization/e-governance can bring good governance

Table 4.23 Opinion about computerization/e-governance can bring good governance		
Responses	Frequency	Percentage (%)
Yes	392	98.00
No	8	2.00
Total	400	100

Table 4.23 represents the opinion of the respondents about computerization/e-governance can bring good governance. The data in the table shows that out of the total respondents, an overwhelming majority (98 percent) agreed that computerization/e-governance can bring good governance, while only 2 percent of them denied it. Therefore, this could be observed that the majority of respondents agreed that ICT may act as an indispensable tool to achieve the goal of good governance.

The collected data was organized, tabulated and analysed, thoroughly interpreted with the help of SPSS and expressed in frequency and percentage. In this chapter data was presented in form of tables, bar diagrams, pie diagrams, column diagrams, etc. to understand the outcome of the study. A detailed analysis of the beneficiary's socio-economic conditions was revealed. Further the research elaborately explained the beneficiary's level of awareness and knowledge of schemes on the basis of data interpreted.

CHAPTER: 5

CONCLUSION, FINDINGS AND SUGGESTIONS

The modern government is quite computer savvy, and e-governance is now fundamental to any form of government. To better provide residents and businesses with government services, the Government of India developed the National e-Governance Plan in 2006. In 2015, the government took a major step forward by launching the Digital India campaign with the goal of making government services available to citizens electronically through the expansion of online infrastructure, the expansion of Internet connectivity to rural areas via high-speed networks, and the improvement of digital literacy throughout the country.

The purpose of this research is to gain an awareness of the socioeconomic standing of recipients. It delves at how well-informed welfare recipients actually are. Additionally, the impact of ICT on accomplishing the goal of good governance is investigated, as is the usage of ICT in government welfare systems. Beneficiaries' views and experiences with welfare programmes' digital service delivery infrastructure were also studied.

FINDINGS

The following are the most important takeaways from the research:

It was discovered that men made up 52% of the sample population while women made up 48%. In addition, 5.50 percent of respondents were between the ages of 21 and 30, 6.25 percent were between the ages of 31 and 40, 7.75 percent were between the ages of 41 and 50, 9.50 percent were between the ages of 51 and 60, 59.75 percent were between the ages of 61 and 70, and 11.25 percent were 71 or over.

It was found that 52.5 percent of the sample population was married, 41.7 percent was a widow/widower, and 5.7 percent was never married.

Seventy-nine percent of those who responded identified as Hindu, while 21 percent identified as Muslim.

It was found that among all respondents, OBCs made up the largest group (54.50%), followed by SCs/STs (23%), and then by the General population (22.50%).

It was found that the largest group of respondents (55.50%) came from households with five to seven members, followed by those with seven or more members (12.50%). Families consisting of three or more people (15.50%) are slightly more common than those consisting of two or fewer (7.75%). The results showed that the most common family size was between five and seven people.

Analysis of all answers revealed that 69.0 percent came from joint families, 30.75% came from nuclear families, and 0.25% came from extended families. Therefore, it was determined, after much investigation, that the vast majority of responders are members of a nuclear family.

The majority of respondents (72.00%) were found to be illiterate, while only 13.5% were found to be proficient readers and writers. Only 10.75% of respondents had completed at least some high school, while only 3.75% had completed secondary school or above. As a result, it became clear that the vast majority of responders lacked basic literacy skills.

Researchers found that almost all homeowners (95.25 percent) and almost all renters (4.75%) are found within the study's representative sample population. It was also discovered that the majority of respondents (67.75%) lived in semi-pucca homes and the next largest group (19.00%) lived in Kachcha homes. While 5.75 percent called Jhopari home, only 7.50 percent lived in pucca dwellings. Research revealed, therefore, that the vast majority of respondents inhabited semi pucca dwellings.

The majority of respondents (73.25 percent) only had one bedroom in their homes, while 18.75 percent had two bedrooms, 1.75 percent had three bedrooms, and 0.50 percent had four bedrooms or more. Only 5.75 percent of people said they had no spare

(Jhopari) at home. As a result, it was determined that most respondents' homes consisted of only a single room.

It was found that only 3.25 percent of respondents have a separate kitchen, despite the fact that the vast majority of respondents (96.75 percent) do not. As a result, it was clear that the vast majority of respondents did not have a dedicated cooking area, and that just a small minority did.

According to the data collected, 86.50 percent of residents have indoor plumbing, 7.00 percent do not, and 6.50 percent use facilities located outside their homes. As a result, it was found that the vast majority of respondents had access to their own toilet, while only a tiny fraction does not.

It was discovered that 79.25% of respondents had their personal hand pump for water and that 20.75% used a community or public hand pump. As a result, it became clear that most respondents are self-sufficient when it comes to water.

It was determined that 54.25 percent of respondents have power in their homes, whereas 45.75 percent do not. This suggests that most respondents have electrical outlets in their homes.

The majority of respondents (44.0%) reported utilizing Agri residue as a fuel source, followed by LPG (36.0%) with just 10.75% using cow dung, and 9.25% using wood. It turned out that most people were actually burning Agri residue for energy.

Of those who responded, 51.75 percent were found to have APL cards, 16.0 percent to have BPL ration cards, and 12.75% to have Patra Grihasti ration cards. Only 8% of those polled reported having an Antodaya ration card. Eleven point five percent have no ration cards at all. It was also discovered that 88.50% of respondents were using the PDS to obtain their rations, while 11.50% were not. In conclusion, it was found that the vast majority of respondents used PDS services.

The vast majority of respondents (94.50%) were discovered to own at least one electronic device, while only 5.50% were found to be completely appliance-free. An

additional study found that 87.05% of all respondents own a cell phone, 6.6% own a radio, and 6.34% own a television. In conclusion, it was found that a substantial percentage of respondents have adequate access to modern means of communication. The most widely used methods of communication are mobile phones, television, and radio.

According to the findings of this study, the vast majority of respondents (73.86%) do not have their own personal mobile phone, and only 26.14 percent have. As a result, it was determined that the vast majority of respondents lacked a personal telephone. In addition, it was found that among the respondents who have a mobile phone in at least one relationship, the vast majority (89.3%) has one with their son, followed by 7.4% with their husband, 2.9% with their brother, and 0.4% with their son-in-law.

The majority of respondents' sons' phones were utilized as a result.

It was found that out of all respondents, 52.75 percent were able to make or receive phone calls, while 47.25 percent were unable to do either. As a result, it became clear that the vast majority of respondents were familiar with basic mobile phone procedures (for both initiating and receiving calls).

Only 5% of respondents regularly utilized their mobile phones to send or receive the message, while 95% of respondents were neither sending nor receiving the message. As a result, it became clear that just a tiny fraction of respondents had any idea how to send or read a text message on a mobile device.

Only 0.25 percent of respondents said they often used the internet and social networking apps, while 99.75 percent said they never did. Therefore, it was found that only a small fraction of respondents actually used a social media app.

It was found that only 12.25% of respondents were both watching TV and listening to the radio, while 87.75% were not doing either. This suggests that the respondents' use of television and radio was quite low.

In this study, 70% of respondents were receiving pensions for old age, 20% were receiving pensions for widows, and 10% were receiving pensions for disabilities,

indicating that all respondents were aware of and accepting of these government welfare programmes.

According to the data collected, 63 percent of respondents learned about the survey via the Grampanchayat, 7.75 percent via poster, 7.50 percent via newspaper, 8.8 percent via officials, 5.5 percent via family members or close friends, 4.5 percent via neighbors, 1.8 percent via ASHA/AWC/ANM, and the remaining 1.3% via friends. As a result, it was found that the majority of respondents went to their local gramme panchayat for information on government welfare programmes, followed by friends and family, government officials, and finally newspapers. As a result, it can be concluded that gramme panchayats are crucial in ensuring that citizens are well-informed about the many programmes and services available to them from the government.

None of the people polled in the study's representative sample disputed knowing about the study's qualifying requirements, the study's stated goals, or the benefits/facilities it offered.

It was found that only 3.25 percent of respondents were aware of the portal or website, despite the fact that 96.75 percent of the total respondents were oblivious of the website or portal. Therefore, it investigated the fact that most responders have not been made aware of the scheme's online portal.

One hundred percent of the sample population who participated in the survey enrolled in the programme via the web portal. It was also discovered that 69.25% of all respondents applied for the schemes through CSC/JSK, 21.75% applied through an agency, and 4.25% applied through family/relatives/friends. As a result, it was determined that the vast majority of respondents used CSC/JSK to apply for the programmes and pay the service price, and that anyone who met the criteria may receive benefits from the programmes.

Ninety-seven point five percent of all respondents were found to be in the dark about the existence of the toll-free helpline, while only two point five percent were in the know. As a result, researchers found that few people were familiar with the existence of free phone lines for emergencies.

All respondents (one hundred percent) did not know how to monitor their application status through online portals. Therefore, it may be concluded that no one knew how to check the respondents' current application status.

Only 2.5% of respondents were aware that they could check online to see if their service had been completed, while 99.8% were completely unaware of this option. As a result, it became clear that few recipients knew whether or not they had received the promised services.

It was determined that 78.5% of all respondents accepted to receive message alert throughout service delivery, whereas 21.5% of respondents rejected receiving message alert at any point during service delivery. As a result, according to the survey results, the vast majority of respondents did in fact receive a message notice from the service provider agency itself.

It was reported that 83.5% of respondents were in agreement, with 16.5% disagreeing, that a government official had visited their homes to verify their application. As a result, it became clear that most respondents agreed that government officials typically verify applications by showing up at the applicant's front door.

The entire sample population (100%) was able to receive their payments electronically into their bank accounts. Therefore, it was found that the distribution of the benefit amounts to the recipients was well-defined.

Inquiries revealed that 89% of respondents were content with the pension amount, while 11% were dissatisfied. It followed that the majority of respondents were content with the government-provided pension amount.

It was determined that 41.8% of respondents used their pension for food, 27.75% used it for medical expenses, 26.25 used it for general family expenses, and 4.25 used it for clothing. It was also found that the vast majority of respondents (85.5%) spent their pension on themselves, while only 14.5% stated that their pension was spent on family

members. In conclusion, it was found that the vast majority of respondents used their pension amount to cover their most fundamental living expenses.

An overwhelming majority (77.25%) of respondents agreed that their life had been improved to some extent by this financial assistance of pension amount, while 11% of respondents disagreed and 10% of respondents said that their life had been improved to a great extent by this financial assistance of pension amount. Finally, it was noted that most respondents agreed that the pension amount had helped them enhance their standard of living.

The results showed that the vast majority (76.75%) of respondents were in agreement, with the remainder 23.25 expressing no opinion. As a result, it became clear that most respondents believed that using the electronic system was easier and quicker.

It was found that 75.50 percent of people agreed that they should spend less time gathering data, 19.25 percent were neutral, and 5.25 percent were not. As a result, it was observed that the vast majority of respondents thought that using technology to gather data on assistance programmes saved them time.

76% of respondents expressed agreement, 16% were neutral, and 7%.75 were not in agreement about the provision of equitable and better service. Thus, it was discovered that most respondents believed that the online/computerized approach provides a better and equitable opportunity for people to get the benefits of the schemes.

It was discovered that eighty percent of respondents were in favor of reducing travel time, 10.75 percent were neutral, and 9.25 percent were opposed. As a result, it became clear that most respondents believed that the digitized welfare scheme process reduced people's need to travel.

It was found that all respondents were in agreement (100%) regarding how simple it was to provide the service. It was concluded that the online/computerized approach makes it simple to provide aid to the recipients.

The majority of respondents (87.75%) found the application's straightforward layout to be a positive experience; 8.25% were ambivalent; and 4.5% were not in agreement. The majority of respondents apparently believe that the application format is easy to use in the digital application procedure.

The majority of respondents (72.5% as indicated) agreed that "time and effort in availing service are reduced," while 9% disagreed and 18.5% were unsure. Therefore, it was seen that the majority of respondents agreed that computerized service delivery reduces time and effort for availing benefits.

It was found that all respondents (one hundred percent) of the study population thought the technique was a good idea. Since this was stated to be a computerized, online process, it was assumed that it would be more convenient for the recipients.

Analysis of responses showed that nearly three-quarters (73.25 percent) of people are in agreement, 4.75 percent are ambivalent, and 22.25 percent are in disagreement that services are provided in a timely manner. As a result, it became clear that most respondents think that the service is now provided to recipients more quickly.

The majority of respondents (53%) were in favor of maintaining the privacy and secrecy of their data, while 32.3% were unsure and 14.8% were strongly against. As a result, it was concluded that the vast majority of respondents felt their data was adequately protected and kept confidential.

It was investigated that 52 percent of respondents agreed, 38.75 percent were neutral in their response, and the remaining 9.25 percent of them disagree of the total respondents about publishing the list of beneficiaries. As a result, it was observed that the majority of respondents were satisfied with the improvement in accountability of timely publishing the list of beneficiaries in the public domain.

A total of 69% of respondents agreed that the rules and regulations should be followed appropriately; 21.75% of respondents disagreed; and 9.25% of respondents were agnostic. As a result, it appears that most respondents feel that government stakeholders adhered to the law.

It was determined that on the identification and selection of beneficiaries, 68.50 percent of respondents agreed, 22% disagreed, and 9.50 percent were agnostic. The majority of responders felt that the process of selecting and identifying recipients met their expectations.

It was observed that all respondents were in agreement (100%) that the service facility supplied by the scheme was clear. It was also determined that all respondents were in agreement (100%) on providing services directly to the beneficiaries. Therefore, it was found that all respondents agreed on the importance of providing beneficiaries with clear and transparent information about the services and benefits they were receiving under the programmes.

It was discovered that 71.75% of respondents were in agreement, 21.75% were in disagreement, and 6.50% were agnostic regarding the topic of corruption decreasing. Thus, it was found that most respondents felt that while ICT application adoption does help minimize corruption, it does not completely eliminate it.

Results showed that 75.25 percent of respondents were in agreement, 22% were not, and 2.75 percent were ambivalent on the importance of promptness in service delivery. As a result, it became clear that most respondents believed that the online/computerized method boosted overall promptness in service delivery.

Among those who provided feedback, 69.50 percent said they were satisfied with the level of service they received, 22.25% were unsure, and 8.25% were strongly dissatisfied. This suggests that most people who used computerized/online service delivery were pleased with the quality of care they received.

One hundred percent of the people who filled out the survey said that the services they received were accurate. As a result, it was found that after introducing ICT tools, precision in service had increased significantly.

It was found that 78% of respondents were in agreement, with 22% disagreeing that the service was completed in a timely manner. As a result, it was concluded that the vast majority of respondents experienced no problems with the promptness of service.

An overwhelming majority of respondents (84.25%) were positive about the dependability of the service, while 11.50% were neutral and 4.25 % were negative. As a result, it became clear that most respondents believed that service reliability improved in general when ICT applications were put into place.

It was determined that only 20.5% of respondents experienced issues such as delays in pension payments or the termination of their pension and subsequently filed complaints with the relevant service agency or department. In addition, it was determined that 13.5% of respondents were content with the complaint handling mechanism, 15.25% agreed that the follow-up action was taken on their complaints by government stakeholder, and 12.75 agreed that timely action on complains and resolved problems within stipulated time by the government functionaries. As a result, it was determined that a middle ground of respondents felt their complaints were handled in a timely fashion, that they received a response from government stakeholders/officials, and that their issues were resolved within the allotted amount of time.

The entire study population (100%) was found to be familiar with the CSDS (computerized service delivery system). Another study found that 92.75% of respondents believed that a computerized system is more efficient, while only 7.25% disagreed. As a result, it was concluded that the vast majority of respondents preferred a technological administration structure.

It was found that 88.75 percent of respondents believed that those living in rural areas are better off as a result of ICT, while just 11.25 percent disagreed. As a result, it became clear that the vast majority of respondents felt that those living in rural areas can gain from using ICT resources.

One hundred percent of the study's respondents believed that the use of ICT applications has enhanced the public's perception of the government.

The vast majority of responders (94.25%) felt that the automated method was very helpful in gaining access to the service, while only 5.75 % felt otherwise. Thus, it was

observed that the vast majority believed that ICT-based solutions helped people take advantage of the schemes.

The vast majority of respondents (91.75%) were positive about the role that ICT initiatives play in enhancing service delivery, while 8.25% were negative. Thus, it was found that most respondents believed that the ICT project was helping to enhance the efficiency with which government welfare programmes were delivered.

It was found that 96.5 percent of respondents think that computerization improves the overall quality of governance, while only 3.5 percent disagree. In conclusion, it was found that the vast majority of people think that the use of ICT in service delivery has improved the quality of governance overall.

It was discovered that nearly nine in ten respondents (89.50%) deny ever having experienced discrimination, whereas 10.50% are in agreement. Accordingly, it is clear that most respondents agree that the online/computerized service delivery method of government benefit systems reduces prejudice.

A survey found that all respondents (one hundred percent) were content with the automated service delivery process. Another study found that despite some skepticism, nearly all respondents (98%) believed that e-government and computerization may improve governance. Finally, it was found that nearly all participants thought ICT might be an essential tool in the pursuit of good governance.

SUGGESTIONS

The following are some recommendations for enhancing the substance of schemes and improved implementation.

- Awareness rising among the recipients is crucial to the success of any public assistance initiative or campaign. The participation of GOs, NGOs, etc. in awareness initiatives is necessary.

- It is suggested that every gramme panchayat set up a community resource centre (CRC) where locals can go to learn about and apply for government welfare programmes at no or low cost.
- If at all practicable, programme benefits should be paid out on a monthly basis.
- In order for e-services to reach out to rural communities, a reliable information technology infrastructure must be set up.
- Fixing the accountability, system, and rule of law should be part of a continuous monitoring and feedback process.
- The cost of using the CSC and JSK for service and monitoring should be set in stone.
- People need to be taught how to use computers.

CONCLUSION

The study set out to answer the question, "Can new information and communication technologies help achieve the good governance objective in the service delivery of welfare schemes in the study area?" with regards to the region under investigation. The study's findings provided further evidence that e-governance/ICT-enabled governance is the optimal means to good governance. Various components of good governance work together to enhance the provision of public services. It was determined through this research that the service delivery system of welfare programmes in the study area is more accountable, transparent, effective, and responsive thanks to the use of ICT/e-governance. The report stated that ICT has the potential to become an essential tool in the pursuit of good governance.