APPENDIX

References


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Himachal Pradesh - [himachal.nic.in/](http://himachal.nic.in/)
Jammu and Kashmir - [jammukashmir.nic.in/](http://jammukashmir.nic.in/)
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QUESTIONNAIRE

GENERAL FACTOR

I. Personnel Information

a. Name :

b. Designation :

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<th>Clerk</th>
<th>Supervisor</th>
<th>Manager</th>
<th>Senior Cadre</th>
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C. Educational Qualification :

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<tr>
<th>10th to 10+2</th>
<th>10+2 to Degree</th>
<th>Degree to Post Graduate</th>
<th>Post graduate and above</th>
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D. Sex :

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E. Years of Experience :

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<th>1-5 yrs</th>
<th>5-10trs</th>
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<th>15yrs and above</th>
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F. Monthly Income :

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<tr>
<th>Below Rs.5000</th>
<th>Rs.5001-10000</th>
<th>Rs.10001-15000</th>
<th>Rs.15001-20000</th>
<th>Rs.20001 and above</th>
</tr>
</thead>
</table>
II. General factors

2. In your view what is E-Governance
   a. Governance assisted by ICT
   b. SMART Governance(Simple, Moral, Accountability, Responsiveness and transparent)
   c. A tool to achieve good governance objectives
   d. All of the above
   e. None of the above
   f. Any other definition ------------------------

3. In your opinion what are the objectives of E – Governance
   a. Increase internal efficiency of the Government
   b. Bring transparency in the Government
   c. Delivering cost effective, efficient and secure information and services to the common man on anywhere and anytime basis
   d. Empower common man
   e. All of the above
   f. None of the above

4. Up to what level should the computing facilities be provided to the officers in your department / Directorate for effective e governance
   a. Section officer and above
   b. Under secretary and above
   c. Deputy secretary and above
   d. Director and above

5. In your opinion what would be the most useful system for the people of Chennai to make easy payment to Government
   a. On line payment by having smart card
   b. Counter system
   c. Any other

6. Do you think that rural citizens benefit greatly from computerization of Government than manual system
   a. Always
   b. Often
   c. Sometimes
   d. Rarely
   e. Never

<table>
<thead>
<tr>
<th>Beneficial factors</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Strongly disagree</th>
<th>Disagree</th>
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<tbody>
<tr>
<td>7. Faster and better Communication</td>
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</table>
8. Efficient storage
9. As an aid to Quick decision making
10. Reducing cost
11. Increasing revenue
12. Improved transparency
13. Waste of resources
14. Changing attitude of employees
15. Improved transparency

16. Easy retrieval and processing of data
   a. Very helpful
   b. Helpful
   c. Neutral
   d. Un helpful
   e. Very helpful

17. Better utilization of resources
   a. Always
   b. Often
   c. Sometimes
   d. Rarely
   e. Never

18. Speeder and efficient delivery of public services
   a. Very helpful
   b. Helpful
   c. Neutral
   d. Un helpful
   e. Very unhelpful

19. Did you support the E-Governance initiative in Chennai corporation
   a. Yes
   b. No
c. No comments

20. Your opinion on the responsiveness on the part of employees giving services of corporation
   
   a. Very helpful
   b. Helpful
   c. Neutral
   d. Un helpful
   e. Very unhelpful

<table>
<thead>
<tr>
<th>Accountability</th>
<th>Very high</th>
<th>High</th>
<th>Medium</th>
<th>Low</th>
<th>Very low</th>
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<td>21</td>
<td></td>
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<tr>
<td>22</td>
<td>Implementation of E governance application has helped to improve the image of the government administration</td>
<td></td>
<td></td>
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<tr>
<td>23</td>
<td>Quality of accounting process of corporation after implementing E-Governance</td>
<td></td>
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<tr>
<td>24</td>
<td>E governance help timely reporting of corporation activities</td>
<td></td>
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<td>25</td>
<td>The growth of general literacy and E-literacy among common man</td>
<td></td>
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<tr>
<td>26</td>
<td>Your opinion on commitment to spread E governance initiatives to entire administration</td>
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</table>

**Technical Factors**

| 27             | The application in the existing system of E-Governance is user friendly or not The application in the existing system of E-Governance is user friendly or not |
| 28             | Assessment of civic services become more error free after computerization |
| 29             | The integration and embedment of all civic services together in application software |
| 30             | Availability of sufficient hardware and software equipments in the existing system |


QUESTIONNAIRE

People Factors

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<th>Rs.15001-20000</th>
<th>Rs.20001 and above</th>
</tr>
</thead>
</table>
VII. Email Id : 

2. What is your purpose of visiting The Chennai Corporation for last one year

<table>
<thead>
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<th>No of times visited</th>
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<tbody>
<tr>
<td>a. Birth Certificate</td>
<td></td>
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<tr>
<td>b. Death Certificate</td>
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<td>c. Marriage Certificate</td>
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</tr>
<tr>
<td>d. Remittance of property tax</td>
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<tr>
<td>f. Remittance of water tax</td>
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<tr>
<td>g. Remittance of fine</td>
<td></td>
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<tr>
<td>h. Pension and welfare schemes</td>
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</tr>
<tr>
<td>i. Others</td>
<td></td>
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</tbody>
</table>

3. Are you paying taxes and other services delivery directly to corporation or through any other mode
   a. Corporation along
   b. Through online
   c. Through friends
   d. Through agencies
   e. Intermediaries

4. If you are paying through the intermediaries reasons of availing the services of other intermediaries rather than directly to corporation
   a. Less Cost
   b. Less delay and time
   c. Shorter distance
   d. Other reason------------------------

5. After implementing E-Governance did you pay any bribe to the services quickly
   a. yes
   b. No
   c. No comments

6. If yes, For what purpose did you pay bribe
   a. Reduction of delays
b. Did service illegally

c. To avoid fine

d. ---------------------

e. No comments

<table>
<thead>
<tr>
<th><strong>Accountability factors</strong></th>
<th>Very high</th>
<th>High</th>
<th>Medium</th>
<th>Low</th>
<th>Very low</th>
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</thead>
<tbody>
<tr>
<td>7 Getting quick and error free service after computerization</td>
<td></td>
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<td></td>
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<td></td>
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<tr>
<td>8 People get civic services anytime, anywhere online with out any interpretation</td>
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<tr>
<td>9 Time taken for delivery of services has reduced after computerization</td>
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<tr>
<td>10 The assessment of taxes and other fees of all civic services become more transparent after computerization</td>
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<tr>
<td>11 The degree of respect and fairness of treatment given by the Government officials to the citizen</td>
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<tr>
<td>12 The degree to which the employees realize customer satisfaction is important in achieving quality of services</td>
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</tbody>
</table>

13. What is over all opinion in assessing the level of satisfaction in using the Chennai corporation online portal information

a. Highly reduced

b. Reduced

c. No change

d. Improved

e. Highly improved

14. Do you feel that you have the ability to influence the policies, rules and procedures through feedback through online portal of the Chennai corporation

a. Yes

b. No

If yes, do you provide any suggestions and feedback to the officials
a. yes
b. No
c. No comments

15. Did you make any complaints regarding the services provided by the Chennai Corporation in the official website

a. yes
b. No
c. No comments

16. If yes, did you make any follow up regarding your complaint

a. yes
b. No
c. No comments

if yes how many times you follow up with the officials regarding your complaint

   a. One time
   b. 2 times
   c. 3 times
   d. More than 4 times