Appendix – I

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Impact of Information and Communication Technology (ICT) on Social Development

Survey Instrument / Interview Schedule for Ph.D.
By K. Krishna Rao under the supervision of Dr. D.S. Rajput.
09425451262

Please note: We respect your privacy. This Instrument / Schedule is for Academic Purpose.

A. Basic parameters for background Information on Telecentre / Home

1. Name of Centre/Individual: _______________________________________

   In case of Individual:
   (a) Age _____ (b) Sex - M/F (c) Education - HSSC/UG/PG (d) Profession - ______

2. Address: _____________________________________________________________

3. Telephone No. __________________ Fax No. ___________________________

4. E-mail: _____________________________ Website URL ____________________

5. Locality:
   a) Urban   b) Semi-urban    c) Rural
   minority area (can check with urban, semi-urban or rural)

6. Type of Setup: a) Government  b) Public   c) Private

7. ICT facilities are Available in the centre/Home (Number of units)

<table>
<thead>
<tr>
<th>Name</th>
<th>Qty.</th>
<th>Name</th>
<th>Qty.</th>
<th>Name</th>
<th>Qty.</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>OHP</td>
<td></td>
<td>T.V.</td>
<td></td>
<td>V.C.D.</td>
<td></td>
<td>V.H.S.</td>
</tr>
<tr>
<td>D.V.D.</td>
<td></td>
<td>Video Camera</td>
<td></td>
<td>Still Camera</td>
<td></td>
<td>Radio/Transistor</td>
</tr>
<tr>
<td>Cassette Player</td>
<td></td>
<td>Photo copier</td>
<td></td>
<td>MM Projector</td>
<td></td>
<td>L.C.D. Projector</td>
</tr>
<tr>
<td>Land Line Phone</td>
<td></td>
<td>Mobile Phone</td>
<td></td>
<td>Fax Machine</td>
<td></td>
<td>T.V. Tuner</td>
</tr>
<tr>
<td>D.T.H.</td>
<td></td>
<td>Cable T.V. connection</td>
<td></td>
<td>Internet connection</td>
<td></td>
<td>Dot matrix Printer</td>
</tr>
<tr>
<td>Desk Top</td>
<td></td>
<td>Laptop</td>
<td></td>
<td>P.D.A.</td>
<td></td>
<td>Pen Drive</td>
</tr>
<tr>
<td>Ink Jet Printer</td>
<td></td>
<td>Laser Printer</td>
<td></td>
<td>CD Writer</td>
<td></td>
<td>Speakers</td>
</tr>
</tbody>
</table>

8. Are you aware of National ICT policy? Yes / No
9. Are you aware of State ICT policy? Yes / No
10. Do you have a code of conduct for use of computers and Internet? Yes / No
11. How long has the Centre/Home had the computers?
   a) Less than 1 year
   b) 1-2 years
   c) 2-4 years
   d) 4-8 years
   e) More than 8 years
B. Indicators of Service Performance Potential Indicators Qualifiers

12. Total number of Staff/Members Involved with ICT equipments.
   a) Teaching,
   b) Non-teaching,
   c) Administrative.

13. Out of Above Total, please indicate number with corresponding level of expertise in ICT use.

<table>
<thead>
<tr>
<th>Level of Expertise (skill)</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>a). Excellent (all with internet work)</td>
<td></td>
</tr>
<tr>
<td>b) Very Good (M.S. office, Data Pro)</td>
<td></td>
</tr>
<tr>
<td>c) Good (MS Word, Account)</td>
<td></td>
</tr>
<tr>
<td>d) Fair (Computer Typing only)</td>
<td></td>
</tr>
<tr>
<td>e) No capability</td>
<td></td>
</tr>
</tbody>
</table>

14. Do you have any Future Plan for development of ICT setup? Yes / No
   if Yes then mention

15. What kind of operating system do you use in Computers? (Please check all that apply.)
   a). Windows
   b). Linux
   c). Apple Macintosh
   d). Unix
   e). DOS
   f). Others

16. Status of networking environment (if you have more than 1 computer) is:
   a) All the computers are networked
   b) Some of the computers are networked
   c) None of the computers are networked

17. Does your setup of ICT has Reliable Electricity Yes / No

18. If Yes to Above then Mention what it is.
   a) Generated power at Centre
   b) Connection to electrical grid (MPEB)
   c) (b) + UPS
   d) Solar

19. What is the total open time of ICT instruments in a day of 24 hours.
   a) 6 hours  b) 8 hours  c) 12 hours  d) above 12 hours

20. Out of total open time, Percentage of time that service to ICT is interrupted (Any reason)
   a) 1-25%  b) 26-50%  c) 51-75%  d) Above 75%  e) none

21. Out of total open time, Percentage of interrupt time due to electricity supply cut.
   a) 1-25%  b) 26-50%  c) 51-75%  d) Above 75%  e) none

22. Out of total open time, Percentage of interrupt time due to phone service down
   a) 1-25%  b) 26-50%  c) 51-75%  d) Above 75%  e) none

23. Out of total open time, Percentage of interrupt time due to Virus Problem.
   a) 1-25%  b) 26-50%  c) 51-75%  d) Above 75%  e) none
24. Out of total open time, Percentage of time that each unit of equipment is working
   a) 1-25%  b) 26-50%  c) 51-75%  d) Above 75%  e) none

25. Out of total open time, Percentage of attempts by users to use equipment that are successful
   include all users-attempts during measured time period
   a) 1-25%  b) 26-50%  c) 51-75%  d) Above 75%  e) none

26. Percentage of successful attempts experienced by each ICT user by Gender, & age.

<table>
<thead>
<tr>
<th>Gender/Age</th>
<th>10-25</th>
<th>25-40</th>
<th>40-55</th>
<th>55 &amp; above</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
   a) 1-25%  b) 26-50%  c) 51-75%  d) Above 75%  e) none

27. Is your Centre implementing the National policy / Scheme on ICT?  Yes / No

28. Is your Centre implementing the STATE policy / Scheme on ICT?  Yes / No

29. How does your Centre implement the policy on ICT?
   a). By offering separate computer courses
   b). By using ICT in teaching specific subjects
   c). By using ICT in the management and administration of Centers
   d). By training teachers on ICT
   e). Others (please specify)

30. Do you collect fees for services:  Yes/No

31. How many hours in a month does your Centre access the Internet (per system)?
   a) 1-50  b) 50-100  c) 100-200  c) above 200

32. Describe your Internet connection arrangement with your ISP (Internet Service Provider) and
    indicate speed/ bandwidth. (Please check all that apply.)
    a) Speed/bandwidth
    b) dial up
    c) dedicated dial up
    d) leased line
    e) ISDN
    f) Broad band
    g) DSL
    h) Cable modem
    i) Wireless

33. How many computers (Nos.) are connected to the Internet either as Stand alone or networked.
    a) stand alone -
    b) networked -

34. Do you feel that Use of ICT has supported extensively in Modernization.  Yes / No
C. Indicators of SOCIAL IMPACTS.

35. Number. of ICT users using your ICT setup. (per Day)
   a) Students Training -
   b) D.T.P. Work -
   c) Internet surfing, email -
   d) others -

36. Out of Total ICT users % share of Trained / Untrained users.
   a) 50-50   b) 75-25   c) 25-75   d) none   e) 0-100   f) 100-0

37. Out of Total ICT users % share of Students/unemployed vs. Professionals/employed and Gender.

<table>
<thead>
<tr>
<th>Gender</th>
<th>Un Employed</th>
<th>Employed</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Student</td>
<td>Others</td>
</tr>
<tr>
<td>Male</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

   a) 1-25%   b) 26-50%   c) 51-75%   d) Above 75%   e) none

38. Out of Total ICT users, % of share in the following categories. (Total should be 100%)
   a) Health search -
   b) Education search -
      (Results, Courses, Colleges)
   c) Employment search -
   d) Social problems search -
      (Banking, Purchases, Marriage, Reservation, Shares etc.)

39. Total % of ICT users get satisfied from information they got through Technology.
   a) 1-25%   b) 26-50%   c) 51-75%   d) Above 75%   e) none

40. Total % of ICT users visit frequently.
   a) 1-25%   b) 26-50%   c) 51-75%   d) Above 75%   e) none

41. Total % of ICT users increase from 1st year to till date.
   a) 1-20%   b) 21-40%   c) 41-60%   d) above 60%   e) none

42. Do you have sufficient infrastructure to fulfill the need of ICT users.  Yes/ No

43. Have you improved/upgraded Infrastructure from 1st day to Till date.  Yes/ No

44. In your surroundings how many Persons you know who have benefited from ICT.
   a) 1-5   b) 5-10   c) 10-15   d) above 15

45. Use of ICT is helpful in Carrier building, Profession and Business.  Yes / No

46. Use of ICT is helpful in the development of Social Awareness.  Yes / No

47. Use of ICT has effected Social Values & Culture.  Yes / No
D. Indicators of Economic Impacts

48. Initial Investment for setting up ICT equipments.
   a) below 1 Lack  b) 1-3 Lacks  c) 3-5 Lacks  d) above 5 lacks

49. Govt. Aid for setting up ICT center in % (if any).
   a) 0 %  b) 1 - 25 %  c) 26-50 %  d) above 50 %

50. Out of total monthly income, % of expenditure on bills (Electricity, Building Rent).
   a) 10 %  b) 20 %  c) 30 %  d) 40 %

51. Out of total monthly income, % of expenditure on Staff payments.
   a) 10 %  b) 20 %  c) 30 %  d) 40 %

52. Out of total monthly income, operational cost for ICT use (Internet, hardware bills).
   a) 10 %  b) 20 %  c) 30 %  d) 40 %

53. Out of total yearly income, % of return as profit.
   a) 10 %  b) 20 %  c) 30 %  d) 40 %

54. Out of total yearly income, % of Re investment for current needs.
   a) 10 %  b) 20 %  c) 30 %  d) 40 %

55. Out of total yearly income, % of investment for future plans.
   a) 10 %  b) 20 %  c) 30 %  d) 40 %

56. Out of total yearly income/expenditure, your evaluation for profit/loss.
   a) profit  b) loss  c) no profit / no loss

57. Do you use ICT for Banking & Share Market Information/Transaction Yes / No

58. Use of ICT is helpful in Economic Development. Yes / No

E. Indicators of impacts on formal organizations and Other Open Indicators

59. Is your ICT centre helping to other Organizations.
   a) Schools & Collages
   b) Medical Centers
   c) NGOs
   d) Police
   e) Banks
   f) Others

60. Which Type of Help you Provide to these organizations?
   a) Information Thru Internet/email
   b) Print Outs
   c) Data Processing
   d) Word Processing (typing)
   e) Training / Teaching

61. How much of your Income comes out of these Organizations.
   a) 1-25%  b) 26-50%  c) 51-75%  d) Above 75%  e) none

62. Out of total Open time How much time % these Organizations share.
   a) 1-25%  b) 26-50%  c) 51-75%  d) Above 75%  e) none

63. Are you satisfied with Govt. efforts to ICT field. Yes/ No.

64. Do you feel that ICT has helped in quick investigation of Crimes. Yes/No.

65. Do you feel that Cyber Crime is a by-product of ICT. Yes/No.

66. Do you feel that ICT has an Impact on Social Development. Yes/No.

67. Justify Your Option with comments / suggestions.

Any Other Suggestion about ICT
### Appendix -III

#### ACRONYMS

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CIDA</td>
<td>Canadian International Development Agency</td>
</tr>
<tr>
<td>CISAC</td>
<td>Center for International Security and Cooperation</td>
</tr>
<tr>
<td>D.T.P.</td>
<td>Desk Top Publishing</td>
</tr>
<tr>
<td>FY</td>
<td>Financial Year</td>
</tr>
<tr>
<td>HSSC</td>
<td>Higher Secondary School Certificate</td>
</tr>
<tr>
<td>IAMOT</td>
<td>International Conference on Management of Technology</td>
</tr>
<tr>
<td>ICT</td>
<td>Information and Communication Technology</td>
</tr>
<tr>
<td>IDRC</td>
<td>International Development Research Centre</td>
</tr>
<tr>
<td>IMRB</td>
<td>Internet and Mobile Association of India</td>
</tr>
<tr>
<td>ITU</td>
<td>International Telecommunication Union</td>
</tr>
<tr>
<td>LISREL</td>
<td>linear structural relations model</td>
</tr>
<tr>
<td>M/F</td>
<td>Male / Female</td>
</tr>
<tr>
<td>NGOs</td>
<td>Non Governmental Organizations</td>
</tr>
<tr>
<td>NRC</td>
<td>National Research Council [United States]</td>
</tr>
<tr>
<td>OECD</td>
<td>Organisation for Economic Cooperation and Development</td>
</tr>
<tr>
<td>PG</td>
<td>Post Graduation</td>
</tr>
<tr>
<td>SPRA</td>
<td>Society for Participatory Research in Asia</td>
</tr>
<tr>
<td>U.P.S.</td>
<td>Uninterrupted Power Supply</td>
</tr>
<tr>
<td>UG</td>
<td>Under Graduation</td>
</tr>
<tr>
<td>UNDP</td>
<td>United Nations Development Program</td>
</tr>
<tr>
<td>USAID</td>
<td>United States Agency for International Development</td>
</tr>
<tr>
<td>WSSIS</td>
<td>World Summit on the Information Society</td>
</tr>
<tr>
<td>WTDR</td>
<td>World Telecommunication Development Report</td>
</tr>
<tr>
<td>ZNFU</td>
<td>Zambia National Farmers' Union</td>
</tr>
<tr>
<td>ZPD</td>
<td>Zone of Proximal Development</td>
</tr>
<tr>
<td>MKO</td>
<td><em>More Knowledgeable Other</em></td>
</tr>
</tbody>
</table>
Appendix - IV

List of Research Papers of the candidate

<table>
<thead>
<tr>
<th>Research Papers / Articles</th>
<th>1. Computer Education for Prisoners. (NS-Feb.2002, Dept. of Sociology, Dr.H.S.Gour University Sagar M.P.)</th>
</tr>
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<tbody>
<tr>
<td>*NS-National Seminar</td>
<td>2. Jail Reforms on Internet. (NS-Feb.2002, Dept. of Soc. Dr. H.S.G.V.V., Sagar M.P.)</td>
</tr>
<tr>
<td>Papers 1,2,4,5, 9&amp;16</td>
<td>3. New frontiers of Science. (Science Day.Feb.2003, Dr. H.S.Gour University Sagar M.P.)</td>
</tr>
<tr>
<td>are Presented and Published papers.</td>
<td>4. Spiral Model –Modern Trends in Software Engineering. (NS-Mar.2003,Dept.of Computer Sc. &amp; Application, UTD Sagar M.P.)</td>
</tr>
<tr>
<td></td>
<td>5. Jainisum on Internet, (NS-13,14 Sep.2003 By Jain pustkalaya &amp; shodh sansthan at Sonagiri, Datia M.P.)</td>
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<tr>
<td></td>
<td>7. RCH on Internet, NS-21-23,Feb2004, Dept.of Anthropology, UTD Sagar.</td>
</tr>
<tr>
<td></td>
<td>9. IT &amp; Srut Samvardhan, Conference 24may2004, Nainagiri, Chattarpur M.P.</td>
</tr>
<tr>
<td></td>
<td>10. Use of Information Technology in Srut Samvardhan, NC, 30sep-1 Oct-2004, Chambapagh, Gwalior, M.P.</td>
</tr>
<tr>
<td></td>
<td>14. Role of Cyber Techniques in Research Methodology, Natinal Seminar on Research Methodology in Basic Sciences, 16 Nov.2006, Assam University, Silchar.</td>
</tr>
<tr>
<td></td>
<td>16. Redefining Role of Women – A study on Internet, NS, 14-15 Sep.2007, National LAW University, Jodhpur, Rajasthan.</td>
</tr>
<tr>
<td></td>
<td>17 Role of ICT on the development aspects of Bundelkhand Region.-Jornal of MadhyaPradesh Economic AssociationVolXIXNo.1Feb.08.</td>
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</tbody>
</table>

K. Krishna Rao