Efficient Administrative Accomplishment of G2C: An Analysis of Institute based Questionnaire

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Abstract—The entire world uses the Internet in its everyday life, so that it not only goes to its own employment, but it reaches the whole world, ICT is proving to be a boon for people who want to connect themselves with the whole world. On one hand, people are using it to fulfill their daily needs and on the other side, using the Government ICT to reach their plans to the people, many models of e-governance have been developed which these are used according to different needs. One such model is that you are a citizen by which the government has been providing its services to the general public. Persons are using ICT in every work like business, education, etc. Most of the user has been use it for education. In this paper, authors attempt to explain how e-governance can be implemented by government education institute like Government University through e-governance structure, processes and models.

I. INTRODUCTION

Information [1] plays very important role in success of all kinds of work. Information provides facility to work [2], to serve, to manage etc. So information is very helpful for everyone. If information communicated [3] properly or timely, it can change the game so communication [4] is also very important. Now a day advanced technology is used to communicate information that is called ICT (Information and Communication Technology) [5] and we are using ICT as a tool to digitalize India. Presently ICT is helpful for fast working in any field like business, education, hospitality etc. Institutions are doing more effective performance to provide better communication for grow up by e-governance. If the Government wants people to take maximum benefit of government schemes, then the government will have to make strong effort. Some E-governance models are essential for implementation of ICT like –

1. Broadcasting Model
2. C. F. Model
3. Comparison study Model
4. Mobilisation and influence Model
5. I. S. Model
6. G2C and C2G

These models are applied in the different possible ways and G2C model is already implemented in some government institutes but it cannot implement paperless work completely. The last few years, NIC has made plans of the government through which it works to reach the government schemes. This computer program works through the internet and it is helpful to reach the information anywhere in the country. It is an important contributor to the implementation of the ICT Model. In the time of 1980-90, the model by which government work has been reached to the people, not only to the state but also to national level, based on the information given in each department. They are communicating with that. MIS and DSS are the systems that are used in administration for early decision making, there are many such systems which are used at all the level of management where the need to make quick and correct decisions. That ICT was very useful. Many kinds of services and programs have been started at national and state level to implement ICT for digital India and these programs are including major works-

- ICT Infrastructure set
- Implementing E-governance services of all levels in country
- Production and provider
- Communicate with government offices
- R & D
- Build up production

II. ANALYTICAL SURVEY

This paper, based on technical education institute in MP and we are using questionnaires for data collection in government institutions. First of all we divide my questionnaire in three sections, 1 technical user 2 teaching staff 3 student and then we collect this answer by fill questionnaire. This questionnaire has 15 questions and they divided into 5 questions each category and fill it with those. 2.1. Objective of Survey: To measure the impact of e-governance in the government institute.
2.2 Questionnaire

Q1. What is the level of e-governance in your institute?
   (i) Initial stage  (ii) Medium level  
   (iii) Progressive level  (iv) None of these

Q2. What problems you are facing to successfully implement e-governance in your institute? 
   (i) Infrastructure  (ii) Lack of Expertise  
   (iii) Technical Issues  (iv) Work Overload

Q3. What is the source to implement e-governance in your institute?  
   (i) Using software  (ii) Using hardware  
   (iii) By Web site  (iv) None of there

Q4. Since long, you are using e-governance in your institute? 
   (i) From beginning of your Degree  (ii) Since last 2 years 
   (iii) From year-----  (iv) Don’t know

Q5. Students have facility to use e-governance services in your institute? 
   (i) Yes  (ii) No  (iii) Satisfactory  
   (iv) Not satisfactory

Q6. Employees have facility to use e-governance services in your institute?  
   (i) Yes  (ii) No  
   (iii) Satisfactory  (iv) Not satisfactory

Q7. What software is used to implement e-governance in your institute? 
   (i) Dot.Net platform  (ii) Java platform  
   (iii) Embedded system  (iv) None of these

Q8. What actions have been taken by you to improvement e-governance facility in your institute?  
   (i) Provide training to employees and user  
   (ii) Conduct awareness programs/ campaigns  
   (iii) Develop infrastructure  
   (iv) None of these

Q9. Have you got any funding from government? 
   (i) Yes  (ii) No  
   (iii) Partially  (iv) Full funding

Q10. Is there any shortage of skilled persons to implement e-governance in the institute? 
   (i) Yes  (ii) No  
   (iii) Up to some level  (iv) None of these

Q11. Is there any difficulty in using e-governance applications?  
   (i) Not a challenge  (ii) An important challenge  
   (iii) A minor challenge  (iv) Don’t know

Q12. E-governance system is useful or not  
   (i) Very useful  (ii) Useless  
   (iii) Only useful for educated persons  (iv) None of these

III. QUESTIONNAIRE BASED DATA ANALYSIS

In this questionnaire we have 15 question and by this, we asked level of e-governance in this institute than 11 person (out of 15) told me its progressive and by other question we know about problem of implementation of e governance than 7 people told technical issue is main problem and 4 told lack of expertise is mail problem. We include some question for e-governance services like providing facility in your institute, some student and employ told yes(3 person) but it is not satisfactory(9-10 people).in other question we know about how can they facilities our employ for successful implementation in institute than 6 person told provide training for employ and user and 5 fever conduct awareness program and companying is just 4 people favor develop infrastructure. we ask them some question about funding than they told us there institute working in partially funding by state government 12 out of 15 favor this. other question ask him shortage of skilled person problem than 8 person out of 15 except this problem as big problem and 5 person go for up to some level option. difficulty of using e governance services than 10 person told its important challenge and 3 go for its miner challenge. (out of 15). in last question we know about usefulness of e governance 10 people told its very useful and other 3 go for only useful for educated person.
3.1 Technical Staff-

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3.2 Summary & Discussions: It can be seen from above table technical people is having different view on the problems, & also that more than average people is having common view on the effective administrative implementation of G2C in any institute.

3.3 Teaching Staff-

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3.4 Summary & Discussions: It can be seen from above table that teaching staff is having different answers for the same problems or questions, it’s because of different vision towards the problem & specific solutions but still more than average people is having common view on the effective administrative implementation of G2C in any institute. Few people is having unique answers on some specific problems.

3.5 Students Community

Table 1.3: Students Community Survey based on Questionnaire

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3.6 Summary & Discussions: It can be seen from above table that student’s community is having another unique view on some specific problems but still more than average people is having common view on the effective administrative implementation of G2C in any institute. Few people is having unique answers on some specific problems.

IV. Conclusions & Future Directions

4.1 Conclusions

The institute is facing financial burden for implementing e-governance, but they still see the lack of implementation in its success. Unawareness of these services in people, language problem, privacy issues, etc...these are main problem which are big issues for creating failure of e-governance in technical education institutions? It can be seen from above table Technical, Teaching, Students community is having different view on the problems, & also that more than average people is having common view on the effective administrative implementation of G2C in any institute. Few people is having unique answers on some specific problems.

4.2 Future Directions

An effective implementation of G2C e-government model in administration of technical education universities should give us long term result in this section mostly -

1. Provide easier delivery of G2C as administrative reforms.
2. The boycott level of government administration (reducing Bureaucracy and giant formation, government employee’s license at the level)
3. It will create an environment that will make it easier for customer to use the projects of the E-governance.
4. Make simple business processor and depletion of costs by assimilation and eliminating redundant systems of administration.
5. Organizing government functions to guarantee quick response to civilians and businesses for administrative reforms.
6. Enabling the gaining of development goals and objectives of government’s administrative structure.
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