

INFLUENCE OF E-GOVERNANCE ON REDUCING EMPLOYEE'S WORKLOAD IN PUBLIC SERVICE DELIVERY

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Abstract

The purpose of this research is to investigate the influence of e-governance on lowering employee's workload in the provision of public services to citizens in the Department of Local Self Government. The study sample consisted of male and female employees from diverse employment positions in eight Panchayath. Secondary data were acquired by referring to previous research, while primary data were gathered by employing a questionnaire. The results of the study demonstrated that e-governance play an important role in enhancing public service delivery to citizens who visit the office, including (valid, reliable, transparent, and rapid public service delivery). It is recommended that the LSGD work continuously to update the e-governance applications in order to keep up with changes in the economic environment in delivering services to the public, in addition to offering training programmes to staff members to keep them abreast of technological advancements in e- governance applications. It is also suggested that employees are to be given discretion and the capacity to take part in policy making and decision making in order to reduce the burdens of paperwork they confront while doing their tasks.

Key words:- E-Governance, LSGD, IKM, Public service delivery, IT Mission.

Kerala is a pioneer in e - Governance implementation among Indian states. Even after switching to e-Governance the state has succeeded in maintaining key aspects of good governance, such as the rule of law, public involvement, openness, efficiency, equity,

accountability, responsiveness, consensus, and accessibility. It is crucial to employ ICT and associated technologies effectively to realise a public service that is responsive to people, just, and transparent, as well as to assure accountability, promptness, and accuracy.

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The foundation of the Kerala State IT Mission (KSITM) and Information Kerala Mission (IKM) in 1999 marked the beginning of the e-governance era in the State of Kerala. The Nodal Department for making decisions in e-governance and ICT is the Electronics & IT Department. The nodal organisation within the Electronics & IT Department is responsible for organising and carrying out e-governance programmes in all departments. For the purpose of conducting e-Governance programmes in Local Self Government Institutions (LSGIs), Information Kerala Mission serves as a nodal agency under the Local Self Government Department (LSGD). IKM proposes a gradual transition to electronic systems from the current ones. It has created methodologies that are appropriate for this use. IKM has taken up an e-governance strategy that is human-cantered.

In Kerala, significant resources and administrative authority have been transferred to Local Self-Government Institutions. Local self-government Institutions has proven to be successful implementers of development schemes. The local administration department now plays a significant position in the planning and execution of grassroots development projects as a result of the decentralisation of authority. The four main associated departments of Local Administration nowadays are Town and Country Planning Department, Directorate of Urban Affairs, Panchayath Directorate, and Commissionerate of Rural Development. There are various allied institutes and training facilities under LSGD that are connected to local

administration activities. Various E-Governance services include: *Sulekha* - Plan Monitoring for decentralised planning at local level, *Sevana Civil Registration* - Births, Deaths and Marriages Registration, *Sevana Pension* - Disbursement of social welfare pensions, with electronic money order (eMO) integration, *Sanchaya* - The Revenue & Licence System, *Sanketham* - Ensures transparency in granting Building Permits (KMBR), *Sakarma* - Handling of council/committee agenda, minutes, etc., *Soochika* - Work flow application Status Monitoring over web, and eSMS integration, *Sachithra* - Map suite (GIS) and asset register for local governments, *Saankhya* - Double entry accrual based accounting for all local governments, *Sthapana* - Payroll, PF accounting (Municipal and Panchayat employees PF accounts), *Sugama* - Cost Estimation tool for public works, and *Samvedhittha* - LSGD web portal for all local governments and the Department.

Statement of the Problem

Performance of employees, which results in goal achievement, is a crucial component of the entire governance process. As a result of ICT-enabled governance, there are many developments happening today all over the world. Many studies and research projects have been carried out to evaluate the impact assessment in relation to cost, quality, revenue generation, and perceived value delivered to the customers, but very little research has been carried out to evaluate the impact in relation to the employees, who are the first carers in the entire process. As a result, it is believed that the development of a Framework for Assessing Impact is necessary.

Need and Significance of the Study

The present study is an attempt to evaluate the influence of e-governance on reducing the workload of employees for delivering public services in Local Self Government Department. The main goal of e- governance is to make all public transactions and services more efficient and transparent in order to improve communication between service providers and recipients. This will be accomplished by developing the abilities of public servants to deliver services and necessary information in a fast, efficient, and safe manner. Employees at all levels now face more challenges in adapting to change, focusing on speedy performance, and enhancing communication between service providers and recipients. The effectiveness of the employees will be a key factor in determining whether e-governance is successful in providing services by tracking the effectiveness of the workforce.

Objective of the Study

This study has an objective to investigate the influence of e-governance on reducing the workload of employees in public service delivery

Hypothesis of the Study

The statement confirming the influence of e-governance on reducing workload of employees in public service delivery is accepted.

Scope of the Study

The present study focuses on employees from LSGD in Chengannur Taluk. For this purpose the study considers all the employees from 8 Panchayaths

namely, Ala, Cheriyanaad, Puliyoore, Budhanoor, Pandanadu, Mulakkuzha, Venmoney, and Thiruvannamoor.

Research Methodology

The present study is designed as descriptive and analytical based on both primary and secondary data. Primary data were collected from government employees of Panchayath offices of Chengannur taluk through questionnaire. Secondary data were collected includes government publications, journals, newspaper, magazines, articles and websites. The sample selected for the survey includes the government employees from 8 Panchayath in Chengannur Taluk. Convenience sampling has been adopted to select the respondents from Panchayath offices. It is a non-probability sampling technique. Sample sizes of 120 government employees have been selected to carry out this survey.

Review of Literature

1. MazzudinKhan, Dr. L Vijayasree (2015) Undertook a study to determine the influence of e-governance on employee performance and to determine the connection between employee creativity, personal efficacy, and effectiveness in an e-governance framework. The study finds that creativity, personal efficacy, and effectiveness are all positively correlated.

2. ShymaMousa, FathimaAlghamdi (2018) Explored how the implementation of e-government affected public employees' performance. The goal was to investigate the connection between personal efficacy, human mistake, and the deployment of e-government. The study

finds that all the variables are closely related to one another in a positive way.

3. KuramaModu (2021) the investigator looked into the effects of e-governance on the performance of civil servants’ skill in carrying out statutory responsibilities, office communication, and salary administration. They came to the conclusion that there is a positive impact on civil servants’ skill in these areas.

4. Rahman, Iskandarsyah and Kesuma (2020) Performed research on the influence of e-government usage on employees’ performance and work effectiveness in Kemenkumham Aceh. According to the researcher, the adoption of e-governance significantly and favourably affects employee productivity and effectiveness at work.

5. Kareem, Haseessi (2015) Conducted research on the effects of e-government on organisational performance. The goal of this study is to examine how e-government is used to enhance organisational performance, the challenges it faces, and how its effects are measured. According to the study, there is a significant positive link between

organisational performance variables and e-government properties.

6. Dr. D G Hanumanthappa performed analysis on the relationship between public sector services and e-governance. The researcher comes to the conclusion that because they lack sufficient knowledge of IT-related technologies, government personnel, residents, and businesses are unwilling to use online services. Internet accessibility is another obstacle that prevents citizens from receiving services properly and without sufficient linguistic support. Software for language translation is necessary for communication.

Data Analysis and Interpretation

The Squared Multiple Correlation and T-test were used for category comparisons to evaluate if there are statistically significant differences between and among the means of the demographic variables.

In the present model, all R Square values are admissible. The coefficient of R Square values of variables is quite good. This demonstrates the influencing variables’ ability to affect the dependent variables.

Table 1
Influence of e-governance on reducing workload of employees in public service delivery - Squared Multiple Correlations

Squared Multiple Correlations	Estimate
Less paper works	0.938
Transparency and reliability	0.961
Direct interaction	0.986
<i>Reduction in workload</i>	0.651

Source: Primary data

Table 2 shows a *p* value of 0.03(SD 0.13) which is <0.05 indicate that there is a statistically significant relationship between e-governance and workload reduction. The study inferred that e-governance applications are highly helpful for reducing the workload of employees by lowering the time and effort required to complete various transactions for individuals visiting the department, as well as the crowding when dealing directly with workers.

Table 3 shows that the regression value was (0.92), and the statistical value *F* was (0.045), which indicating

significance at the level of 0.05. As a result, there is no statistically significant influence of e-governance apps on paperwork reduction at the significance level. It would be feasible to demonstrate that digital government executing transactions by means of apps designed for paper works had no impact because the outcomes and costs were the same as conventional paper work dealing that there is no statistical significance of electronic applications on reducing costs.

Table 4 shows that the regression value was (0.97), and the statistical value *F* was (0.033), indicating that there is no

Table 2
Influence of e-governance on reducing workload of employees in public service delivery – Multiple Linear Regression Analysis T-test

	Non-standard coefficient		Standard coefficient	t	Sig.
	B	Std. error	Beta		
Constant	0.62	0.09	-	6.50	0.00
E-governance	0.08	0.04	0.13	2.05	0.03

Source: Primary data

Table 3
Influence of e-governance on reducing paper works of employees in public service delivery – Multiple Regression Analysis F-test

Regression	Coefficient of Determination	F	Significance
0.92	0.76	0.045	0.00

Source: Primary Data

Table 4
Influence of e-governance on maintaining trust and reliability in public service delivery – Multiple Regression Analysis F-test

Regression	Coefficient of Determination	F	Significance
0.97	0.83	0.033	0.00

Source: Primary data

Table 5
Influence of e-governance on minimizing the difficulties of interacting directly with citizens in public service delivery – Multiple Regression Analysis F-test

Regression	Coefficient of Determination	F	Significance
0.95	0.82	0.045	0.00

Source: Primary data

impact of e-governance on reducing the burdens of maintaining trust and reliability in public services to citizens with statistical significance at the significance level (0.05) because there are still a large number of individuals who trust more in the services provided to them face to face.

Table 5 gives the regression value as (0.95), and the statistical value *F* was (0.045), indicating that there is no impact of e-governance on reducing the difficulties of interacting directly with citizens in public service delivery with statistical significance at the significance level (0.05). It would be feasible to suggest that the study discovered, directly dealing with employees increased their interaction in receiving services, but this did not reduce the workload on the employees due to the numerous cause amendments regarding the required transactions.

Suggestions

- 1. Raising awareness among the public that e-government programmes do not lighten employees’ workloads.
- 2. Promote the use of e-governance

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apps and their accessibility everywhere.

- 3. Enhance the speed and effectiveness of e-governance apps and hasten the delivery of services to the public.
- 4. In order to alleviate workload, the department ought to give greater attention to improve the e-governance app.

Conclusion

By enhancing the effectiveness of government offices, e-governance is the greatest answer to the problem of sluggish service delivery. It also ensures deadline-driven delivery of services, transparency in the work and efficient execution of services for both the government and individuals. E-governance is essential for bettering service delivery while holding officers accountable. Effectively using resources that are accessible is an essential part of e-governance. The Govt. of India has previously undertaken a number of mission-oriented initiatives to transform government departments into e-offices in order to improve delivery of services.

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