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APPENDIX I

QUESTIONNAIRE I

ADMINISTRATIVE EFFICIENCY AND E-GOVERNANCE: THE CASE STUDY OF KERALA

(A Ph.D topic in Public Administration, Department of Political Science, University of Kerala)

(For the sample of Civil Society)

The information gathered through this questionnaire is for the research purpose of B.S.Ashalekshmi, research scholar in the Department of Political Science, University of Kerala. The data gathered through this will be used only for research purpose.

1. Name :
2. 1. Male 2. Female.
3. Age
   1. 18-20  2. 20-30  3. 30-40
   4. 40-50  5. Above 50
4. Educational Qualification
   (1) Below SSLC  (2) SSLC  (3) Pre-Degree/+2  (4) Degree
   (5) Post Graduation (6) Above Post Graduation
5. Occupation
   (1) No occupation (2) Government Service (3) Private Sector
   (4) Agriculture (5) Business (6) Others
6. Annual Income
   (1) Below 60,000  (2) 60,000-1,00,000
   (3) Above 1,00,000
7. Do you have the habit of reading newspapers?
   (1) Yes  (2) No  (3) At times
8. Do you watch T.V. news?
   (1) Yes  (2) No  (3) At times
9. How did you know about the computerization of services in government offices?
   (1) Through media  (2) Through direct observation (3) Through friends
   (4) Through political parties (5) Through educational institutions (6) Others

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10. Are you familiar with the term ‘e-governance’?
   (1) Yes  (2) No  (3) Don’t know well
   If the answer is yes, please explain

11. Please specify the difficulties you were facing while approaching government offices before the computerization of services.
   (1) Delay  (2) Absence of officials  (3) Corruption  (4) Indifference on the part of bureaucrats  (5) Ignorance on your part  (6) All the above  (7) Nothing

12. Have you ever paid bribe for receiving a service?
    (1) Yes  (2) No

13. Do you have awareness on ‘good governance’?
    (1) Yes  (2) No  (3) Don’t know well
    If the answer is yes, please explain

14. Do you wish for any change in the conventional working pattern of government offices?
    (1) Yes  (2) No
    If yes, which type of change do you opt for?

15. How do you evaluate the computerization of government services?
    (1) Will be beneficial to the people  (2) Will not be beneficial to the people
    (3) Will become more complex  (4) No opinion

16. How do you relate employment opportunities with computerization of public services?
    (1) Favourable  (2) Unfavourable  (3) Will not affect

17. Do you have awareness on the term ‘Modernizing Government Programme’?
    (1) Yes  (2) No  (3) Don’t know well
    If the answer is yes, please explain

18. Do you have an opinion that after the implementation of e-governance, you are receiving the services very promptly?
    (1) Yes  (2) No  (3) To some extent

19. Did you ever receive any service of the government through internet?
    (1) Yes  (2) No
    If yes, what are the services?
    (1) Friends  (2) Akshaya  (3) Citizens’ Call Centre  (4) Others; specify

20. Have you ever filed any complaint to the government through internet?
    (1) Yes  (2) No
    If yes, what was the result?

21. Do you have an opinion that you are receiving more information about the government after the implementation of e-governance?
    (1) Yes  (2) No  (3) To some extent
Have you ever submitted any kind of applications or suggestions to the government through the medium of internet?
(1) Yes    (2) No

Do you think that e-governance would benefit the entire spectrum of the society?
(1) Yes    (2) No

Why?

How do you relate e-governance with the financial position of the government?
(1) Will improve (2) Will decline (3) Will not affect (4) No opinion

Do you have an opinion that government should give more weightage to some other basic issues than computerization of public service?
(1) Yes    (2) No
If yes, what are your observations?

Do you think that bureaucrats have become more responsible after the implementation of e-governance?
(1) Yes    (2) No (3) To some extent

Do you think that e-governance would ensure transparency in administration?
(1) Yes    (2) No (3) To some extent

Did you experience with delayed services due to computer maintenance/power failure in government offices?
(1) Yes    (2) No

Are you receiving the certificates/entitlements very promptly after the implementation of e-governance?
(1) Yes    (2) No (3) To some extent

How do you assess the level of corruption after the implementation of e-governance?
(1) Declined (2) Increased (3) Declined only some extent (4) No change

How do you relate citizens’ rights with e-governance?
(1) Can protect (2) Cannot protect (3) Can protect only to some extent (4) Can’t say

Do you have an observation that bureaucrats are having a fear on the implementation of e-governance?
(1) Yes    (2) No (3) To some extent
If yes, please specify the reason

How do you assess citizen-administration partnership through e-governance?
(1) Can be improved (2) Cannot be improved (3) Can be improved to only some extent
How?
34. Do you have awareness on ‘Right to Information’?
   (1) Yes    (2) No   (3) Don’t know well
   If the answer is yes, please explain
35. Do you think that the progress in e-governance depends on the vision of
   political leaders?
   (1) Yes    (2) No   (3) To some extent
36. How do you relate e-governance with social progress?
   (1) Can be ensured (2) Cannot be ensured (3) Can be ensured to some extent
37. Do you think that e-governance can accelerate the democratic process?
   (1) Yes    (2) No   (3) To some extent
   Why?
38. Do you think that e-governance could ensure the ‘Right to Information’?
   (1) Yes    (2) No   (3) To some extent
39. Some of the indicators of good governance are presented below. Please
   mark as 1,2,3,4,5 etc. according to your preference.
   □ Efficiency □ Transparency □ Less corruption
   □ Ensuring democracy □ Accountability □ Commitment
   □ Speedy services □ Ensuring law
40. Are you satisfied with the services rendered online through this office?
   (1) Yes    (2) No   (3) To some extent
41. What are the computerized services are you receiving from this office?
42. Among the five government departments shown below, which is the most
   corrupt one according to your perception?
   (1) Motor Vehicles (2) Higher Education (3) Local Self Government
   (4) Registration (5) Revenue
   Why?
43. Among the five government departments shown below, which is the most
   transparent one according to your experience?
   (1) Motor Vehicles (2) Higher Education (3) Local Self Government
   (4) Registration (5) Revenue
   Why?
APPENDIX II
QUESTIONNAIRE II
ADMINISTRATIVE EFFICIENCY AND E-GOVERNANCE : THE CASE STUDY OF KERALA
(A Ph.D topic in Public Administration, Department of Political Science, University of Kerala)
(For the sample of Middle Level Bureaucrats)

The information gathered through this questionnaire is for the research purpose of B.S. Ashalekshmi, research scholar in the Department of Political Science, University of Kerala. The data gathered through this will be used only for research purpose.

1. Name :
2. 1. Male 2. Female.
3. Age
   1. 20-30 2. 31-40
   3. 41-50 4. Above 50
4. Educational Qualification
   1) Degree (2) Post Graduation (3) Above Post Graduation
5. Annual Income
   1) 60,000-1,00,000 2) 1,00,000-1,25,000
   3) 1,25,000-1,50,000 4) Above 1,50,000
6. Have you ever wished for a change in the conventional working pattern in your office?
   1) Yes (2) No (3) To some extent
   If the answer is yes, what kind of change do you first opt for?
   1) Device for better handling of files 2) Speedy delivery of services
   3) Reduction in the work load 4) Better infrastructural arrangement
   5) Transparent administration
7. How do you view the computerization of the government services?
   1) Positively 2) Negatively (3) No opinion
   Why do you feel so?
8. Do you have awareness on the term ‘e-governance’?
   1) Know well (2) Don’t know (3) Have heard of it but can’t explain well
9. Whether computerization could enhance your work?
   1) Yes (2) No (3) No opinion
10. Do you think that computerisation would bring efficiency in public service?
    1) Yes (2) No (3) No opinion
    Why?
12. How do you assess the impact of e-governance on corruption in the public service?
(1) Decreased (2) Increased (3) Decreased to some extent (4) No change

13. Do you think that computerization can play a significant role in renovating the public service?
(1) Yes (2) No (3) No opinion
If the answer is yes, how?
(1) Through speedy service delivery (2) Better transparency (3) Reducing corruption (4) Better awareness among the public (5) Easy access to the government by the public (6) More responsiveness

14. How do you view the level of ‘Red-tapism’ after the implementation of e-governance?
(1) Decreased considerably (2) Decreased only to some extent (3) No change (4) Increased

15. Do you think that e-governance could bring transparency in administration?
(1) Yes (2) No (3) To some extent (4) No opinion

16. Do you think that e-governance can ensure the Right to information?
(1) Yes (2) No (3) To some extent (4) No opinion

17. Do you have an observation that e-governance could make the bureaucrats more responsible?
(1) Yes (2) No (3) To some extent (4) No opinion

18. How do you relate e-governance with democracy?
(1) Can enhance democracy (2) Cannot enhance democracy (3) Can be improved only to some extent
How?

19. Have you ever contacted your superiors through the internet?
(1) Yes (2) No

20. Do you feel that after the implementation of e-governance official decisions are coming at a faster pace?
(1) Yes (2) No (3) Can’t say

21. Are you a member in any service organization?
(1) Yes (2) No
If yes, what is the attitude of your organization towards computerization of the government services?
(1) Positive (2) Negative (3) No opinion

22. How do you relate employment in public service with e-governance?
(1) Favourable (2) Unfavourable (3) Will not affect

23. How do you view citizen-administration partnership through e-governance?
(1) Can be improved considerably (2) cannot be improved (3) Can be improved only to some extent
24. Did you get adequate training before the implementation of e-governance?
   (1) Yes   (2) No
25. Are there incidents of delayed service delivery due to frequent maintenance of computers?
   (1) Yes   (2) No
26. Do you have adequate online machinery for receiving complaints from the Public?
   (1) Yes   (2) No
27. Do you think that e-governance can bring social progress?
   (1) Yes  (2) No (3) Can’t say
28. Can e-governance reduce the political interference in rendering the Services?
   (1) Yes (2) No (3) Can’t say
29. How do you assess the stress level in your work after the implementation of e-governance?
   (1) Increases  (2) Decreases (3) No change (4) Don’t have any stress in work
30. Do you have an observation that the public can save the time a lot after the implementation of e-governance?
   (1) Yes   (2) No (3) To some extent
31. Are there frequent online contacts from your office with other government offices?
   (1) Yes   (2) No
32. Do you think that computerisation may bring more financial burden on the government?
   (1) Yes (2) No (3) To some extent
33. What according to you are the lacunae in the implementation of e-governance?
APPENDIX III

QUESTIONNAIRE III

ADMINISTRATIVE EFFICIENCY AND E-GOVERNANCE: THE CASE STUDY OF KERALA

(A Ph.D topic in Public Administration, Department of Political Science, University of Kerala)

(For the sample of Beneficiaries of Akshaya e-literacy programme)

The information gathered through this questionnaire is for the research purpose of B.S.Ashalekshmi, research scholar in the Department of Political Science, University of Kerala. The data gathered through this will be used only for research purpose.

1. Name:

2. 1. Male 2. Female.

3. Age
   1. Below 20  2. 21-30  3. 31-40
   4. 41-50  5. 51-60  6. Above 60

4. Educational Qualification
   (1) Below SSLC  (2) SSLC  (3) Pre-Degree/+2  (4) Degree
   (5) Post Graduation

5. Occupation:

6. Religion/Caste
   (1) Muslim (2) Christian (3) SC/ST (4) Hindu Upper Caste (5) Hindu OBC

7. Annual Income
   (1) Below 12,000  (2) 12,000-25,000  (3) 25,000-50,000
   (4) 50,000-1,00,000  (5) Above 1,00,000

8. Do you have the habit of reading newspapers?
   (1) Yes  (2) No  (3) At times

9. Do you watch T.V. news?
   (1) Yes  (2) No  (3) At times

10. Do you have a library membership?
    (1) Yes  (2) No

11. How did you know about Akshaya?
    (1) Through media  (2) Through friends  (3) Through LSG
    (4) Through government employees

12. What is main purpose of visiting the Akshaya centre?
    (1) Computer education  (2) Internet surfing  (3) Bill payment
    (4) Receiving informations regarding courses and job opportunities

13. Indicate your travelling distance to reach Akshaya centre
    (1) Below 2 Kms.  (2) 2 Kms.  (3) 3-5 Kms.  (4) Above 5 Kms.
14. Are you satisfied with the transportation facility to reach Akshaya centre?
   (1) Yes  (2) No  (3) To some extent

15. How do you assess the electricity and telephone facilities available in your locality?
   (1) Satisfied (2) Not satisfied (3) Moderately satisfied

16. According to your observation how many Akshaya centres are there in your locality within 5 Kms.?
   (1) Below 2  (2) 2-5  (3) Above 5

17. Do you have a computer?
   (1) Yes  (2) No

18. Is your economic position sufficient to receive computer education?
   (1) Yes  (2) No

19. How many members in your family have computer literacy?
   (1) Only one person (2) Two persons (3) Above two but not all (4) All

20. Do you feel language as a barrier for improving and utilizing computer education in the future?
   (1) Yes  (2) No

21. How do you utilize your computer literacy received from Akshaya in your daily life?
   (1) Surfing websites  (2) E-mail contacts  (3) Chatting  (4) Handling CDs
   (5) Others; specify  (6) Can’t utilize

22. How do you evaluate your social awareness after the Akshaya programme?
   (1) Could improve  (2) Could not improve  (3) Can’t say

23. Are you satisfied with the services receiving from the Akshaya centre?
   (1) Yes  (2) No  (3) To some extent

24. Did you get any job opportunity through Akshaya?
   (1) Yes  (2) No
   If yes, please specify

25. Have you heard about cyber-crimes?
   (1) Yes  (2) No  (3) Don’t know well

26. What do you think about the nature of co-operation of LSGs in the Akshaya project?
   (1) Financial assistance  (2) Campaigning  (3) Selection of entrepreneurs
   (4) Project evaluation  (5) All these  (6) Don’t know

27. Do you have awareness on the following clubs in Akshaya?
   (1) Sradha  :  [ ] Yes  [ ] No
   (2) Sakthi  :  [ ] Yes  [ ] No
   (3) Bhoomi  :  [ ] Yes  [ ] No
   (4) Mithra  :  [ ] Yes  [ ] No
28. Have you ever contacted the government through internet?
   (1) Yes        (2) No
29. Do you get regional information through Akshaya?
   (1) Yes        (2) No
30. Is your performance in computer education is getting evaluated in the centre periodically?
   (1) Yes        (2) No
31. Are Kudumbashree and Ayalkottam actively working in your locality?
   (1) Yes        (2) No
If yes, are you a member
   (1) Yes        (2) No
32. Have you ever submitted any application on-line?
   (1) Yes        (2) No
33. Do you receive any kind of awareness class in your locality?
   (1) Yes        (2) No
If yes, please specify the most common topic
   □ Environmental issues □ Health issues □ Women empowerment
   □ Yoga and meditation □ Religion
   □ Governance issues □ Right to Information
34. Did you receive any information regarding your occupation through the Akshaya centres?
   (1) Yes        (2) No
35. Do you have awareness on ‘e-krishi’?
   (1) Yes        (2) No        (3) Don’t know well
If yes, please explain
36. Do you have awareness on Right to Information?
   (1) Yes        (2) No        (3) Don’t know well
If yes, please explain
37. Please mention the type of government prevailing in India?
38. According to you what is the major progress in your locality after the implementation of Akshaya?
   (1) Computer literacy (2) e-pay facility (3) Results checking facility
   (4) All these (5) Don’t know
39. Please specify the infrastructural facilities that is to be implemented in your locality:
   (1) Hospital facility (2) Transportation (3) Drainage (4) Water supply (5) Schools
   (6) Housing
40. Do you exercise your vote regularly?
   (1) Yes        (2) No
If No, what are your convictions?

41. How do you evaluate the computerization of public services?
   (1) Will be beneficial to all (2) Will not be beneficial to all (3) No opinion
   If the answer is (2), please specify the reason

42. Are you satisfied with the entrepreneurship of this centre?
   (1) Yes        (2) No
APPENDIX IV

QUESTIONNAIRE IV

ADMINISTRATIVE EFFICIENCY AND E-GOVERNANCE: THE CASE STUDY OF KERALA

(A Ph.D topic in Public Administration, Department of Political Science, University of Kerala)

(For the sample of Akshaya Entrepreneurs)

The information gathered through this questionnaire is for the research purpose of B.S.Ashalekshmi, research scholar in the Department of Political Science, University of Kerala. The data gathered through this will be used only for research purpose.

1. Name
2. 1.Male 2. Female.
3. Age
   1. 20-30 2. 31-40
   3. 41-50 4. Above 50
4. Religion (1) Hindu (2) Muslim (3) Christian (4) Others
5. Educational Qualification
   (1) Below S.S.L.C (2) S.S.L.C (3) Pre-degree/ +2
   (4) Degree (5) Post Graduation
6. Annual Income
   (1) Below 12,000 (2) 12,000-25,000 (3) 25,000-50,000
   (4) 50,000-1,00,000 (5) Above 1,00,000
7. How did you know about the Akshaya project?
   (1) Through government employees (2) Through Media (3)Through Friends
   (4) Through L.S.Gs (3) If there is any other source, specify
8. Do you think that Akshaya project should incorporate advanced computer courses besides the fundamental courses?
   (1) Yes (2) No
9. Who are the major beneficiaries of e-literacy programme?
   (1) House wives (2) Students (3) Youths (4) Govt.employees
   (5) Elder people (6) All alike (7) Can’t say
10. Are you satisfied with the facilities in your centre?
    (1) Yes (2) No (3) Satisfied only to some extent
    If the answer is either 2 or 3, please specify the constraints.
11. Are you satisfied with the co-operation on the part of government in this project?
    (1) Yes (2) No (3) Satisfied only to some extent
12. Do you feel that the beneficiaries are satisfied with this project?
   (1) Yes  (2) No  (3) Satisfied only to some extent  (4) No opinion

13. Have you ever received complaint from the beneficiaries?
   (1) Yes  (2) No

14. Is there any periodical evaluation by the Government on the services provided by the Akshaya centre?
   (1) Yes  (2) No

15. Do you think that Akshaya can play a significant role in social progress and governance?
   (1) Yes  (2) No  (3) To some extent
   Why?

16. How do you evaluate the co-operation on the part of LSGs in this project?
   (1) Satisfactory  (2) Not satisfactory  (3) No opinion?
   If the answer is 2, please specify the reasons.

17. Do you think that employment opportunities are increased after the introduction of Akshaya project?
   (1) Yes  (2) No  (3) To some extent
   If the answer is 2, What made you think so?

18. How do you assess your financial status after becoming the entrepreneur of Akshaya?
   (1) Improved  (2) Declined  (3) No change
   If it has declined, why?

19. How do you view the economic assistance on the part of government?
   (1) Satisfactory  (2) Not satisfactory  (3) Satisfied only to some extent
   If the answer is either 2 or 3 please specify the reasons.

20. Do you think that the computer awareness programmes and courses implemented through Akshaya are sufficient to get an employment opportunity to the beneficiaries?
   (1) Yes  (2) No

21. Do you have an opinion that e-governance could impart transparency in governance?
   (1) Yes  (2) No  (3) To some extent

22. Are you satisfied with the training given to you?
   Satisfied  (2) Not satisfied  (3) Moderately satisfied

23. What is the average number of visitors per day in your centre?
   (1) Below 20  (2) 20-30  (3) 30-50  (4) 50-100  (5) Above 100
24. Do you have any arrangement for marking the comments from the beneficiaries regarding the service?  
(1) Yes (2) No

25. What are your individual achievements as an entrepreneur?  
(1) Employment (2) Better social contact (3) Better computer knowledge  
(4) Better financial position (5) All (6) Nothing

26. Are you satisfied as an Akshaya entrepreneur?  
(1) Satisfied (2) Dissatisfied (3) Moderately satisfied  
Why do you feel so?

27. How do you evaluate the selection procedure of the entrepreneurs by the government?  
(1) Satisfied (2) Dissatisfied (3) Moderately satisfied

28. How do you feel about the e-pay service in your centre?  
(1) Successful (2) Not successful (3) Moderately successful  
If the answer is either 2 or 3 please specify the constraints.

29. In your centre who constitute the lion share of the beneficiaries?  
(1) Men (2) Women (3) Can’t say

30. What according to you are the demerits of Akshaya project?
APPENDIX V

INTERVIEW SCHEDULE
(For the sample of Political Leaders)

1. It is said that our bureaucracy has been suffering from lethargy. What according to you are the bottlenecks in their performance?

2. How do you perceive the re-invention of the government? Whether the re-invention can bring an effective governance?

3. Do you think that lack of political neutrality is a cause of corruption among bureaucrats?

4. How do globalisation and technological advancements affect the common people?

5. How the marginalised can be put under the technological stream of the society for the ensurance of an egalitarian society?

6. Will e-governance be a remedial measure for the ailments of administration?

7. Is it necessary for a political leader to be e-literate? Do you have an observation that due to lack of computer knowledge, our policy makers do not have proper vision on formulating the IT Policies?

8. Do you think that e-governance will be successful only if there is the fulfilment of basic amenities to all?

9. Why Kerala is lagging behind many other Indian states in the implementation of e-governance even though it is having the highest literacy rate?

10. How do you evaluate the implementation of e-governance in Kerala?

11. How do you assess the digital divide in Kerala?

12. What according to your perception are the obstacles in the e-governance pathway?

13. What are the measures taken by LSGs in popularising e-governance?
APPENDIX VI
INTERVIEW SCHEDULE
(For the sample of Higher Bureaucrats)

1. Do you have an opinion that globalisation has brought radical changes in the administrative scenario?
2. How do you evaluate the present pace of administration in Kerala compared to previous decades?
3. Do you think that e-governance has become a necessary tool in reforming public administration?
4. How do you evaluate the Akshaya project?
5. In your opinion, how the lethargic bureaucracy can be transformed into a pro-active role?
6. Do you think that the government is paying adequate attention for popularising new governance projects?
7. Could e-governance become successful in arresting corruption?
8. Do you believe that civil society in Kerala has good adaptive capacity to newer technological developments? How a total e-inclusion can be possible in Kerala?
9. What are the lacunae in the implementation of e-governance?
10. How do you assess the training given to the middle level bureaucrats on e-governance implementation?
11. Why Kerala is lagging behind many other Indian states in the implementation of e-governance even though it is having the highest literacy rate?
12. What are your observations on the digital divide prevailing among bureaucrats?
13. Do you opine that policy makers have proper vision on the implementation of e-governance?
14. Do you believe that the measures taken by LSGs are satisfactory in popularising e-governance?
15. How do you envision the future of emerging ICT community in Kerala?
APPENDIX VII
Select List of Elite Interviewees

Dr. Achuth Sankar S. Nair, Director, Centre for Bioinformatics, University of Kerala.
K.S. Anil Kumar, Manager, E-Governance, Kerala State Information Technology Mission.
K. Anvar Sadath, Executive Director, IT@school Project.
Dr. D. Sajith Babu, Asst. Commissioner, Revenue and Special Officer, Kerala State Land Bank.
Dr. K.M. Abraham IAS, Former Secretary to Government of Kerala (MGP).
Dr. K. Ajoy Kumar IAS, Principal Secretary, Department of Information Technology, Government of Kerala.
Dr. K. V. Ravi, Zonal Co-ordinator, Akshaya Project, Thiruvananthapuram.
A. D. Jayan, General Secretary, Association of IT Employees
K. Varadarajan, former President, NGO Union.
Kampara Narayanan, President, NGO Association.
Kiliyamannil Yacob, Municipal Chairman, Malappuram.
P. Kunhalikkutty, Former IT Minister, Government of Kerala.
E. R. Nirmala Devi, Sub Registrar, Palakkad.
M. K. Prasad, Chairman, Information Kerala Mission.
K. Radha Kumar, Additional Secretary, Chief Minister’s Public Grievance Redressal Cell, Administrative Secretariat, Government Secretariat.
A. Sainulabdin, Panchayat Secretary, Vellanadu
Salim, District Secretary, Akshaya Project, Malappuram.
K. Sreekumaran Nair, Regional Transport Officer, Palakkad.
S. Vijayan, Head Quarters Deputy Tehsildar, Palakkad.
S. M. Vijayanand IAS, Principal Secretary, Local Self Government, Government of Kerala.

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