

The impact of information and communication technology on government assisted programs/schemes

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Chapter 1: Introduction

- Information and Communication Technology (ICT) plays a crucial role in e-governance by facilitating effective government operations and improving service delivery to the public.
- ICT enables transparency, accountability, and responsiveness in government processes, leading to efficient administration and reduced corruption.
- E-governance interactions include Government-to-Government (G2G), Government-to-Citizens (G2C), Government-to-Employee (G2E), and Government-to-Business (G2B) interactions, each aiming to enhance communication and productivity in specific areas.
- In India, e-governance has evolved in two phases, with the second phase focusing on reaching a larger number of citizens, including those in rural areas, and involving NGOs and the private sector in service provision.
- The Indian government has implemented various initiatives and policies, such as the National Informatics Centre (NIC) and the National e-Governance Plan (NeGP), to advance e-governance and promote the use of ICT in governance processes.

Research Objective

RESEARCH QUESTION

- What is the impact of 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

Chapter 2: Literature Review

1. Tapscott and Caston (1993): The advent of communication and information technologies has brought about a fundamental change in how government services are provided. The shift towards e-government models enables electronic communication, distant collaboration, and personalized user experiences, which may challenge principles of standardization, objectivity, and equity.
2. Lal (1999): Information and communication technologies (ICTs) can support e-governance by facilitating decision-making, communication, automation of tasks, and enabling previously unimagined activities and processes. When aligned with governance objectives, ICTs can lead to significant productivity improvements.
3. Dash (2000): The development of computing and the Internet in the 20th century is considered a significant achievement that can catalyze societal and economic progress, leading to the evolution of human society.
4. Heeks (2001): New ICTs have the potential to assist in achieving good governance by enhancing openness, participation, lawmaking, accountability, administrative effectiveness, public service quality, and citizen engagement.
5. Bhatnagar (2002): E-government can improve government performance in service delivery and departmental efficiency. Collaboration with the private sector can be beneficial due to their experience in IT application development.

6. Dhingra & Misra (2002): ICT is seen as an essential component of accountable, transparent, and effective government, aiming to increase government openness and help citizens make better decisions.
7. Haldenwang (2002): E-government is a tool for advancing good governance, leading to more effective government operations, quality public services, and political accountability.
8. Saidi & Yared (2002): More and better information through e-government can lead to better governance and democracy by enabling effective representation and participation.
9. Barthwal (2003): The rapid development of IT and the internet has the potential to revolutionize government administration, moving towards open government and unfettered access to data.
10. Bhatnagar (2003): E-government can overcome problems in public service delivery, such as excessive pricing, corruption, lack of information access, citizen involvement, and access to affordable services.
11. Islam (2003): Access to information has a significant impact on governance, and greater information flows lead to high-quality government and informed voter participation.

12. Basu (2004): E-governance, as a tool for promoting good governance, shares goals consistent with good governance principles.
13. Panneervel (2005): India is becoming a pioneer in e-governance adoption, leveraging ICTs to construct a citizen-focused governance framework and driving change management.
14. Sangita & Dash (2005): The article explores e-governance reforms in India, focusing on theoretical underpinnings, policy implications, and the need for sound policy and legal frameworks, infrastructure, workforce, civil society involvement, citizen participation, and collaboration with the private sector.
15. Saxena (2005): Successful e-governance requires effective leadership, management, and outcome-focused approaches rather than excessive technology focus.
16. Verma (2005): Globalization, ICTs, and government responses to changes in democracy and governance are explored, including the development of e-democracy, e-governance, and electronic parliamentary processes.
17. Dada (2006): E-governance systems in developing countries face significant challenges and divides, such as the hard-soft divide, private-public sector divide, and country context divide. Needs assessments and monitoring of potential threats and opportunities are recommended before implementation.

Chapter 3: Methodology

1.

Study Type

Primary and secondary

2.

Study Design

Descriptive

3.

Study tools

Questionnaire

4.

Sampling Technique

Probability sampling

5. Data Analysis - SPSS

CHAPTER 4: ANALYSIS AND INTERPRETATION OF DATA

Questionnaire

The Chapter



● Chapter 5: Findings, Suggestions & Conclusion ●

- Gender: The sample population consisted of 52% men and 48% women.
- Age: The respondents' age distribution was as follows: 5.50% were between 21 and 30, 6.25% between 31 and 40, 7.75% between 41 and 50, 9.50% between 51 and 60, 59.75% between 61 and 70, and 11.25% were 71 or older.
- Marital status: 52.5% of respondents were married, 41.7% were widows/widowers, and 5.7% were never married.
- Religion: 79% of respondents identified as Hindu, while 21% identified as Muslim.
- Caste: OBCs (Other Backward Classes) made up the largest group (54.50%), followed by SCs/STs (23%), and the General population (22.50%).
- Household size: The majority of respondents (55.50%) came from households with five to seven members, followed by households with seven or more members (12.50%).

- Family structure: 69% of respondents belonged to joint families, while 30.75% belonged to nuclear families.
- Literacy: The majority of respondents (72%) were found to be illiterate, with only 13.5% being proficient readers and writers.
- Housing: Most respondents lived in semi-pucca homes (67.75%), followed by Kachcha homes (19%).
- Basic amenities: The majority of respondents had access to indoor plumbing (86.50%) and their own hand pump for water (79.25%). 54.25% of respondents had power in their homes.
- Ration cards: Among the respondents, 51.75% had APL (Above Poverty Line) cards, 16% had BPL (Below Poverty Line) ration cards, and 12.75% had Patra Grihasti ration cards. 88.50% of respondents used the Public Distribution System (PDS) to obtain their rations.
- Electronic devices: 94.50% of respondents owned at least one electronic device, with mobile phones being the most widely owned (87.05%).

- Mobile phone usage: Only 26.14% of respondents had their own personal mobile phone. Among those who had a mobile phone, the majority (89.3%) borrowed it from their sons.
- Internet usage: Only 0.25% of respondents regularly used the internet and social networking apps.
- Pension recipients: 70% of respondents were receiving pensions for old age, 20% for widows, and 10% for disabilities.
- Awareness and usage of e-governance services: The majority of respondents were unaware of the government's online portal (96.75%) and toll-free helpline (97.5%). All respondents enrolled in the welfare programs through the web portal. The majority of respondents (69.25%) applied through CSC/JSK (Common Service Centers/Jana Seva Kendras).
- Satisfaction with welfare programs: The majority of respondents were content with the pension amount (89%) and felt that their life had been improved to some extent by the financial assistance (77.25%). Most respondents (76.75%) found the online application process to be easier and quicker.
- Perception of digital services: The majority of respondents believed that using technology reduced travel time (80%), provided better and equitable service (76%), and made it simpler too.

Suggestions

- Raise awareness among the recipients of public assistance initiatives through the participation of government organizations (GOs), non-governmental organizations (NGOs), etc.
- Establish community resource centers (CRCs) in every gram panchayat where locals can access information and apply for government welfare programs at little or no cost.
- Consider implementing monthly payment of program benefits, if feasible.
- Develop a reliable information technology infrastructure to ensure e-services reach rural communities.
- Implement continuous monitoring and feedback processes to ensure accountability, system integrity, and adherence to the rule of law.
- Set fixed costs for using the Common Service Centers (CSC) and Jan Seva Kendras (JSK) for service provision and monitoring.
- Provide computer literacy training to empower people in using computers effectively.

Conclusion

- ❑ The study focused on the use of new information and communication technologies to achieve good governance in the delivery of welfare schemes.
- ❑ E-governance and ICT-enabled governance were found to be the optimal means of achieving good governance.
- ❑ The study concluded that various components of good governance work together to enhance public service provision.
- ❑ In the study area, the use of ICT/e-governance has led to a more accountable, transparent, effective, and responsive service delivery system for welfare programs.
- ❑ ICT has the potential to become an essential tool in the pursuit of good governance.



Thank you!

Open for questions

