

E Governance: A Remedy for Effectiveness? The Postmortem of Provident Fund Management

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ABSTRACT

The aim of this study is to examine the impact of e governance on the effectiveness of provident fund management. The data for the study have been collected through a structured questionnaire from the sample of 300 employees of provident fund organization holding key positions on top and middle level. One way analysis of variance has been used to examine the impact of e governance on the effectiveness. The results of the study showed that there is a significant impact of e governance on the effectiveness of provident fund management. The contribution of this study is that it has been conducted on the newly taken initiatives by the Indian government to bring ease to the people through the use of Information Technology. The findings of the study will help the researcher's academicians and governments to evaluate the success of e governance implemented for social security.

Key Words: *e governance, effectiveness, provident fund*

INTRODUCTION

Governments and public sector organizations around the world are reforming their public administration organizations and deliver more efficient and cost effective services, as well as better information and knowledge to their stakeholders (Dwivedi and Bharti).

With the aid of e governance citizens need not visit, each time, the government departments with Xerox copies of documents. The documents submitted at any of the citizen facilitation centers is made available across the departments so that carrying volumes of documents and feeding them into computers is totally eliminated or minimized. The primary purpose of G2C is to make a government citizen friendly.

The potential and scope for application of IT in governing processes and transactions are vast. E-governance can transform outdated administrative systems through employment of information and communication technologies. A governance system that is dedicated to working with civil society, and by extension, private industry in a transparent and accountable way to reduce poverty, redress imbalances in access to resources, foster security and uphold social, economic, cultural, civil and political rights is the eventual objective of e-

governance theory. In practice, much depends on the collaboration patterns that the governments seek to establish.

E-Governance is a reform in governance, facilitated by the creative use of Information and Communications Technology. It is expected that this would lead to better access to information and quality services for citizens:

II.LITERATURE REVIEW

Shrivastava et al (2017) highlighted the challenges related to the implementation of E- Governance projects in the state of Madhya Pradesh in India. The study was descriptive in nature and based on review of existing work done in the E-Governance domain. The results of the study found that unawareness in people, local language of the people and privacy for the unsuccessful implementation were the important reasons for failure of implementation of E-Governance in India. Chaudhary (2017) studied the role and potential of ICT in supporting good governance in India. The study also discussed the factors which were responsible for the good E-governance and examined current status of E-governance in India. The study concluded that Indian government has been making continuous efforts to provide services to its citizens through E-Governance. Although Indian government is spending a lot of money on E-Governance projects but still these projects were not successful in all parts of India. Vibhuti and Tyagi (2017) attempted to identify the challenges faced during the implementation of E- Governance in India and also the strategies adopted to enhance the effectiveness of E-Governance. The study showed that E-Governance is based on four pillars viz, connectivity, knowledge, data content and capital. Moreover its services can be provided to citizens, businessman, government and employees. The study highlighted several challenges such as illiteracy, geographical barriers, population, unawareness and cost. Sharma and Gupta (2017) highlighted the usage of e-governance by developing countries like India in improving public sector accounting, auditing and accountability policy development. It also discussed the existing system of accounting and auditing and institutional framework of public sector units of India. The study was based on secondary data taken from reviews. It concluded that most of the developing countries are facing challenges in public sector accounting including India. Urunkar and Joshi (2016) examined challenges and opportunities for the implementation of E-governance and also investigated the success of E-governance initiatives in Digital India Program with special reference to Pune District. The study focused on the government to citizen (G2C) domain. The study concluded that Low literacy, Unawareness in people, limited financial resources, per capita income were the main challenges and it suggested the ways to overcome these challenges so that it will become the opportunities in the implementation of E- governance in India. Kaur and Saini (2016) analyzed utilization of social media for e-governance in various government organizations or sectors. The study also discussed problems related to the privacy and security of employees, individuals, data and infrastructure that hinder the successful execution of social media for e-governance. Darwazeh and Dajah (2016) aimed to identify effect of application of e-government with its dimensions (cost reduction, HR efficiency, transparency, and service quality) on the job performance with its dimensions (task completion, job loyalty and staff compliance) in the Greater Amman Municipality. The study uses the descriptive analytical method and 245

questionnaires were distributed to all administrative staff in the Municipality. The results of the study showed that there was an evident effect of application of e-government on the staff performance, compliance of employees with regulations and instructions, and the transactions were characterized by accuracy and quality unlike the situation in the past. Azemi et al (2016) investigated the factors that influence the use of ICT in public services, the further also examined the between the use of ICT Service Quality. The study was descriptive one and the data was collected with the help of self-structured questionnaire administrated to the employees in 11 municipalities in Kedah. The study concluded that the public sector in Kedah has faced many challenges in service delivery to citizens and the e governance has become an initiative to ease the service delivery to the citizens of Kedah Malaysia. Margaret and Kumar (2015) studied the socio-economic impact of e-governance in India. The results of the study found that the e-governance has increased transparency and reduced corruption, increased efficiency and effectiveness of services delivered. Further it has been found that the economic impacts of e-governance were cost reduction in service delivery, control of government expenditure and growth of tax revenue. Constantinou and Anastasios (2015) attempted to analyze e-government initiatives in labor and social security legislation areas and attempted to identify whether private sector companies were willing to utilize them. The findings of the study revealed that companies acknowledged the need for e-government and 50 per cent of the companies were positive about using the proposed application (PIS). Devasena and Balraj (2014) explored the e governance initiatives in the southern states of India. The results of the study concluded that people living below poverty line, low literacy, inadequate infrastructure, budgetary constraints were the challenges before the successful e governance in India. It further suggested including the features of cloud computing as a good e governance initiative.

III.METHODOLOGY

Here in this study e governance has been defined as “e governance” is defined as the use of web-based Internet applications and other information technologies, combined with processes that implement these technologies to enhance the access to and delivery of t information services to the public(The Council of Europe). The data for the study have been collected through a structured questionnaire from the sample of 300 employees of provident fund organization holding key positions on top and middle level. The Effectiveness of e governance on Provident Fund Management has been measured with help of six items designed on the five point Likert Scale.

Table 1: Profile of Respondents	
Gender	% of Respondents
Male	78
Female	22
Position	% of Respondents

Top Level	44
Middle Level	56
Work Experience	% of Respondents
1-5 Years	18
5-10 Years	22
Above 10 Years	68

IV. RESULTS AND DISCUSSION

Descriptive analysis and one way analysis of variance has been used to examine the effectiveness of e governance on provident fund management. The results of descriptive analysis revealed that Majority of the respondent's 36% strongly believed that e-governance has strongly reduced administrative costs. 34% strongly believed that e-governance has increased beneficiaries trust, 60% strongly felt that e-governance has increased openness and transparency in provident fund services provided to beneficiaries, and only 5% respondents felt against the statement. 71% strongly believed that e-governance has decreased civil servants corruption in general, 59% strongly believed that e-governance has changed behavior of civil servants from an authoritative style to a beneficiary centered and 31% strongly believed that services provided to the beneficiaries are regularly evaluated by the superiors after implementation of e-governance. Also 10% respondents felt against the statement.

V. One Way Analysis of Variance to examine the effectiveness of e governance on provident fund management

The results of one way analysis of variance (ANOVA) to examine the effectiveness of e governance on provident fund management the study has hypothesized

H₀₁: There is no Significant of e governance on the Effectiveness of Provident Fund Management

Table 2: Results of One Way Analysis of Variance

Name of Variable		Sum of Squares	df	Mean Square	F	Sig.
Effectiveness	Between Groups	38.598	7	4.950	1.306	0.021
	Within Groups	344.912	90	3.790		
	Total	384.510	97			

The results of one way analysis of variance between e governance and Effectiveness are shown in the Table No. 2 and it can be seen from the table that the F value is found to be 1.306 with significance value of 0.021, which is less than our critical value (0.05). Thus our stated null hypothesis is rejected and it is concluded that there is significant Impact of e governance on Effectiveness of Provident Fund Management which confirms that e governance has brought Effectiveness in the Provident Fund Management.

VI.CONCLUSION

The study concludes that the e governance is the one of the greatest initiative taken by the government for easing the provident fund management with this facility of e governance people not need to visit each time offices for their provident fund related issues now the beneficiaries can assess their provident fund accounts with single click on the web. Moreover from the results it has been concluded that the administrative cost has been reduced to greatest extent and the e governance has brought transparency in disbursing the case of provident fund.

VIII.LIMITATIONS AND SUGGESTIONS FOR THE FUTURE RESEARCH

The present study have certain limitation so the findings of the study showed be viewed keeping these limitations in mind the first limitation of the study is that the study has used subjective measures on cost reduction to measure and quantify the cost reduction after e governance examined with different research approach and with the financial measures so the findings of the present study may further be validated by future researchers using different, Further to explore how functionality has changed after the e governance may be an important area for the future research.

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