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A Study of Citizen Readiness for T-government/E-governance-2.0 in the Anantapuram District of Andhra Pradesh State, India.

By

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&
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Abstract:

Today, many government agencies are vying for the opportunity to improve the quality of public services they provide. In the process, they neglected to take residents' needs into account and instead focused on technology. This e-Government program seemed less user-involved since the system was built to be less aligned with users' expectations, resulting in a low adoption rate. T-Government or e-Gov 2.0 emphasizes public and user participation in policy-making. Transparent and open government is the goal of T-Government, which aims to support e-Government projects that include increased public participation. T-Government, on the other hand, has very restricted use. E-Government adoption by citizens in India indicates the country's preparedness to implement T-Government. A survey with electronic distribution of the questionnaire is the approach used. According to the findings, citizens' utilization of e-Government services and views of e-participation fall into two distinct categories. Demographic data shows that e-government users are not disproportionately old-aged, uneducated, low-income, or female. This is in line with prior studies. Most respondents (90 percent) have Internet connections at home, indicating that most residents are technologically prepared. More than 60 percent of participants have been using the Internet for more than ten years; therefore, they may be experienced users. Even while only roughly 40% of those polled stated they have participated in e-participation, this is in keeping with the high level of public interest in e-participation, which stands at 90%. T-Government can be built on the findings of this study and tailored to meet the demands of its users.

Keywords: *T-government, e-gov-2.0, E-readiness, T-government, Transformation, Government.*

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Introduction:

India's progressive e-Governance approach has been shaped by lessons learned from earlier e-Governance efforts. The idea that a single vision and strategy are needed to accelerate the deployment of e-Governance across all levels of government has been taken into account. Sharing core & supporting infrastructure, standardizing interoperability, and providing people with a unified image of government are all possible outcomes of this strategy. For a unified goal, e-Government efforts throughout the nation are included in "the National e-Governance Plan (NeGP)." There is a big country-wide infrastructure in place, and large-scale digitalization of documents is undertaken to provide simple, dependable internet access. Ultimately, NeGP's Vision Statement states that the goal is to deliver public services closer to the people. This means that all government services should be available in the area where the individual lives, via common delivering services mechanisms and at cheap pricing to meet the fundamental requirements of the ordinary person.

On May 18, 2006, "the government adopted the National e-Governance Plan (NeGP), including 27 Mission Mode Projects and eight components. In 2011, four more projects were added to the 27 MMPs, bringing 31Mission Mode Projects (MMPs)"[1]. The government approved the goal, approach, strategy, primary elements, execution strategy, and management framework for NeGP. NeGP's approval doesn't mean that all of the MMPs and components underneath it have received the same financial consent. To coincide with NeGP's goals, all MMP projects now being executed by different "central ministries, states, or state departments would be strengthened and improved. Various policy efforts and programs have been implemented to establish the core and supporting infrastructure for e-Governance." SDCs, SWANs, CSCs, and gateways such as the National e-Governance Service Delivery Gateway (NSDG, State e-Governance Service Delivery Gateway (SSDG), and Mobile e-Governance Service Delivery Gateway (MSDG)" are the primary fundamental infrastructure components (MSDG)"[2]. Security, human resources, citizen engagement, social media, standards in metadata, interoperable, enterprise architecture and information security are just a few of the essential backbones. E-Pramaan and G-I cloud are two new efforts to ensure that e-Governance projects may reap the advantages of cloud computing. E-Governance is now widely accepted as one of the building elements of good governance, and citizens' involvement and civic participation are the building blocks of good governance. E-Government initiatives are becoming more and more common in public services in general as the government

considers passing the Electronic Delivery of Services Law. It signifies a move away from human-to-human interaction in providing public and critical services. Technology-based service delivery presents several issues, including managing the transition from a human-to-technological interface, ensuring that all users have equal access to the service, and more.

The concept of T-Government/ E-gov.2.0:

Lachana, Z. et al. (2018)[3], Napitupulu, D., & Adiyarta, K. (2019, April) [4], and Tsampoulatidis, I., (2019)[5] are some of the frameworks associated with e-Gov 1.0. "Electronic government models for fully operational government with vertical & horizontal" convergence have been developed by Zarei B. et al. (2008)[6]. E-Government sites may range from simple online presences to fully integrated systems, according to Chaushi, A., Chaushi, B. A., & Ismaili, F. (2016)[7]. According to Weerakkody, V., & Dhillon, G. (2008)[8], E-Government development should focus more on web service features and capabilities. One conspicuously absent from the preceding three best practice frameworks is consideration of community needs, ambitions, or engagement in policy-making. While there are numerous advantages to public engagement, such as improved service delivery, better implementation by people, or greater control over costs & delays in installing new services, there are also drawbacks. A framework for "e-Government 2.0 or Citizen-Centric Government", such as those proposed by Chen, Y. C., & Zhang, J. C. (2012)[9], is supported by the literature Zahran, D. I. et al. (2015)[10] and BCompInfSys, M. H. (2010)[11]. Government implementers may utilize Model Moon M.J. et al. (2002)[12] To categorize the numerous "ICT systems in utilize by the agency or department, and it allows researchers to monitor the overall degree of adoption [15]. By incorporating the public in decision-making, Moon (2002) and United Nations frameworks highlight the change of communication between government and society". Moon (2002) calls this level "political participation," whereas United Nations refers to it as "connected," which is closely tied to citizen participation or engagement. T-government or eGov 2.0 period is a critical time for addressing the problem of citizen centricity, and it should be done so effectively. So for an efficient Transformational Government, community needs should be a top concern. Before launching any e-Government efforts, the government should solicit public opinion to ensure that the community is happy. The development of e-Government services should be based on the public's input as a primary consideration. In addition, the notion of T-Government might arise because of the backing of "Web 2.0 technology". "Various definitions of Web 2.0" exist, but according to Osimo (2010)[13], it is a combination of

technology (such as AJAX and XML), applications (such as blogs and social networking sites), and ideals (such as "collective intelligence," "perpetual beta," and "producer"). Online 2.0, as defined by Frissen et al. (2008)[14], is characterized by new platforms for user-to-user interactions, knowledge integration, and user engagement in the creation of web services. As a result of their ability to organize, edit, combine, share, comment on, and rate web content and interact and link with one another, Web 2.0 applications and platforms are often referred to as social media platforms. Thus, Web 2.0 has the potential to open up government-citizen ties and make them more social and participatory. Embracing T-Government as its core premise is essential [15].

Although T-Government is theoretically possible, it cannot be implemented wholly or effectively. What's going on? Is T-Government only a theoretical construct right now? This is a problematic notion to practice since it requires a fundamental shift in how the government interacts with its citizens. It is thus necessary to establish the current degree of e-Government adoption in Indonesia to gauge the country's preparedness to execute Transformational Government (T-Government). An essential part of T-Government is finding out what citizens or users need, and this study aims to do just that.

Research Methodology:

This research used a quantitative approach in which questionnaires were sent. The results were utilized to create a picture of the current degree of community adoption of e-Government operations. This serves as the foundation for determining the district of Anantapuram in the state of Andhrapradesh's suitability for Transformational Government (T-Government). Section 1 of the surveys collects demographic information about respondents, such as their age, gender, level of education, income, length of time since their last visit to the Internet, and mode of internet connection. E-government services and e-participation attitudes are addressed in part two of a questionnaire. This study's questionnaire was circulated to residents of the Anantapuram district using Face book and WhatsApp, two popular social media platforms. Since most respondents are Internet users, the questionnaire's media dissemination has been deemed suitable.

According to this survey, Internet users are the most likely responders since they are the first to utilize T-Government services. One hundred twenty participants took part in the study for this exploratory investigation. Descriptive analysis will determine "the current usage of e-Government services and the views of the relevance of e-participation" from the respondents' responses. Each question's tables, graphs, and percentages illustrate the investigation's findings. For this study, the instrument has been widely distributed and

validated by face validity to determine whether its content and look are accurate. According to face validation findings, certain adjustments have been made to the questionnaire's face regarding how questions are phrased and the addition of questions about gender and income level. "Consumers are less likely to utilize e-government services", according to Gauld et al. (2010)[16]. Considering that Anantapuram district is a low-income district in Andhra Pradesh state and is now in "the low-middle class state category", the usage of e-Government services is affected by income level. In addition to wealth, gender, age, and education, e-Government performance is also influenced by these factors.

Results and Discussion:

Based on the data collection findings, 120 participants were gathered who are Internet users from the Anantapuram district of Andhrapradesh who had never used e-Government services. Figure-1 shows the demographics of the participant's age:

Figure-1: Age of the participants

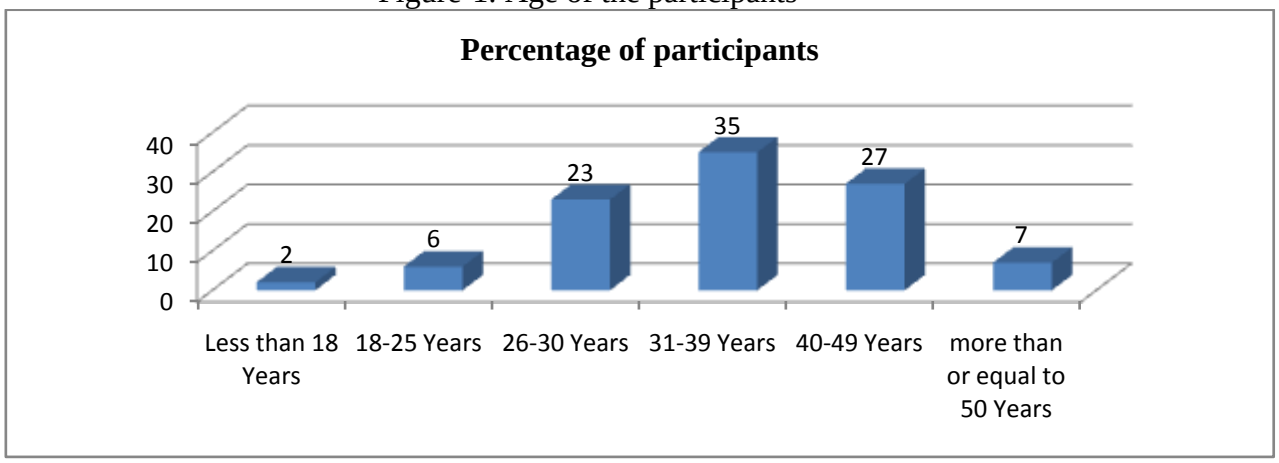
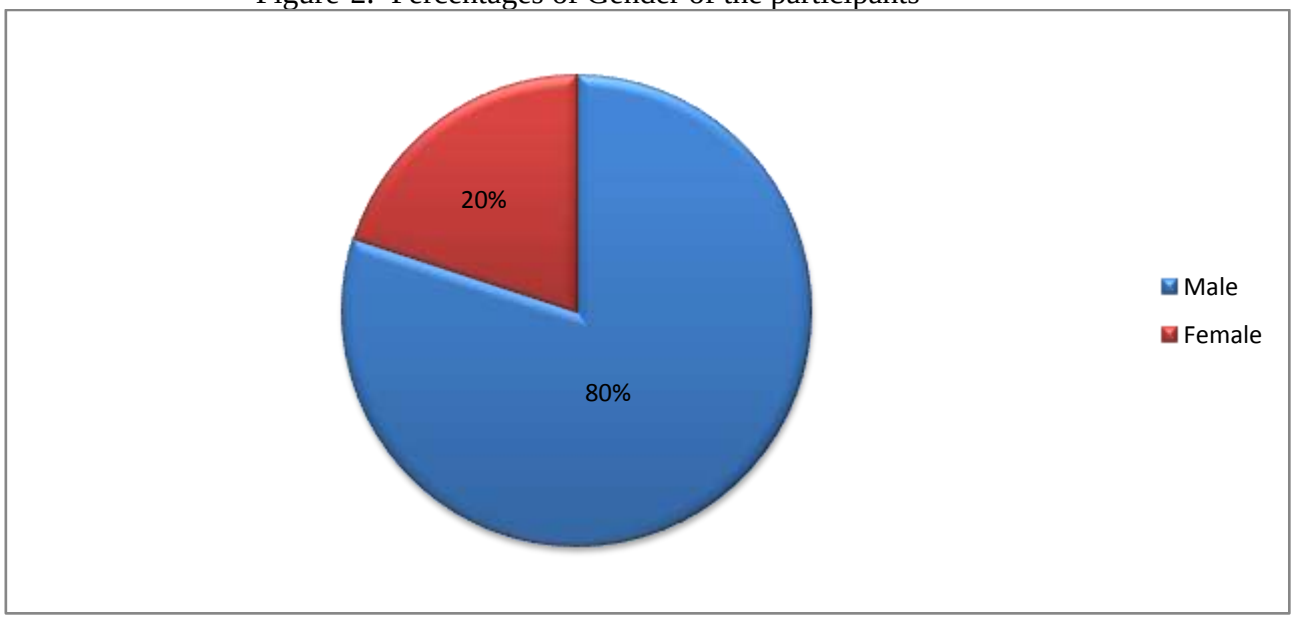


Figure-1 shows that the bulk of respondents is between the ages of 31 and 39, with a 35 percent share. The majority of the Anantapuram workforce is between 18 and 35. Ages 40-49 years had a 27 percent share, ages 26-30 had a 23 percent share, and those over 50 had a 7 percent share. This demonstrates that in the Anantapuram district, most e-Government service users are between the ages of 31 and 39. According to Gauld et al. (2010)[16], this data shows that those using e-Government services are not elderly. Figure-2 shows the gender profile of the participants, as depicted in the figure below:

Figure-2: Percentages of Gender of the participants

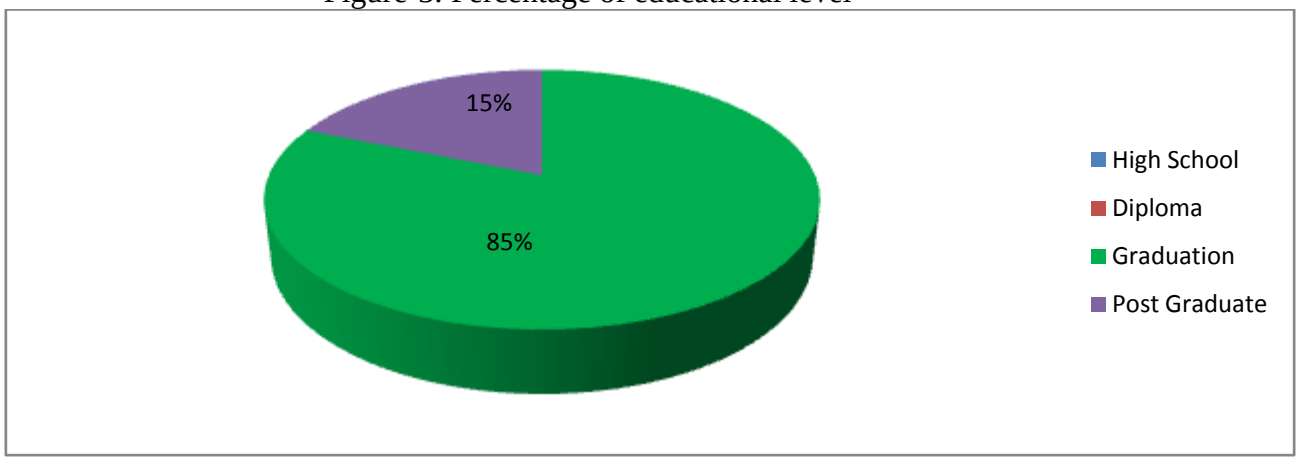


Source: Primary data

Figure-2 shows that 80% of the total participants in this study are male. Women made up just 20% of the population. According to "Gauld et al. (2010)[16], men are more likely than women to use e-Government services".

Figure-3 shows the educational level of the participants in relation to the survey results:

Figure-3: Percentage of educational level

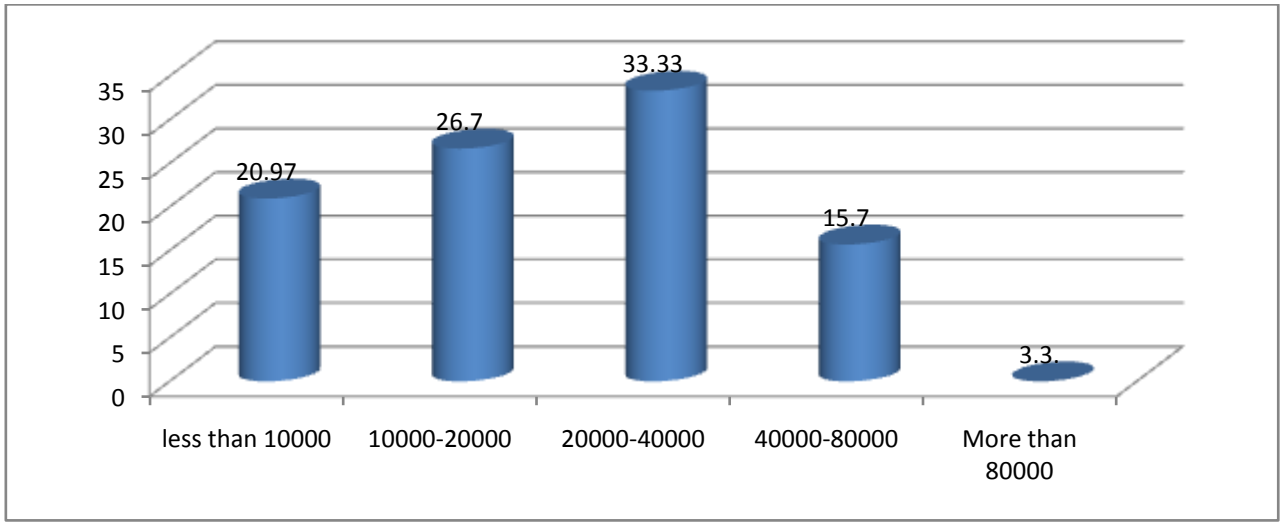


Source: Primary data

The majority of participants' educational standard is at the Graduate level, with around 85% of respondents reporting this level of education. After that, around 15 percent of the participants are post-graduates. In this study, no one possessed a high school or a diploma from an accredited college or university. Gauld et al. (2010)[16] found that those with a college degree were more likely to utilize e-Government services.

Figure-4 illustrates the relationship between respondents' income levels and demographic data as follows:

Figure-4: percentages of respondent's income level

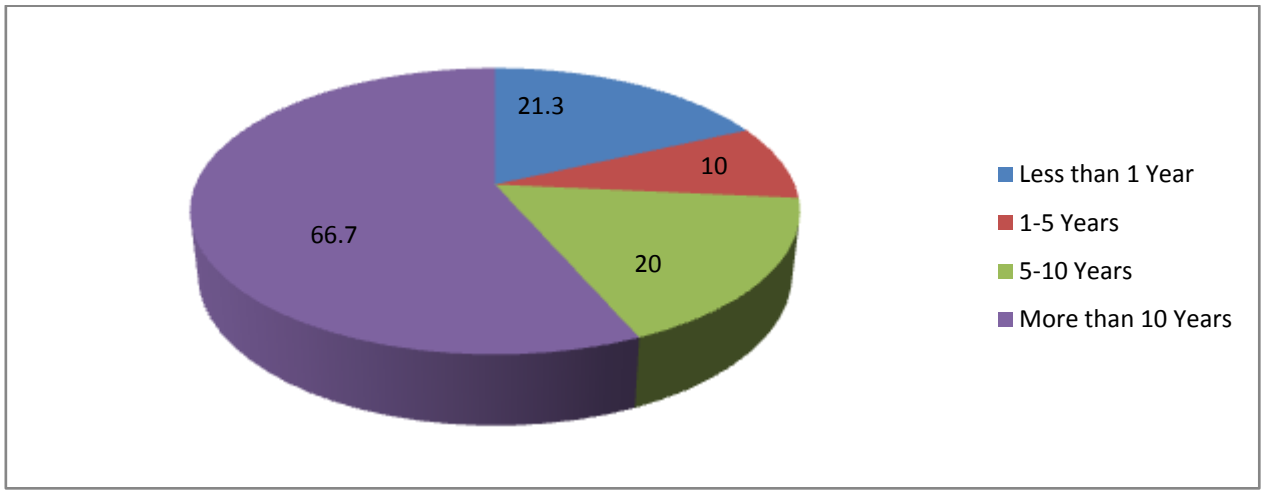


Source: primary data

Figure 4 above shows that 33.33 percent of respondents earn between 200000 to 400000 rupees a month, a significant number. Respondents earning between 10,000 to 20,000 rupees a month made up 26.7 percent of those surveyed. In addition, 20.97 percent of those surveyed reported having a monthly salary of less than 10,000 rupees. 15.7 percent of respondents had incomes between 40000 to 80000 rupees or more, with the remaining 3.3 percent having a monthly income of more than 800000 rupees.

First, we need to know how people use the Internet before talking about how people utilize e-Government services. E-Government services are more likely to be adopted by those who use the Internet regularly. Figure 5 shows the findings of the study on the average time spent online, as follows:

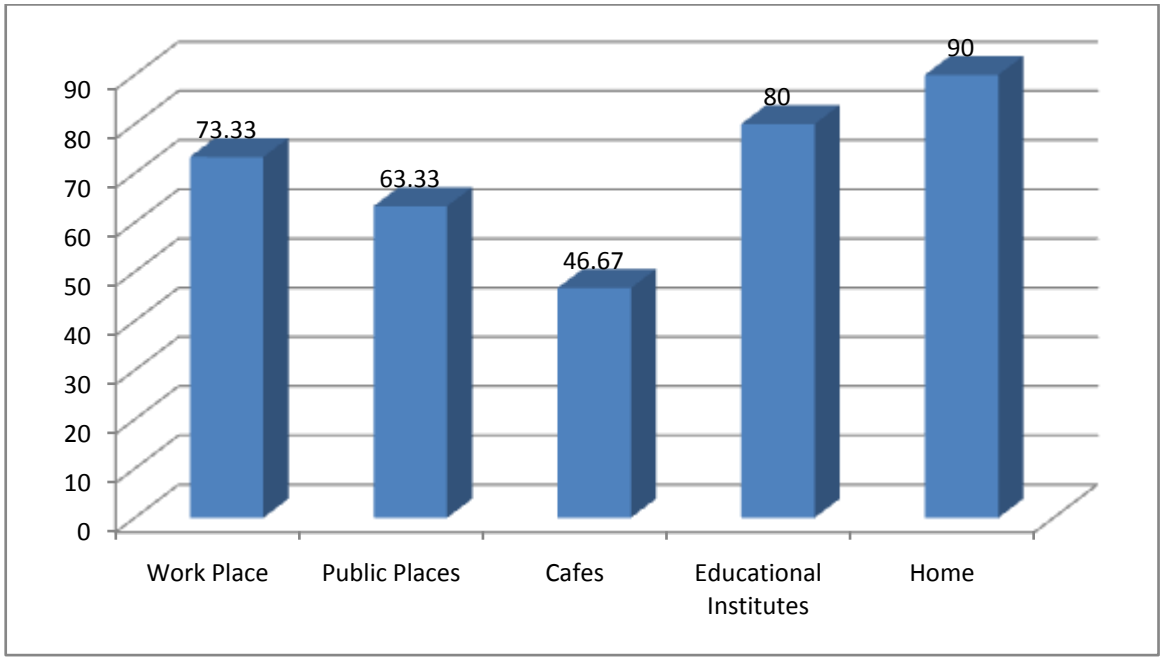
Figure-5: percentages of participants' internet usage



Source: primary data

Figure 5 shows that, with a proportion of 66.7 percent, "the majority of Internet use is over ten years old. Usage of 5 to 10 years is by 20 percent, usage of 1 to 5 years by 10 percent, and below one year by 21.3 percent". According to the survey findings, most respondents are already familiar with using the Internet, which indicates a high preparedness to utilize e-Government services.

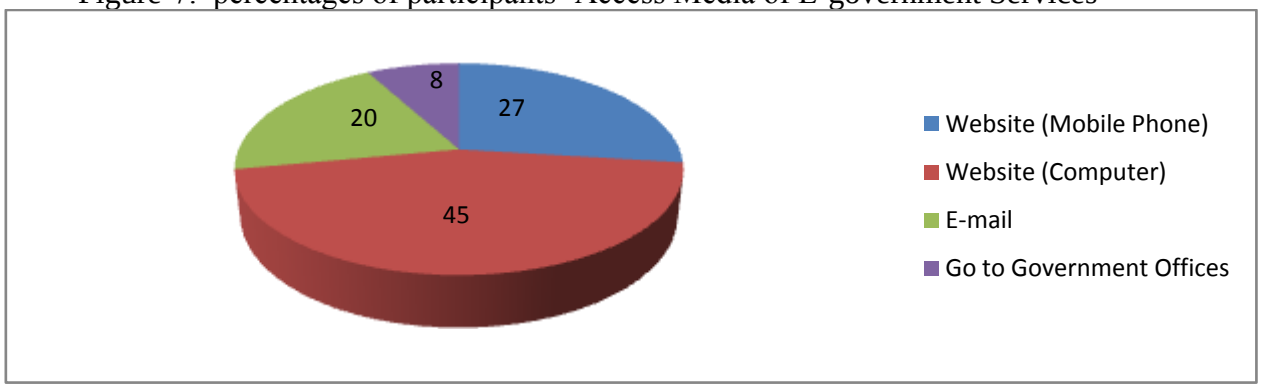
Figure-6: percentages of participants' Internet access point



Source: primary data

According to Figure-6, 90 percent of Internet access comes from the home, revealed in this research. Eighty percent of Internet users come through educational institutions, which are the second most common source of Internet access. The workplace accounted for 73.3% of the total, followed by public places (63.3%), cafes (46.47%), and other places (1.67%). Other Internet connection places, such as bus stops and retail malls, have been added by respondents themselves. Since most respondents have an Internet connection at home, this survey shows that infrastructure preparedness is adequate. In addition, colleges and workplaces and public locations and cafés equipped with the wifi offer Internet access.

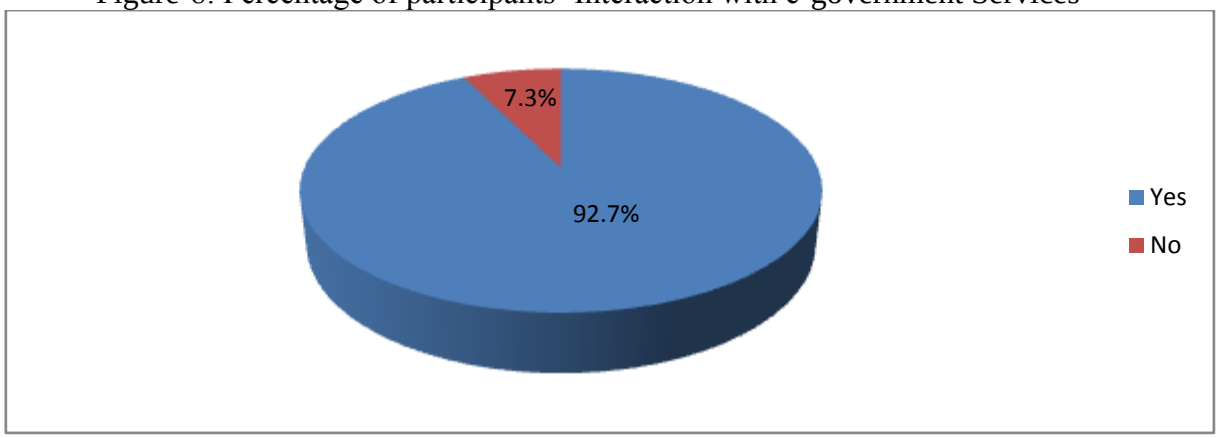
Figure-7: percentages of participants' Access Media of E-government Services



Source: Primary data

Figure 7 depicts the medium utilized for e-Government services. An overwhelming 45 percent of those surveyed prefer using a desktop computer to access the e-Government website's services and information. Then came mobile media use of 27 percent, email usage of 20 percent, and direct government office visits of 8 percent. No one was reached by fixed telephone in the survey findings.

Figure-8: Percentage of participants' Interaction with e-government Services

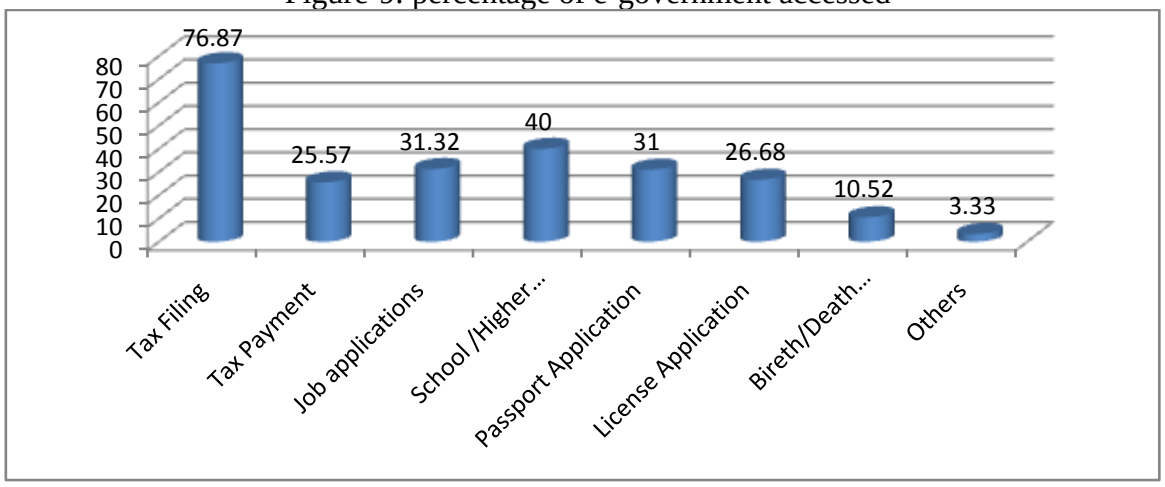


Source: Primary data

Figure-8 shows that 92.7% of participants "in this scenario have publicly engaged with or utilized government electronic services". 7.3% of those polled said they'd never used e-government before. This demonstrates that the vast majority of the people in the Anantapuram district have got the e-Government technology that was made available to them.

The next step in this research is to discover the respondent's services.

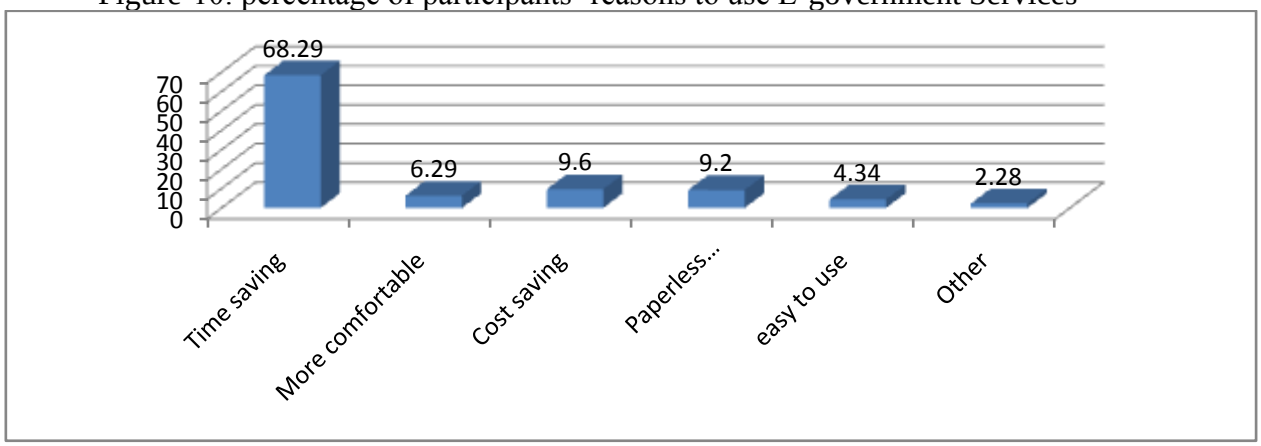
Figure-9: percentage of e-government accessed



Source: primary data

According to Figure 9 below, "the tax reporting service is the most popular kind of service, with 76.67 percent of the total number of users". In the state of Andhra Pradesh, tax disclosure is necessary. Forty percent of college students utilize the second most commonly used service. "Job application service as a government employee is 30%, passport management is 33%," tax payment is 26.67%, license processing is 26.67%, and birth certificate/death certificate service is 10%.

Figure-10: percentage of participants' reasons to use E-government Services

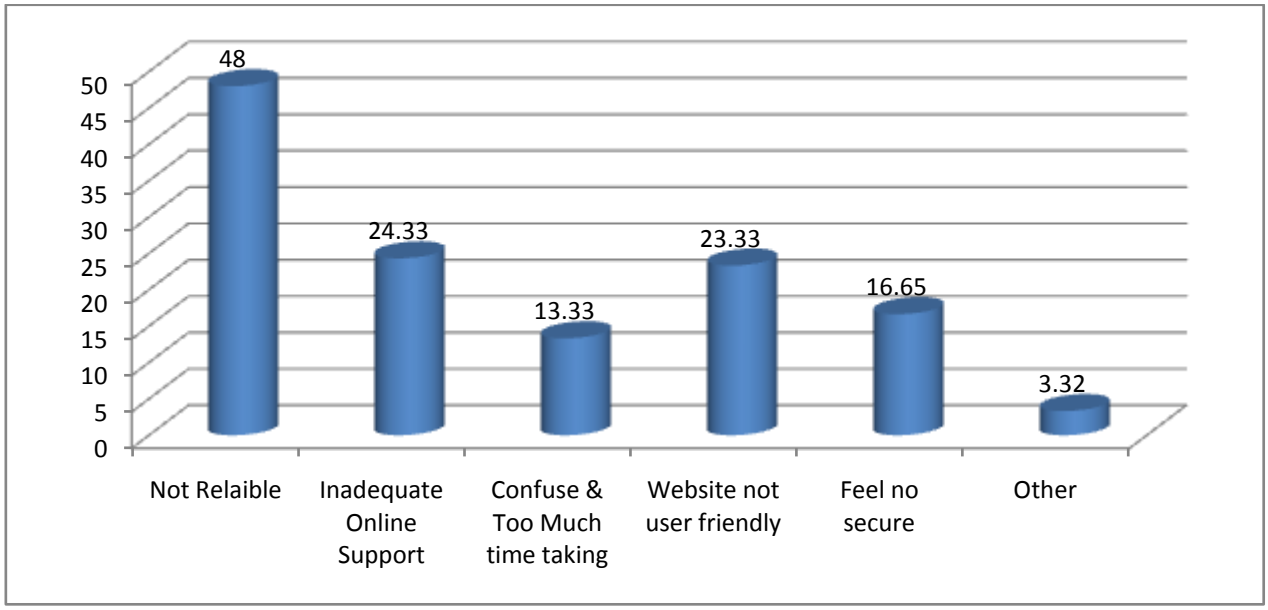


Source: field data

Figure 10 shows a variety of reasons why individuals wish to utilize e-Government services. 68.29 percent of respondents cited saving time as the primary motivation for adopting e-Government services. Online access eliminates the need for consumers to visit a government office and wait in line, saving time. Paperless paperwork is a second reason why e-Government services are popular, with 9.2 percent of respondents due to these factors: 9.6 percent cost savings; 6.29% comfort; 4.34% ease of use; and 2.28% others.

Using e-Government services is not encouraged because your friends or family members have previously done so.

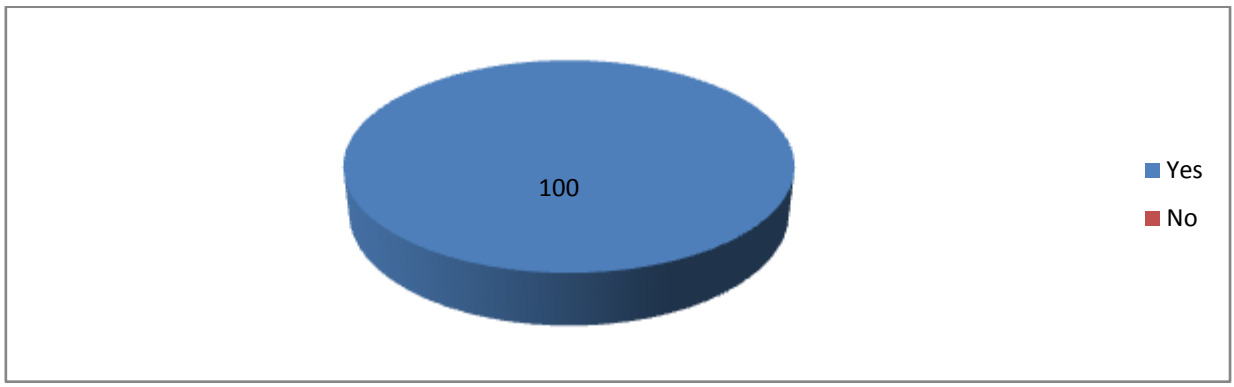
Figure-11: percentages of participants' barriers to using E-government Services



Source: Primary data

Figure 11 depicts the difficulties respondents had while attempting to use technology services provided by the government. Reliability of service was the most significant barrier for 48% of responders. When a service or information is often unavailable to a user, it's a red flag. 24.33 percent of respondents had difficulty accessing e-Government services through the Internet because of a "poorly designed website. 23.33% of participants also stated that at this moment, internet support is still seen as less valuable than service providers". The percentage of people who felt uneasy about utilizing e-government services rose to 16.65 percent, with conflicting information making up 13.33 percent.

Figure-12: The importance of Public participation for government in decision making

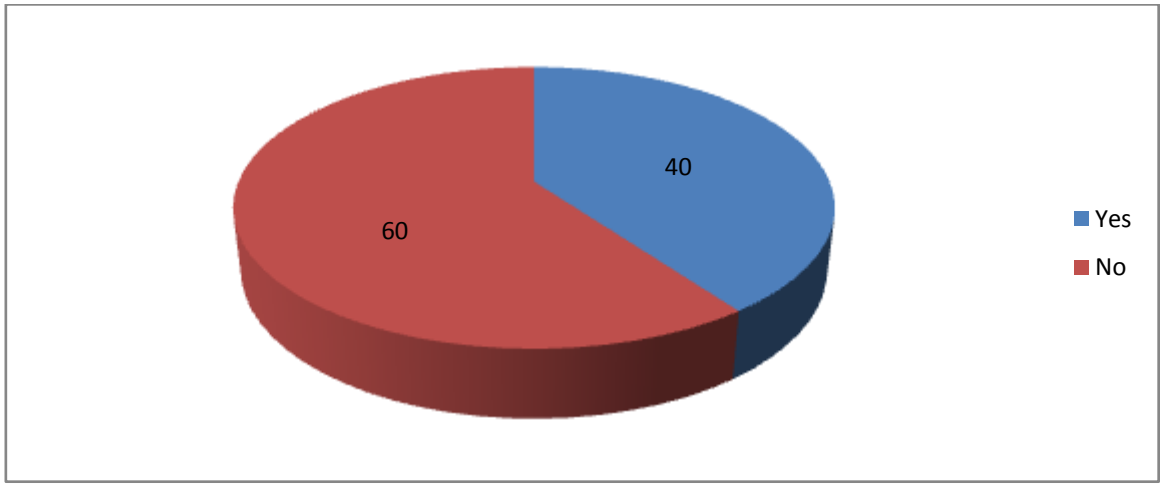


Source: Primary data

Many people believe that their voices should be heard when it comes to public policy and decision-making. According to the survey findings, all respondents (100 percent) agreed that the government should consider community needs, ambitions, and inputs into policy-making and decision-making.

It's a sharp contrast to what's seen in Figure 13, which shows

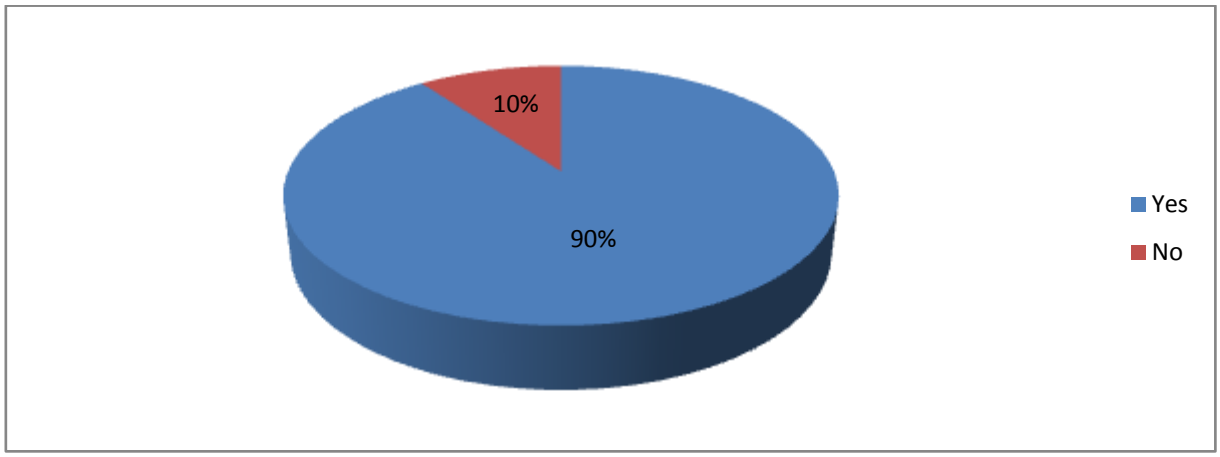
Figure-13: Percentages of engagement in e-participation



Source: Filed data

The government has failed to include the public in decision-making to its full potential, with 60% of respondents saying they have never participated in government policy planning and formulation, whether electronically or not.

Figure-14: Percentages of Interested in e-participation



Source: Primary data

We also asked participants whether they wanted to participate in this research's policy-making and decision-making processes. As seen in Figure 14 below, 90% of those who

took the survey showed an interest in policy-making and decision-making, mainly via electronic engagement. While more individuals are interested in e-Participation, there is still a lack of access to public policy planning and development, as seen in Figure 13.

As a new generation of e-Government efforts, this study fills a knowledge gap in Transformational Government (T-Government) or e-Gov 2.0. E-Government or e-Gov 1.0 is still the subject of many prior studies, which solely consider how to offer public services electronically. Inadvertently, they placed more importance on technology than on the requirements of the public. E-Government was developed with less input from the general public. Because of this, e-Government adoption is similarly poor. The t-implementation government was hampered by a scarcity of literature on the topic. T- Citizens and other users of government services have an essential role in policy-making. Transparent and open government is the goal of T-Government, which aims to support e-Government projects that include increased public participation. As a result of this study, the government might recommend promoting public engagement via e-participation to better address Andhra Pradesh citizens' requirements.

Conclusions:

The findings of this research provide light on the current state of citizen preparation for T-Governance, a kind of citizen-centric government. E-government service uptake and user perceptions of e-participation are analyzed to identify the requirements of people. As a general rule, most respondents (93.3 percent) have used their electronic services, while just 6.7 percent have never done so . Most Internet users (66.7 percent) have been doing so for over ten years, which is reflected in the wide availability of Internet access, with 90 percent of those surveyed doing so from their own homes. Mandatory tax reporting in India is the most often utilized service. E-Government is popular since it saves people time. However, one of the significant drawbacks is the inconsistency of the service. The favorable attitude of people towards e-participation and the role of e-participation in creating government policy are both promising findings in this study. This research shows that citizens in the Anantapuram district are initially ready to make T-Government. Andhra Pradesh will need further investigation before a model for T-Government implementation can be developed that can be implemented in the district administrations.

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