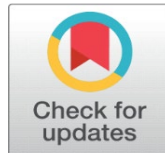
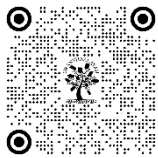


A STUDY ON EMPLOYEES' PERCEPTION TOWARDS E-GOVERNANCE SERVICES OF KERALA GOVERNMENT

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ABSTRACT

The fundamental aim of this study is the embracement e-governance and its impact on performance of employees in public sector in Kerala. This study was carried out in chosen government offices in Southern Kerala. Online survey was applied to gather data by quantitative research methods. A total of 364 employees take part in the survey. The researcher proposed to use the non-probability sampling, choosing the convenience sampling approach due to its expedient obtainability and proximity to the researcher. The study sample institutes of senior employees and employees who carry officers' position from all departments. Statistical analysis was achieved on the gathered data using SPSS programs. The results of the analysis supported three hypotheses. The statistical research that resulted in significant results exhibited that effort expectancy had no direct effect on the discernible intent of espousing e-governance or the influence on organizational performance. On the other hand, the putative hypotheses demonstrated that Job Fit, Compatibility, Facilitating Conditions and Performance expectancy had direct positive impact on performance of employees.

Keywords: Performance expectancy, facilitating conditions, Job Fit, Compatibility, e-Governance

1. INTRODUCTION

The pioneering nature of e-governance to public sector administration leads to its acceptance in different economies. Due to its stronger economic as well as social resources, progressed economies have found it relaxed to acclimatize changes in information technology and communication and to adopt new methods of advancement. However, implementing technological advancements and broader concept of e-governance have proven more stimulating for progressing and non-progressed nations due to many hindrances. One of the prime hindrances to the extensive espousal their economies and social systems to the novel veracities ushered in by the phenomenon. Changes brought on by e-governance were met with erratic resistance in various nations, and public institutions were slow to acclimate to technological changes.

Absence of resources and human capacities to acclimatize to vagaries by e- governance in the global market have been the primary hindrances for poor and under progressed countries to embrace and accept e- governance. Furthermore, senior or authoritative personnel's incapacity to acclimatize to change, an absence of legitimacy, and at the same time, an absence of revenue and economic establishment to acclimatize to change, inner conflicts, foreign hindrances and insufficient resource apportionment are just a few instances of prevalent hindrances. These obstinate glitches showed the espousal of e- government in progressing and impoverished nations. Nevertheless, these economies slowly espoused e- governance to ease progress and public engagement through enhanced transparency. In addition, compared to reputable economies, these nations confront many hindrances when integrating e governance appropriately. As a result, they are still behind in fully incorporating all the contemporary aspects of e- governance.

2. REVIEW OF LITERATURE

Kiran Kumar (2023) attempts to conceptualise e- governance, its aims and ingenuities. As per his study, effective public service delivery that meets sees expectations of the general public and gratification is the focus of good governance. Presently, inhabitants have very high expectations of their government. Thus, e- governance is decisive for attaining good governance's aims, yet aptly instigating e – governance is a problematic undertaking. There are various hindrances that the government must overwhelmed in order to launch e- governance, however these hindrances are only transitory.

Nicoleta Mihaela Doran (2023) opined that the digitalization process of public services has been intensively progressed in the last two decades but started to attain noteworthy momentum in 2020 against the background of the pandemic predicament and the restrictions intensively imposed worldwide apropos social distancing. Over 90% of EU member state governments were hasty and resourceful in providing citizens with online information and platforms for information relating to testing against COVID- 19, vaccination, telehealth services and online education. Compared to the rest of the world's states, the European Union has the most homogeneous e- government progress.

Muradov (2022) opined that e government's chief objective is to enhance transparency and decline the gap between people and public employees in the delivery of social services. Increasing the volume and quality of e- services accessible by government firm's and hovering citizen gratification with services are some ways to attain this aim. Procrastination and sleaze in governmental firms are disregarded with the introduction of e- government. The importance of electronic technology in recent government firms is mounting. Governmental firms use of electronic technology assures the expansion of the social, financial, social and legal sectors of the state and has a inimitable impact on the progress of management operations. One of the guiding principles of democratic system is electronization, which assurances the efficient execution of public policies.

3. STATEMENT OF THE PROBLEM

One of the major reasons why the changes associated by the government to squeeze e- governance have been confronting challenges has been employees of the public sector, moreover to the common problems that the economies have addressed in adopting e- governance. Senior personnel or those working in the public sector often fight the changes in progressing or non-progressed economies. The present approach exacerbates concern regarding the complexity of espousing new technologies. Another major hindrance to the full espousal of governance in the public sector is thee extensive absence of requisite skills among public sector employees.

A study as this has to take into consideration how the social progress in the state. The Village offices, Grama panchayath Offices and TRO are the chief departments interacting with General public for numerous resolutions. Prior to the introduction of E- governance in Village offices, Grama Panchayath Offices and RTO, there had been many grumbles on the department on charges of corruption, inefficiency and absence of culpability. The officials have also been put into difficulties in dealing with the general public. The study also aims at finding out how far the bureaucracy and civil service radicalized in the onset of E- governance and to what extent it has benefitted the society. This study is an earnest effort to find out answers to these issues.

4. OBJECTIVES OF THE STUDY

1. To find out the employees' perception towards e- Governance services of Kerala government.
2. To find out the linkage between e- Governance services and employees' performance.

5. RESEARCH METHODOLOGY

In this study the quantitative research is applied to enumerate the research problem by engendering numerical data. The researcher decided to back on the quantitative method and develop a questionnaire to collect the data from the target population. The population of this study comprises of the three major e- government entities namely Village offices, Grama panchayath Offices and RTO department. These entities will be scrutinized through their departments that comprise IT department, operation, marketing, financial, human resources and auditing. Managers of these departments are the unit of analysis.

The researcher envisioned to use the non-probability sampling, choosing the convenience sampling approach due to its convenient approachability and closeness to the researcher. The study sample institutes of senior employees and employees who carry officers' positions from all departments. For fixing the sample size, the researcher used formula of Krejcie and Morgan (1970). As per this the sample size is set to be 364. Online mode is used for collecting data through structured questionnaire.

6. DATA ANALYSIS AND INTERPRETATION

HYPOTHESIS-1

H₀: There is no significant relation between Employee's perception towards e-Governance in Kerala and Performance Expectancy, Compatibility, Job Fit and Facilitating Conditions of e-Governance in Kerala.

HYPOTHESIS-2

H₁: There is significant relation between Employee's perception towards e-Governance in Kerala and Performance Expectancy, Compatibility, Job Fit and Facilitating Conditions of e-Governance in Kerala.

HYPOTHESIS-3

H₁: There is significant joint contribution of Job Fit, Compatibility, Facilitating Conditions and Performance Expectancy in predicting Employee's perception towards e-Governance in Kerala.

Table No. 1

Model summary of significant relation between Employee's perception towards e-Governance in Kerala and Performance Expectancy, Compatibility, Job Fit and Facilitating Conditions of e-Governance in Kerala.

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.416 ^a	0.173	0.164	0.67597
a. Predictors: (Constant), Performance Expectancy, Compatibility, Job Fit and Facilitating Conditions				

Table No. 2

Analysis of variance of significant relation between Employee's perception towards e-Governance in Kerala and Performance Expectancy, Compatibility, Job Fit and Facilitating Conditions of e-Governance in Kerala.

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	34.383	4	8.596	18.812	0.000 ^b
	Residual	164.041	359	0.457		
	Total	198.424	363			
a. Dependent Variable: Employee's perception towards e-Governance in Kerala						
b. Predictors: (Constant), Performance Expectancy, Compatibility, Job Fit and Facilitating Conditions						

Table No. 3

Coefficients of significant relation between Employee's perception towards e-Governance in Kerala and Performance Expectancy, Compatibility, Job Fit and Facilitating Conditions of e-Governance in Kerala.

Coefficients ^a					
Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
(Constant)	1.425	0.155		9.171	0.000
Performance Expectancy	0.206	0.082	0.276	2.512	0.012
Compatibility	0.080	0.077	0.105	1.031	0.303
Job Fit	-0.017	0.077	-0.023	-0.216	0.829
Facilitating Conditions	0.062	0.091	0.076	0.685	0.494
a. Dependent Variable: Employee's perception towards e-Governance in Kerala					

Table 4

Regression Equation for predicting Performance Expectancy, Compatibility, Job Fit and Facilitating Conditions of e-Governance in Kerala.

$Y = 0.206X_1 + 0.080X_2 - 0.071X_3 + 0.062X_4 + 1.425$
Y= Employee's perception towards e-Governance in Kerala
X1= Performance Expectancy
X2= Compatibility
X3=Job Fit
X4= Facilitating Conditions

The beta coefficients for Performance Expectancy is (0.276) significant at 0.05 level. The Job Fit is negative in case of are not significantly in the prediction of Employee's perception towards e-Governance in Kerala. Thus, the null hypothesis that there is no significant individual contribution of Job fit, Compatibility and facilitating condition is accepted. Since Beta coefficients of Job Fit are negative but it is positive in case of Compatibility, Performance Expectancy and Facilitating Conditions help in enhancing the Employee's perception towards e-Governance in Kerala. The beta values of 'The Job Fit, Compatibility and Facilitating Conditions'; are not significant at 0.05 level.

HYPOTHESIS-2

H₀: There is no significant joint contribution of Job Fit, Compatibility, Facilitating Conditions and Performance Expectancy in predicting Employee's perception towards e-Governance in Kerala.

H₁: There is significant joint contribution of Job Fit, Compatibility, Facilitating Conditions and Performance Expectancy in predicting Employee's perception towards e-Governance in Kerala.

Correlation between Job Fit, Compatibility, Facilitating Conditions and Performance Expectancy in predicting Employee's perception towards e-Governance in Kerala.

Table No. 5

Correlations						
		Employee's perception	Performance Expectancy	Compatibility	Job Fit	Facilitating Conditions
Employee's perception	Pearson Correlation	1	0.408**	0.383**	0.363**	0.379**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	364	364	364	364	364
Performance Expectancy	Pearson Correlation	0.408**	1	0.837**	0.860**	0.841**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	364	364	364	364	364
Compatibility	Pearson Correlation	0.383**	0.837**	1	0.801**	0.854**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	364	364	364	364	364
Job Fit	Pearson Correlation	0.363**	0.860**	0.801**	1	.846**
	Sig. (2-tailed)	.000	.000	.000		.000

	N	364	364	364	364	364
Facilitating Conditions	Pearson Correlation	0.379**	0.841**	0.854**	0.846**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	364	364	364	364	364

** . Correlation is significant at the 0.01 level (2-tailed).

It is evident from the Table that the value of Pearson's coefficient of correlation for employee perception and performance expectancy ($r = 0.408^*$) is statistically significant at $p < 0.05$ as the p-value (0.000) is less than the level of significance ($\alpha = 0.05$) which indicates that there is an association among the variables, hence the hypothesis "Performance expectancy is not a significant predictor of employee's perception towards e-Governance in Kerala", is rejected.

The value of Pearson's coefficient of correlation for employee perception and Compatibility ($r = 0.383^*$) is statistically significant at 0.05 level of significance as the p-value (0.000) is less than the level of significance ($\alpha = 0.05$) which indicates that there is association among the variables, hence the hypothesis "Compatibility is not a significant predictor of employee's perception towards e-Governance in Kerala", is rejected.

The value of Pearson's coefficient of correlation for employee perception and Job Fit ($r = 0.363^{**}$) is statistically significant at .05 level of significance as the p-value (0.000) is less than the level of significance ($\alpha = 0.05$) which indicates that there is association among the variables, hence the hypothesis "Job Fit is not a significant predictor of employee's perception towards e-Governance in Kerala", is rejected.

The value of Pearson's coefficient of correlation for employee perception and Facilitating Conditions ($r = 0.379^{**}$) is statistically significant at 0.05 level of significance as the p-value (0.000) is less than the level of significance ($\alpha = 0.05$) which indicates that there is association among the variables, hence the hypothesis "Facilitating Conditions is not a significant predictor of employee's perception towards e-Governance in Kerala", is rejected.

Testing Hypotheses of significance difference between Gender of respondents and Employees' Perception towards e-Governance in Kerala

Hypothesis-3

H₀: There is no significance difference between gender of the employees and employee perception towards e-Governance in Kerala.

H₁: There is significance difference between gender of the employees and employee perception towards e-Governance in Kerala..

Table No. 6

CHI-SQUARE ANALYSIS WITH GENDER OF THE EMPLOYEE AND EMPLOYEES' PERCEPTION TOWARDS E-GOVERNANCE IN KERALA

	Chi-Value	Alpha Value	P-Value	Accept/Reject
Gender * Performance expectancy	31.750	0.05	0.007	H ₀ Reject
Gender * Compatibility	7.430	0.05	0.491	H ₀ Accept
Gender * Job fit	20.958	0.05	0.057	H ₀ Accept
Gender * Facilitating conditions	32.677	0.05	0.067	H ₀ Accept

Above table shows Asymp. Sig. (2-sided) value is 0.007, at 5 per cent level of significance. Here the significance value is less than the standard significance value ($p < \alpha$) hence the null hypothesis is rejected. The null hypothesis "No significance difference between gender of the respondents and Performance expectancy" is rejected. From above statistical analysis it can be interpreted that, the gender of the respondents and the opinion about Performance expectancy are different.

The p-value of Gender Vs. Compatibility is 0.491 as shown in the significance (2 sided) which is greater than 0.05, the assumed level of significance. Here the p value is more than the significance value ($p > \alpha$) hence the null hypothesis is accepted. The null hypothesis "No significance difference between gender of the respondents and Compatibility" is accepted. From above statistical analysis it can be interpreted that, the gender of the respondents and the opinion about Compatibility are same.

The p-value of Gender * Job fit is 0.057 as shown in the significance (2 sided) which is above 0.05, the assumed level of significance (alpha). Since the chi square value is not significant, the null hypothesis can be accepted. This indicates there is sufficient evidence to draw the conclusion that "there is no significance difference between gender of the respondent and Job fit

The p-value of Gender * Facilitating conditions is 0.067 as shown in the significance (2 sided) which is above 0.05, the assumed level of significance (alpha). Since the chi square value is not significant, the null hypothesis can be accepted. This indicates there is sufficient evidence to draw the conclusion that "no significance association between gender of the respondent and Facilitating conditions

Chi-square analysis between gender of the employees and perception towards e-governance, Facilitating conditions, Job fit, Compatibility are not significant which is p value above 0.05, Since the chi square value is not significant, the null hypothesis can be accepted and p value of performance expectancy is below the alpha value. therefore reject the null hypothesis.

7. FINDINGS

Chi square analysis between gender of the employees and perception towards e- governance, facilitating conditions, Job Fit, compatibility are not significant which is p value above 0.05, the null hypothesis can be accepted and p value of performance expectancy is below the alpha value, therefore reject the null hypothesis.

The study shows that using the e governance system does not necessitate significant improvements in the prevailing work routine of employees. Employees have the resources necessary to use the online e governance system, they have enough internet experience to use the e governance services and the current legal framework safeguards risk free and tenable e governance services. Learning to operate the tenable e Government system is easy for the employees and e Governance system has made their job more liking. Using the e-Governance system is diverse from using other software the employees have used in the past.

The study shows that there is no significant individual contribution of job fit, compatibility and smoothing condition. The correlation analysis reveals that performance expectancy, compatibility, job fit and Facilitating Conditions are a significant predictor of employee's perception towards e -Governance in Kerala.

8. SUGGESTIONS

- Government should assess the applications of e- governance project of progressed nations prior to employing new projects. Pilot projects should be favored at initial stage.
- There should be frequent upgradation of government websites.
- For enhancement of e- governance projects government should deliver a feedback option to receive opinion from the citizens.
- Timing of Customer service centres should be increase so that the working people can avail the services after their routine work. It is suggested hat monitoring evening shift for employees should be originated in e governance service centres.
- For effective working of e governance project it is obligatory that government should mount latest software empowered with latest technologies.
- Government should make available steadfast internet connection with high bandwidth.
- Government should make available apt arrangement for power back supply at all e governance centres together with rural areas where electricity problem is more than urban areas.

9. CONCLUSION

The originality of this research is represented in a quantitative survey to explain the current state of Kerala's e government and the shared collaboration among the government and its citizens. The findings of the analysis specified that there is a strong relationship between the trust factor and the successful execution of e government and this is dependable with the findings. It shows that information technology, relative gain, top management support, government

structure, efficiency, service quality and regulatory problems have also strong stimulus on e government diffusion. Unfortunately, top management support was ranked the lowest persuasive component which means there is not enough assurance from the management side to support the embracing of the new technology. The findings of the process of analysis indicated that no relationship exists between the employee's competencies, sector size and trading partners' pressure and the fruitful execution of e- government. The research also revealed unexpected result of having no pressure from other companies and/or suppliers and customers to force the government of Kerala to espouse e- government. In addition, the size of the entity is no longer considered vital for e government espouse.

10. COMPLIANCE WITH ETHICAL STANDARDS

Conflict of interest

The authors declare that they have no conflict of interest.

Human and Animal Rights

This article does not contain any studies with human or animal subjects performed by any of the authors.

Informed Consent

Informed consent does not apply as this was a retrospective review with no identifying patient information.

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CONFLICT OF INTERESTS

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