

# Socio-economical Costs and Benefits of E-Governance in India through CSCs

Deepa, Prateek Gupta



**Abstract**— *The key influence of E-Governance is to improve government procedures, linking people and building peripheral contacts by e-services. But because of some ins and outs citizens are not cognizant about such facilities and services or fail to receive such services up to its extent. Therefore, these services are suffering from meagre enactment. It is discussed in the past studies that the ICT play vital and significant role in societal development. ROI cannot be the focused and foremost objective when e-government projects are envisaged. These are frequently determined for attaining and preparing effectiveness in delivery of services. To raise usefulness, The Indian Government conveyed the idea of Common Service Centres (CSCs). CSCs are the common point for offering the necessary public useful services like social development schemes, banking & finance, health, education skill development and agriculture to citizens in rural and remote areas of the country. The key objective of present study is to evaluate the role of Government, Semi-Government, CSCs and other various agencies in promoting E-Governance facilities with high societal benefits in India.*

**Index terms:** E-Governance, CSCs, SCBA, Societal Development, Awareness

## I. INTRODUCTION

In the direction to connect the benefits of ICT greatly, there is a necessity to develop adequate and satisfactory infrastructure, availability of sufficient investment and funds, empower easy and wide-ranging approachability and create adroit Human Reserve. The state-of-the-art E-Governance method shaped an opening to the government for shifting the procedure of the sustainable strategy and execution, from a system concerned to an enactor-driven one. This development helps in enlightening information and delivery of services with their involvement in inclusive policymaking. Executing the E-Governance in the most operative and effective way in the pecuniary and statistical organization, provides steadfast, sensible and reliable data for distributing information to the community and other agencies.

Some of the disadvantages of increasingly "virtual" interaction within the rural community include the possible "de-socialization" of individuals who have less and less

unswerving interaction with their nobles, their co-workers, and their society. This can encompass to family contacts also, particularly if technology creates further imbalances between those who are "on-line", and those lacking access to these technologies. Other problems include emotional and physical health-related effects of sedentary, computer anchored work environments. Past studies suggest that as this type of work and social activity evolves, businesses and governments will have to consider extensive means to offset health hazards with new policies and treatments.

The CSC is a tactical foundation of the National E-Governance Plan (NeGP), accepted by the GOI (Government of India) in May'06, as the division of its obligation in the National Common Minimum Programme to initiate E-Governance on a enormous level. The purpose of setting up of CSCs to provide high quality services in the areas of banking & finance, health, education skill development and agriculture and entertainment. ROI cannot be the focused and foremost objective when e-government projects are envisaged There is always a need of appropriate strategy to measure the tangible in addition to intangible benefits of e-government. Aside it, individuals have to face dishonesty, exploitation & pestering while gerund these facilities; however the level of nuisance & sleaze is different for different services. E-Governance initiatives increase access to information and thereby decrease corruption. It has no reservation that E-Governance has amplified transparency & efficiency but still miles to go to achieve social & economic growth in lives of people. Keeping these problems in view, the researcher involved in this study to identify and analyze the Social cost, benefits, threats and opportunities for E-Governance in India through CSCs.

## II. REVIEW OF LITERATURE

To make conducive research, the following literature were reviewed and analyzed:

Agangiba W.A., Agangiba M.A.[1] takes an imprinted study of e-governance, one of the most challenging applications of ICT for communal services. Al-Khouri Ali M. [3] envisaged to help bridge the gap between strategy fabricators and implementers, by showing better precision and dipping misplacement on crucial elements of e-government transformation. Antonio C., Jakob H. [4] highlighted that the landscape of the facility carried and the socio-economical expansion reinforced by the project are continuously molded by the intercession that transpires among the different actors concerned and the resulting changes the project.

Manuscript published on 30 September 2019

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Asaduzzaman Md. [5] suggested that lack of awareness on E-Governance, lack of long-term strategic plan, centralization of e-governances, lack of e-based public official culture and conflicting political culture are the major threats in implementing E-Governance initiatives in Bangladesh. Chowdhury M.H. and A.K.M. Zaidi Satter [7] identified and examined the role of Electronic governance towards creating 'Digital Bangladesh'. This study forecasts that the definite execution of E-Governance is a complex assignment that may carry on well beyond the government's target of 2021. Same is observed by Ching-Heng Pan [6] who discussed the development of 'e' as a starting point for practical use of CBA on e-Government in Taiwan. Dhindsa B., Narang M., Choudhary K. [8] focused on use E-Governance gateway which delivers handlers with easy accessibility to all government evidence and facility, while restraining the edifice of government, or which ministry delivers the facility. It directed to expansion of new services and strategies. Dwivedi S.K., Bharti A.K. [9], discusses about the basic glitches and satisfactoriness of E-Governance in India. Operative preferment outlines of the Government of India were also screened which are boosting factor to provide quality amenities to their people, which implies there is enormous latent for the progress of E-Governance in several areas. Kumar P., Bharti P. [14], focused at the existing status of E-Governance in India and some emerging areas where E-Governance can play a vivacious part in growth of the society. Gupta M.P. [10] focused on the understanding of the fruition of Electronic Governance (E-governance) in India. The study was about the ingenuities engaged by the Indian Government over time period of five years and their undertakings and purposes in the formation of "Transparent and Efficient Govern ability" from ground echelons. Khan I., Nazia, Khan N. [13] concentrated on Government and PSUs all round the world are facing to restructuring their societal administration of organizations and convey more efficient and cost-effective services. Lata S. and Chandra S. [16] focused on the major concerns/ issues occupied in the multilingualism aspects towards standardization of E-Governance solutions in India. To raise output, to increase efficient services and to widen other benefits to the public, Malik P., Gupta V. and Dhillon P. [11] focused on to link the breach between public and the Government. Jalal A., Mistry J.J. [12] highlighted the correlation among corruption and e-government in developed and rising countries. The use of ICT linked e-government services was suggested to corruption decreases. The study also found that the impact of e-government is quite greater in developing countries than in developed countries in between 2003 and 2010. Panda B.P., Swain D.K. [18] focused on e-government initiatives for making different systems and procedures transparent by installing various information kiosks at individual block levels which helped the rural people to receive information fast through online and able to submit their responses and feedbacks on various issues. Patel A., Patel M., Biju S. [19] focused on creating awareness of e-governance facility provided by the Gujarat government. It highlighted the facility provided by the Gujarat government towards e-governance. Singh A. [20] highlighted the achievement of E-Governance initiative in enhancing citizen's involvement in government activities by wide ICT

access by bringing government closer to its citizens through offering transparency in government functioning which supports better governance at lesser costs. Aggarwal H., Singla S.K. [2] identified the impact of E-Governance to reduce the corruption in the State of Punjab. The paper provided suggestions for developing useful E-Governance projects and to create additional awareness among the Citizens for efficient realization of E-Governance projects. The study discriminates the citizen's purpose to acquire government information and to carry out government dealings on e-government website. Mittal P., Kaur A. [17], highlights the different initiatives taken by the Government of Punjab and the services provided by these initiated projects. Focused was on DOIT (Department of Information Technology) and projects like SUWIDHA and VAHAN & SARATHI, CSCs are implemented in accordance to the facilities provided to the rural people.

### III. OBJECTIVES OF THE STUDY

This study is an initiative aiming at responding to the increasing requirement for online based technical services by developing countries, with a definite focus on E-Governance activities. In general the goal of present study is to support the ongoing process of administrative reform and up-gradation of e-government process by promoting the implementation of modern and effective ICT for public and government as useful tool to improve public sector reform. This study is having the following objectives:

- o To analyze the role of CSCs towards better implementation of E-Governance in India with the approach of societal development through low cost and high benefits.
- o To identify the means of making available of E-Governance facilities to each and every citizen of India through CSCs.
- o To analyze the various Social costs and benefits for Society, CSCs, government, Citizens etc E-Governance facilities".
- o To identify the means of spreading awareness about the societal benefits of E-Governance among the citizens of India through CSCs.

### IV. RESEARCH DESIGN

The methodology adopted in the present study is in following manner:

A. Sampling: The researchers went for the sampling in the following manner:

a) Sample Size: one hundred (100) e-service providers and Businesses (Common Service Centres i.e. CSCs) respondents were selected (from Delhi and West UP of India)

b) Sampling Method: Judgmental Sampling

B. Research Instrument: To achieve the objectives of this study, the researchers conducted a survey. A structured questionnaire of 19 questions other than official information was used. The questions focused over CSCs' approach towards providing E-Governance services etc.

C. Mode of Survey:  
Personal interview and interactions.

D. Place of Study: The research is concentrated on CSCs available with in Delhi and West U.P. But this was not possible to analyze all citizens available in the said area in one go, ten (10) major cities of this areas are selected for survey purpose. The identified areas were New and Old Delhi, Noida, Ghaziabad, Sahibababd, Modinagar, Meerut, Hapur, Bulandshar, Muzaffarnagar etc in India.

### V.RESULTS & DISCUSSIONS

Analysis was done on the basis of following hypothesis:

H0: The null hypothesis was set by assuming that the role of various CSCs towards better implementation of E-Governance in India is not for societal development especially rather limited to their own profit and margin.

H1: The alternative hypothesis was set by assuming that the CSCs implementing better facilities of E-Governance in India towards societal development only.

### VI. ANALYSIS OF DATA COLLECTED FROM CSCs

The data / responses collected from 99 Common Service Centres (CSCs) are analyzed as follows:

Table A.1

Interpretation: From the above table we can explain the following:

- There are approx 20 -50 customer visits in a week, and majority of the CSCs do not run any of the awareness programs.
- The above table 1.1.1 shows that most of the CSCs had given their views that they are satisfied with the government support and the standard deviation is also viable and adequate infrastructure is also available.
- From the above table it can be seen that maximum of the CSC holders exclaimed that the existing e government structure is good and maximum of the candidates replied in a positive manner for the gap filled by CSC towards government service available for common man, and deviation is little more from mean of the above data.
- The above table mentions that maximum of the CSC members are satisfied with the government support and majority of the CSC holders replied that the technology implementation to use of e-government support is also good.
- It relates to whether the time is minimized by the support from ministry or not.
- From the above table it can be easily said that maximum of the CSC holders agree that the gap is filled through CSCs, and also it can be seen that maximum of the CSCs said that technology implementation is good.

Table A.2

Interpretation

The information collected is analyzed with the help of correlation applied in various factors which is stated as below:

- From the above table it is analyzed that a high correlation exists in the awareness program and the number of visitors.
- The above table shows that a perfectly high degree of correlation exists in between satisfied with the government support and adequate infrastructure.

c) The above table shows that a high degree of correlation exists in between e gov structure and gap filled by CSC.

d) From the above table it can be said that technology towards implementation is directly related towards satisfaction with the government support.

e) The above table claims that there is slight relation in between gap filled by CSC and technology towards implementation.

f) The above table states the support by ministry towards e-government success through adequate infrastructure

g) It correlates the CSCs owner satisfied with income and work and adequate infrastructure implementation.

h) It correlates 'is time minimized through CSC and support by ministry towards egovtsuccess.

Table A.3

Model 1

Explanation: From the above tables we can see that a slight regression exists between no of visitors and run awareness program. The above table shows the Variance, Mean square, R, Standard Error and degree of freedom between the no of visitors and run awareness program i.e, how they impact one another ( $F = 0.167 < 0.684$  sig level).

Model 2

Explanation: It shows that whether the CSCs have been provided with adequate infrastructure and other resources as required for their smooth functioning by the government. It shows the satisfaction level of the CSC owners with the assistance of the government in creating the infrastructure required for smooth service delivery. It shows the number of CSC holders' content with the government infrastructure.

Model 3

Explanation: It states that how closely the advanced technology is implemented at a CSC. It represents the mean number at which the gap is filled by CSC by technology implementation. It states the relation how the gap is filled by the CSCs by the implementation of advanced technology.

Model 4

Explanation: The analysis states that there is a regular support from Ministry towards success of E-Governance services which has also helped in reducing time taken in providing such services. ( $F = 0.573 > 0.451$  sig level).

The responses collected from 100 common service centres (CSCs) are analyzed with the help of graphs as follows:

Services mostly availed by customers

Figure A.1

Explanation: From the above graph, it may be analyzed that common service centres (CSCs) are used for various government services easily. Such E-Governance facilities are accessed by rural and urban public most in bills payment, then fees payment and so on.

Mode of Awareness Programme



Figure A.2

Explanation: Here in the above graph, it is expressed that the awareness programs are generally run by the Government through CSCs, which mostly makes people aware through print media then electronic media and so on.

Problems faced by CSCs while delivering services

Figure A.3

Explanation: The above graph explains that the major problems arise due to lack of awareness among common people. The basic internet facilities also get interrupted due to which continuous run of online services cannot be provided.

Kind of facilities which should be provided for people who find it difficult to use e-Government services

Figure A.4

Explanation: This is identified with the help of the above graph that the access of E-Governance services is not adopted by common people as they generally do not visit CSCs as either they are not aware about the CSCs or they hesitate to use these. More so ever, people want to have a kiosk in nearby areas and more CSCs as well.

Kinds of barriers that exist which affect businesses and citizens when they want to avail e-government services

Figure A.5

Explanation: The above graph showcases that the prime barrier in availing E-Governance services is lack of interest towards availing these and this is due to improper awareness about such facilities. Fear factors about Cyber Security and online money transactions are also a major concern among common people.

## VII. TESTING OF HYPOTHESIS ON THE BASIS OF ANALYSIS

The data analyzed so far has assisted in accepting or rejecting the hypothesis set earlier. The result is discussed as below:

Table A.4

## VIII. CONCLUSION AND SUGGESTIONS

The technical illiterate people and the poor infrastructure are the major challenges in India towards effective functioning of e-Governance. The present work highlights the following challenges identified in India in this regard:

- The lack of awareness towards availability and benefits of E-Governance is found in general. Very few people are aware about the successful E-Governance projects i.e. G2C, G2G and G2B.
- Many citizens do not use E-Governance services as they felt that there is high ration of technical illiteracy.
- The respondents felt that accessing Internet is a costly affair.

It was also observed that the other major issues towards effective implementation of E-Governance are hurdles towards 'Easy flow of services', 'technical literacy', and 'Internet connectivity'. The suitable suggestions are made

their also. Other possible suggestions identified through this project required for society are discussed as follows (Kumar S. [15]):

- This is the high time to deliver all types of Government services through ICT only which will help in being efficient, transparency, to be citizen centric, and effortlessly accessible for all.
- To increase the all round awareness about various E-Governance services available and to create procedure that promote and encourage citizen engagement especially in rural areas. This major issue of spreading awareness can be solved by involving technical education institutions. As their teaching faculty, students may make it possible for all nearby areas to create awareness about E-Governance quickly and at a very low cost. This is expressed with the help of following model:

Figure A.6

The major issue identified by the study i.e. inappropriate flow of E-Governance service is due to lack of awareness, besides the Government is somehow unable to reach to each citizen towards spreading awareness about this. The above model suggests that this issue may be solved if Educational / Technical Institutes are involved. The technical students under the guidance of their mentors / teachers may spread such awareness quickly as well as in cost effective manner.

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**Appendix**

**Table A.1: Visitors (approx) visit / services availed in a week and CSCs run awareness program**

Factors	Mean of responses	Selected option	Std. Deviation
No_of_visitors	1.86	2	.670
Run_AWARENESS_PROGRAM	1.60	2	.493
Satisfied_with_govt_support	1.41	2	.495
Adequate_infrastructure	1.45	2	.500
E_gov_structure	2.37	3	.648
Gap_filled_by_csc	2.46	3	.773
Technology_towards_implementation	2.49	3	.705
Support_by_ministry_towards_egovt_success	2.69	3	.723
Satisfied_with_income_and_work	1.31	2	.466
Is_time_minimised_through_csc	1.16	2	.370

**Table A.2: Correlations Applied for CSCs**

SN	Variables	Correlation	Significant Level
a	No_of_visitors Run_awareness_program	0.041	0.342 (2-tailed)
b	Satisfied_with_govt_support Adequate_infrastructure	0.303	0.001 (1-tailed)
c	E_gov_structure Gap_filled_by_csc	0.220	0.029 (2-tailed)

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<b>d</b>	Satisfied_with_govt_support	Techhnology_towards_implementation	0.079	0.436 (2-tailed)
<b>e</b>	Gap_filled_by_csc	Techhnology_towards_implementation	0.385	0.002 (1-tailed)
<b>f</b>	Support_by_ministry_towards_egovt_success	Adequate_infrastructure	0.313	0.002 (2-tailed)
<b>g</b>	Satisfied_with_incomeand_work	Adequate_infrastructure	0.215	0.033 (2-tailed)
<b>h</b>	Is_time_minimised_through_csc	Support_by_ministry_towards_egovt_success	0.077	0.225 (1-tailed)

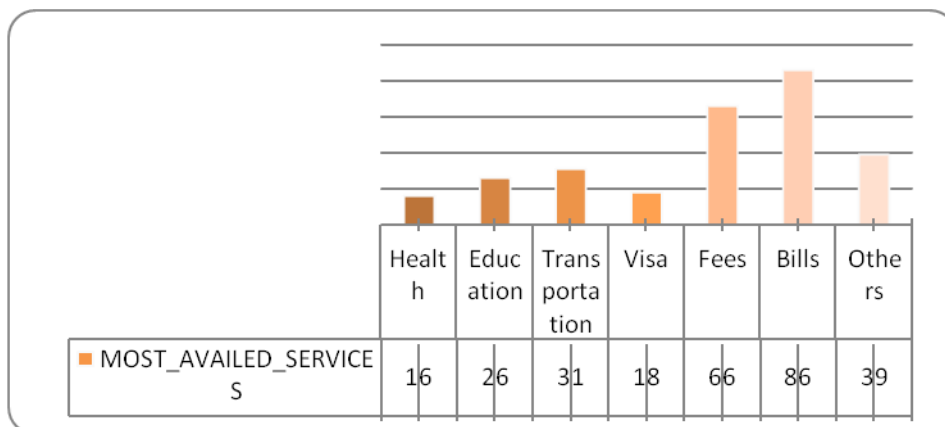
**Table A.3: ANOVA applied at CSCs**

Model	Sum of Squares	Df	Mean Square	F	Sig.	R	R Square	Adjusted R Square	Std. Error of the Estimate	
<b>Model 1</b>										
<b>a. Dependent Variable: no of visitors</b>										
<b>b. Predictors: (Constant), run awareness program</b>										
CSC	Regression	.076	1	.076	.167	.684 <sup>b</sup>	.041 <sup>a</sup>	.002	-.009	.673
	Residual	43.944	97	.453						
	Total	44.020	98							

<b>Model 2</b>										
<b>a. Dependent Variable: satisfied with govtsupport</b>										
<b>b. Predictors: (Constant), adequate infrastructure</b>										
CSC	Regression	2.209	1	2.209	9.824	.002 <sup>b</sup>	.303 <sup>a</sup>	.092	.083	.474
	Residual	21.811	97	.225						
	Total	24.020	98							

<b>Model 3</b>										
<b>a. Dependent Variable: gap filled by csc</b>										
<b>b. Predictors: (Constant), technology towards implimentation</b>										
CSC	Regression	4.760	1	4.760	8.571	.004 <sup>b</sup>	.285 <sup>a</sup>	.081	.072	.745
	Residual	53.867	97	.555						
	Total	58.626	98							

<b>Model 4</b>										
<b>a. Dependent Variable: time minimized through csc</b>										
<b>b. Predictors: (Constant), support by ministry towards egovtsuccess</b>										
CSC	Regression	.079	1	.079	.573	.451 <sup>b</sup>	.077 <sup>a</sup>	.006	-.004	.371
	Residual	13.335	97	.137						
	Total	13.414	98							



**Figure A.1: Services availed by Customers at CSCs**

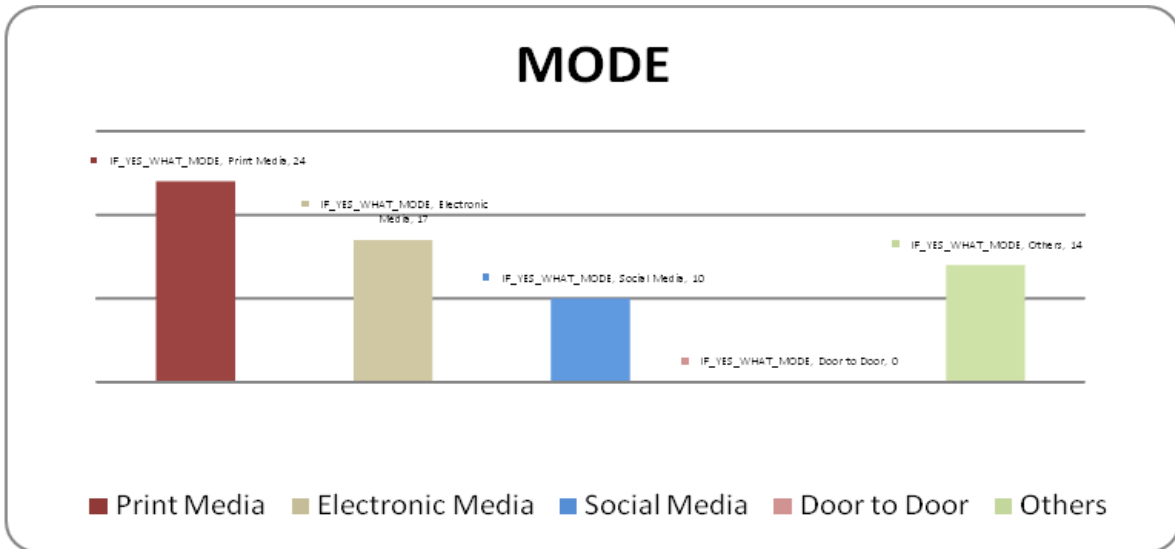


Figure A.2: Modes of Awareness programme run by CSCs

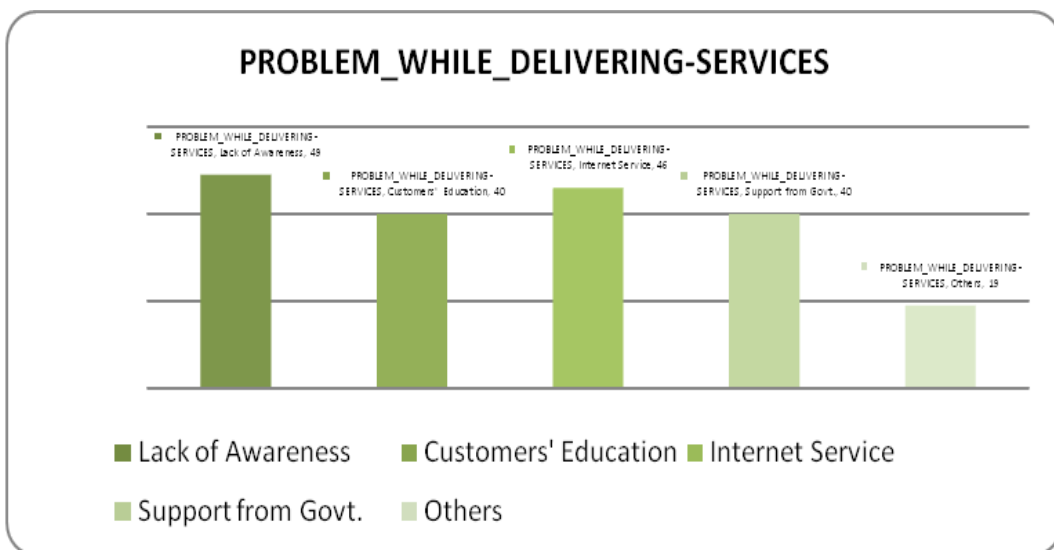


Figure A.3: Problems faced by CSCs while delivering services

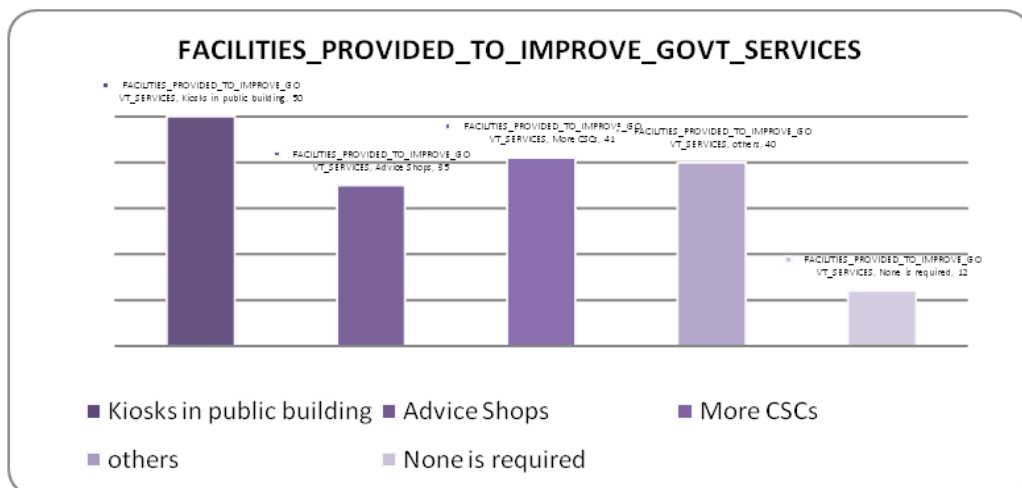


Figure A.4: Facilities provided to improve Government services to CSCs

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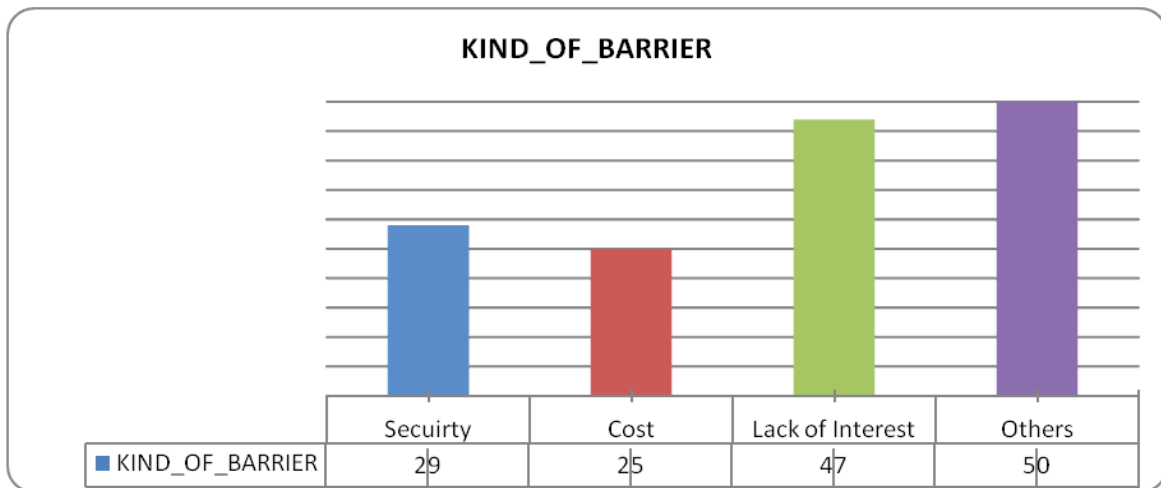


Figure A.5: Various Barriers at CSCs

Table A.4: Hypothesis testing

Hypothesis Set	Result
<p><b>H<sub>0</sub></b>: The null hypothesis was set by assuming that the role of various CSCs towards better implementation of E-Governance in India is not for societal development especially, rather limited to their own profits and margins.</p>	<p>The Null hypothesis is <b>rejected</b> and the Alternative Hypothesis is <b>accepted</b> as the Government of India is putting sincere efforts through CSC (Common Service Centers) towards better execution of E-Governance in India. The result may be seen in the upcoming five years.</p>
<p><b>H<sub>1</sub></b>: The alternative hypothesis was set by assuming that the CSCs are implementing better facilities of E-Governance in India towards societal development only.</p>	

Table A.5: Socio-economical Costs and Benefits of E-Governance in India through CSCs

COSTS	
	<ul style="list-style-type: none"> <li>• High Investments for technical infrastructure</li> <li>• Cost of building the E-Governance portal</li> <li>• Cost of E-Governance Portal administration and maintenance</li> <li>• Cost of Training (CSCs / Public / Administrators)</li> <li>• Cost of Awareness campaigning</li> <li>• Cost of making availability of E-Governance facilities</li> <li>• Cost of security of online data</li> </ul>
BENEFITS	
Benefits to the governmental agency	<ul style="list-style-type: none"> <li>• Easy flow of E-Governance operations</li> <li>• Saving in direct manpower Cost</li> <li>• Reduction in delivery time of e-services</li> </ul>
Benefits to CSCs / Agencies	<ul style="list-style-type: none"> <li>• Improved work efficiency and effectiveness of e-services.</li> <li>• Automation of Governance Process</li> <li>• Reduction in errors / frauds and complaints</li> </ul>
Benefits to the citizen	<ul style="list-style-type: none"> <li>• Panacea for all government services</li> <li>• Easy and quick communication</li> <li>• Cost saving</li> <li>• Single window interface as no need to visit various governmental offices</li> <li>• Time saving, increased control over the operations</li> </ul>
Benefits to Society	<ul style="list-style-type: none"> <li>• Transparency</li> <li>• Increasing reach to society</li> <li>• Bridging the gap between citizen and the Government</li> </ul>



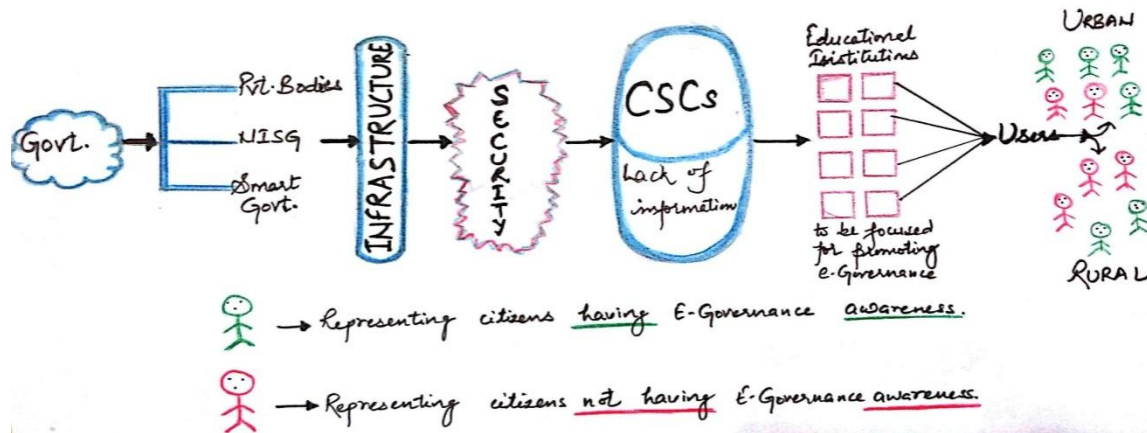


Figure A.6: Suggested Model for Effective Flow of E-Governance to End Users through CSCs

### AUTHOR PROFILE



**Dr. Deepa** is an assistant professor at KIET school of Management. She holds MBA and PhD. She has relevant experience of 13 years in academics and research. She is a life member of 'The Indian Econometric Society'. She has organized various events like Conferences, MDP, Workshops etc. She is the coordinator for

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