CHAPTER 7

SUMMARY OF FINDINGS AND SUGGESTIONS

7.1(a) Findings as per Objectives

Objective 1

To Harness the use of technology brings simplicity in Governance through electronic documentation.

✓ All the employees working in Chennai Corporation are well trained in Automation tools by conducting quarterly training programs and most of the employees working in Chennai corporation feel that E governance is system associated with Information communication technology, and is a tool for SMART Governance.

✓ As we are living in technology world. Most of the employees working in Chennai corporation feel that E governance is system associated with Information communication technology, and is a tool for SMART Governance, and a few of the employees stated that E Governance is only an office tool for the Government transactions.

✓ The Researcher found that most of the employees working in Chennai corporation strongly agrees that ERP Based E governance is for faster and better communication of the Government and a very few stated that using IT tools in Governance is for faster and better communication.

Objective 2

To know the use of technology in conversion of Government mission in more responsible manner.

✓ Most of the employees have positive attitude towards ERP implementation in Governance only few employees working in Chennai corporation stated that transactions and the work done by the Government is neutral after implementation of E Governance and most of the employees agrees that E governance is very helpful for speeder and efficient delivery of the services.
All the employees working in Chennai Corporation are well trained in Automation tools by conducting quarterly training programs and most of the employees working in Chennai corporation feel that E governance is system associated with Information communication technology, and is a tool for SMART Governance.

**Objective 3**

To understand the reduced paper work and increased communication speed and decreased communication time, error free thus the Government agencies become more responsive.

- The Researcher found that most of the employees working in Chennai corporation strongly agrees that ERP Based E governance is for faster and better communication of the Government and a very few stated that using IT tools in Governance is for faster and better communication.
- Researcher observed that implementation of ERP tools has changed the way of life everywhere, including work places. The work has become quite fast and speed of provisioning of different services has also increased. Most of the employees working in Chennai corporation stated that improvement in quality of accounting process of corporation after implementing E governance is very high but a few percentage of the employees stated that there is no much difference in quality of accounting process of corporation after implementing E governance is medium.
- Most of the employees working in Chennai corporation concluded that implementation of ERP tools in Governance help timely reporting of corporation activities is very high. IT managers has to take care of all these things in mind while dealing with the number of people working in the ERP tools.
- Most of the employees working in Chennai corporation are well trained in ERP tools, by quarterly and half yearly training sessions conduction by National Informatics Centre. Most of the employees stated that the assessment of civic services become more error free after implementation of ERP tools in Chennai corporation.
- The researcher observed that most of the employees stated that the integration and embedment of all civic services together in the E governance application software is very high very few employees stated that the integration and embedment of all civic services together in the ERP application software is low.
Objective 4

To analyze the morality and its elimination of immoralities, bribing and red tapism through E- Governance.

✓ The Researcher observed Most of the people will pay the bribe to the employees who are working in Chennai corporation or to the intermediate agencies to do their service illegally but a few respondents paid the bribe to reduce the delay in payment of their taxes but a very few of percentage of the respondents should not willing to state their opinion.

Objective 5

To improve the quality of Service Delivery System and offer these services with optimal effectiveness and transparency.

✓ Research found that most of the employees perception towards E Governance governance is a tool to empower common man, but a very few stated that E Governance is tool to increase the internal efficiency of the Government, bring transparency to the Government and E governance is a cost effective for the smooth governance.

✓ The Researcher observed that implementing most of the employees stated that ERP tools in E Governance bring transparency in Government transactions for SMART governance.

✓ Most of the employees have positive attitude towards ERP implementation in Governance only few employees working in Chennai corporation stated that transactions and the work done by the Government is neutral after implementation of E Governance and most of the employees agrees that E governance is very helpful for speeder and efficient delivery of the services.

Objective 6

To know the data sharing system across the different departments, thus bringing about the efficiency in administration functioning.

✓ Most of the employees stated that Implementation of E Governance application has helped to improve the image of the Government administration and a few stated that after implementation of ERP tools in Chennai corporation the image of the Government
administration become medium only very few of the employees working in Chennai Corporation stated that after implementation of ERP tools Governance the image of the Chennai corporation administration become low.

✔ Even though most of the employees working in Chennai corporation have positive attitude towards implementation of ERP tools in Chennai corporation. Most of the employees stated that the commitment to spread E Governance initiatives to entire administration is medium due to lack of proper support and a very few stated that the commitment to spread E governance initiatives to entire administration is low.

✔ The employees who are working in Chennai Corporation and who may be from computer hardware, software back ground they have to be managed fast. These fastness of services and higher level of training standards are not easy to manage by the organization concerned. Different types of employees recruited for different level of working has to be managed in different styles. Very few of people who are trained well in ERP tools and have information technology back ground stated that the application and implementation of the ERP tools in Governance is user friendly.

7.1(b) General Findings

General Factors

1. The Researcher observed that 22% of the respondents comes under supervisor category, 26% under Manager category and also states that 55% of the respondents were Senior Grade.

2. 73.5% of the employees who are working in Chennai corporation were belongs to Degree and postgraduate and only 26.4 % were above post graduate level. And also all the employees working in Corporation online portal were well trained in automation tools.

3. It was found that 62% of the employees were male and 38% of the employees were female

4. 18% of the employees working in corporation are having 1-5 yrs of experience, 4% of the employees have 5-10 yrs of experience level, only 20% of the employees were seniors and having more that 15 yrs of experience and most of the employees working in corporation were having 10-15 yrs of experience at the level of 58 %.
5. 76% of the employees working the Chennai corporation are getting more that 20000 and above as their income level per month and 20.4% are getting up to 20000 and very less number of employees 3.6% are getting between 10000-15000 as their monthly remuneration.

6. Most of the employees working in Chennai corporation feel that E governance is system associated with Information communication technology, and is a tool for SMART Governance, this group forms 76%, while 16% of the employees stated that E Governance is only a SMART Governance and remaining 8% of the employees stated that E governance is a Tool

7. 58% of the employees working in Chennai corporation are having a common intension that E governance is a tool to empower common man, but 16% of employees have an idea that it is to increase the internal efficiency of the Government, and 22% of the employees stated that E governance bring transparency to the Government and the remaining 4 % of the employees concluded that E governance is a cost effective for the smooth governance

8. 42%, and the employees working under secretary and above are having only 30% of the computing facilities, 20% of the employees stated that the computing facilities are provided to Director and above level, and the remaining 8% of the employees working in Chennai corporation stated that the computing facilities provided to section officer and above are very low percentage

9. 42% and 36% of the employees stated that payment is through online by using smart cards and the remaining 22 % of the employees stated that the customers can pay their utility bills and taxes by using any other convenient system

10. Most of the employees feel that only 76% of the rural citizens generally get benefit from computerization of Government than manual system very often and 24% of the employees stated that the rural citizens get benefit from computerization of Government only at sometimes.

11. 76% of employees working in Chennai corporation strongly agree that ERP Based E governance is for faster and better communication of the Government with the citizens and 24% of the employees working in Chennai corporation agrees that using IT tools in Governance is for faster and better communication
12. 78% of the employees working in Chennai corporation agrees that using IT tools for Smart Governance is an efficient storage of Government transactions and only 22% of the employees strongly agrees that E governance is tool for efficient storage of Government data base

13. Employees working in Chennai corporation were attracted by the E Governance by using IT tools for their good and better decision making, 62% of employees agrees that using IT tools in Governance is an aid for better and quick decision making tool and only 38% of the employees strongly agrees that E governance is a tool for quick and better decision making technique

14. Even though many of the employees working in Chennai corporation were attracted by the computerization of the day to day working activity only 36% of the employees were strongly agree that E Governance is associated with ICT tool and is for reducing the cost to the government by reducing the paper work and 64% of the employees agrees that E governance is for minimize the cost to the government

15. Most of the employees working in Chennai corporation agrees that E governance is a tool for increase the revenue to the Government by minimizing the cost at a percentage of 76% and only 24% of the employees strongly agrees that E governance is an IT tool for increase the revenue to the Government by reducing the paper work.

16. Many employees have negative attitude and fear towards IT tools, but most of the employees working in Chennai corporation were strongly agree that E governance is associated with ICT for SMART governance and bring transparency to the Government and only 36% of the employees agrees that E Governance bring transparency to the Government transactions.

17. Due to prestige and societal status by using IT tools 33.6% disagree that implementing E governance by associated with ICT tool is a waste of resources, 18% of the employees working in Chennai corporation strongly disagree that E governance is waste of government resources and 26.4% of the employees agree that implanting E governance and IT tools for SMART governance is waste of Government Resources but only 22% of the employees strongly agree that implementation of ERP tool for E Governance is waste of Government resources

18. 99.6% of the employees working in Chennai corporation stated that implementing ERP tools in Governance is helpful to retrieve and process the data easily but only 0.4% of the employees stated that E Governance is very helpful to retrieve and process the data easily
19. 76% of the employees working in Chennai corporation stated that E Governance is a tool for better utilization of available resources always, and 14% of the employees stated that IT tools can be helpful only often for utilization of the available resources but very less percentage of employees at 10% stated that by using ICT tools in Governance will sometimes help for utilization of available resources.

20. Most of the employees have positive attitude towards ERP implementation in Governance only 4% of the employees working in Chennai corporation stated that transactions and the work done by the Government is neutral after implementation of E Governance and 60% of the employees agrees that E governance is very helpful for speedier and efficient delivery of the services, 36% of the employees agreed that E Governance is helpful for speedier and efficient delivery of the services.

21. 87.6% of the employees working in Chennai corporation will support the initiatives taken by the Government for bringing ERP tools implementation for transactions and 12.4% of the employees are not willing to disclose their opinion on implementation of ERP tools for SMART governance.

22. 72% of the employees stated that implementation of IT tools in Governance is very helpful for giving services and 28% of the employees stated that IT tools are helpful for giving services of corporation.

23. Most of the employees have positive perception about the E Governance. 85.6% of the employees perception towards quality of E governance is very high but only 14.4% of the employees perception towards the quality of ERP based E governance is high.

24. 60% of the employees stated that Implementation of E Governance application has helped to improve the image of the Government administration is high and 36% of the employees stated that after implementation of ERP tools in Chennai corporation the image of the Government administration become medium only but 4% of the employees working in Chennai Corporation stated that after implementation of ERP tools Governance the image of the Chennai corporation administration become low.

25. Implementation of ERP tools has changed the way of life everywhere, including work places. The work has become quite fast and speed of provisioning of different services has also increased. Most of the employees working in Chennai corporation stated that improvement in
quality of accounting process of corporation after implementing E governance is very high of 86% and some employees of 12% working in Chennai corporation stated that the improvement in quality of accounting process is only high, but 2% of the employees stated that there is no much difference in quality of accounting process of corporation after implementing E governance is medium.

26. 92% of the employees working in Chennai corporation concluded that implementation of ERP tools in Governance help timely reporting of corporation activities is very high and only 8% of the employees stated that the performance and timely reporting of corporation activities become high after implementation of ERP tools in Government transactions. IT managers has to take care of all these things in mind while dealing with the number of people working in the ERP tools.

27. Due to availability of written down procedures and rules by the learned managers it was felt that the growth of general literacy and E literacy among common man is very low at 62%. 16% of the employees stated that the growth of general literacy among common man is high and only 4% employees stated that growth of general literacy among common man is very high but at a very low percentage of employees about 4% stated that the growth of general literacy among common man towards ERP tools and E governance is very low.

28. 60.8% of the employees stated that the commitment to spread E Governance initiatives to entire administration is medium and 18% of the employees stated that commitment of employees to spread E Governance initiatives to the entire administration is high but very few employees of 4% stated that commitment to spread E governance initiatives to entire administration is very high but due to lack of proper support and training 17.2% of the employees stated that the commitment to spread E governance initiatives to entire administration is low.

29. Different types of employees recruited for different level of working has to be managed in different styles. Very few of 4% who are trained well in ERP tools and have information technology back ground stated that the application and implementation of the ERP tools in Governance is user friendly and 60.8% of the employees stated that there is no difference in the manual system and after implementation of ERP tools in Governance. But 17.2% stated that the existing system shows very low user friendly with the employees in their day to day working activity.
30. 88% of the employees stated that the assessment of civic services become more error free after implementation of ERP tools in Chennai corporation and 10% of employees highly supporting the implementation of the IT tools for smooth Governance but a very few of 2% of employees working in Chennai corporation stated there is no much difference between manual and automated the assessment of civic services become error free.

31. 82% of employees stated that the integration and embedment of all civic services together in the E governance application software is very high and 14% of employees stated that the integration and embedment of all civic services together in the existing ERP based E governance is high but a very few employees of 4% stated that the integration and embedment of all civic services together in the ERP application software is low.

32. 46% stated that there is no availability of sufficient hardware and software equipment’s in the existing system and 32% of the employees stated that the availability of hardware and software equipment’s in the existing system is high and 22% of the employees stated that the availability of sufficient hardware and software equipment’s in the E Governance is very high.

**PEOPLE FACTORS**

33. 50% of the respondents are working as Supervisor and 50% of the respondents belongs to Senior Grade.

34. 40% of the respondents are post graduates and above and 30% of the respondents are between graduates and post graduates and 30% of the respondents belongs to 10+2 – Graduate level

35. 60% of respondents are male and very least percentage of 40% of the respondents are female

36. Most of the respondents have 10-15 yrs of their working experience at a percentage of 60% and 30% of the respondents are between 5-10 yrs of their working experience and 30% of the respondents are having more that 15yrs of their working experience.

37. Most of the respondents are getting between 15001-20000 at a percentage of 60% and 40% of the respondents are getting more that 20000 as their monthly remuneration.

38. Most of the respondents residing at Chennai used to visit Chennai corporation to remit their property tax at a percentage of 60%, 20% of the respondents used to visit to get their children
birth certificates and 10% of the respondents residing at Chennai corporation used to visit Chennai corporation to get the marriage certificates and finally a least percentage of 10% of the respondents used to visit Chennai corporation to remit the fine.

39. Even though the researcher were selected the respondents at different educational back grounds and different designations most of the people used to visit and remit their taxes at corporation alone at a percentage of 68% and 28% of the respondents who have positive attitude and well aware of using IT tools used to pay their taxes by online in the Chennai corporation web site but a least percentage of respondents 4% used to pay their taxes through intermediate agencies.

40. 56% of the respondents paid the bribe to do their work quickly to consume the time and for avoid the fine. 9.2% of the respondents they do not paid any bribe to do their work but most of the people do not wish to disclose their opinion at a percentage of 34.8%.

41. Most of the people will pay the bribe to the employees who are working in Chennai corporation or to the intermediate agencies to do their service illegally at a percentage of 56% and 22.4 % of the respondents paid the bride to reduce the delay in payment of their taxes but a very few of 3.6% of the respondents should not willing to state their opinion.

42. 62% strongly agree the statement that customers are getting quick and error free service after implementation of ERP tools in Governance is very high but 38% of the respondents agreed that the customers are getting quick and error free service after automation is medium.

43. The researcher found that most of the respondents are IT sector ad highly educated and sensitive in nature. More over respondents attitude and opportunities towards awareness of the ERP tools are very high. 76% of the respondents agree that after implementation of ERP tools in Governance has improved the efficiency of their performance and people will get civic services anytime, anywhere online without any interpretation and 24% of the respondents stated that people will get the civic services anytime, anywhere online is medium.

44. 72% of the respondents were satisfied with the assessment of taxes and other fees of all civic services become more transparent after computerization is very high but a very few of 28% of the respondents stated that after implementing ERP tools in Government transactions the assessment of taxes and other fees of all civic services become medium.
45. 30.8% of the respondents stated that the degree of respect and fairness of treatment given by the government officials to the citizens after automation becomes high but 5.2% of the respondents were not satisfied and stated that there is no much difference between the manual method of transactions and automation the degree of respect given by the Government officials to the citizens is medium.

46. 56% of the respondents stated that the employees realize customer satisfaction is important in achieving quality of services is very high and 24% of the respondents clearly stated that the employees realize customer satisfaction is important in achieving quality of services is high but 20% of the respondents stated that there is no difference in the degree to which the employees realize customer satisfaction is important in achieving quality of services is medium.

47. The researcher selected most of the respondents who have positive attitude towards information technology tools. 56% of the respondents stated that the level of satisfaction in using the Chennai corporation online portal is highly improved and 40% of the respondents stated that the level of satisfaction in using the Chennai corporation online portal is improved but a very few at 4% of the respondents stated that there is no change in the degree of satisfaction level of customers in using the Chennai corporation online portal to retrieve the information.

48. 27.6% of the respondents stated that the customers were given feedback and suggestions to the Government officials to influence the policies, rules and procedures and 16.4% of the respondents stated that they were not given any feedback to the government officials to influence the policies, rules and procedures but most of the respondents at 56% should not willing to disclose their comments towards the feedback and suggestions provided to the Government officials.

49. 96.4% of the respondents did not give any complaints regarding the services provided by the E governance in the official web portal and 2% of the respondents should not disclose their comments towards the complaints regarding the u7services provided by the E Governance but a least percentage of 1.6% of the respondents gave complaint regarding the civic services provided by the Chennai corporation in the official web portal.

50. Most of the respondents visited Chennai corporation more than three times to follow up with the officials regarding the complaints at a percentage of 98.8% and 0.8% of the respondents visited Chennai corporation two times to follow up with the officials regarding the complaints
but a very few of 0.4% visited Chennai corporation only one time to follow up with the officials regarding the complaints.

### 7.1(c) Statistical Findings

1. Support for e-governance initiative from the employees of the Chennai Corporation help them to have clear view of e-governance. Based on percentages, we can see that respondents support for e-governance have a full and clear view of the e-governance.

2. Support for e-governance initiative from the employees of the Chennai Corporation help them to have good awareness of the objectives of e-governance. Most of the respondents who support the e-governance initiative chose empower common man as the objective of e-governance.

3. Awareness of the objectives of e-governance depends upon the gender of the employees of Chennai Corporation. From the percentages, we can see that female respondents have good awareness of the objectives of the e-governance.

4. Awareness of the objectives of e-governance depends upon the monthly income of the employees of Chennai Corporation. We can see that as the monthly income of the employees of the Chennai Corporation increases, their objectives converge to single objective of “Empowering common man”. Thus income level has significant influence in understanding the objectives of e-governance.

5. There is an association between awareness of objectives of e-governance and cadre of the Chennai Corporation employees. By percentages, we see that as the cadre of the respondents goes higher up in the hierarchy, their objectives of e-governance converge to ‘Empowering common man”.

6. The Researcher observed that there is an association between awareness of objectives of e-governance and Experience of the Chennai Corporation employees. By percentages, we see that as the employees of Chennai Corporation get experienced, their objectives of e-governance converge to ‘Empowering common man”.

7. Perceived technical factors influence the benefits perceived by rural citizens on implementing e-governance. Therefore by providing good technical infrastructure to rural people, we can improve their satisfaction towards computerization of government services.
8. we can say that educational background of employees of Chennai Corporation does influence their view of e-governance. By percentages we can see that as their level of education increases, they are having clear view of e-governance.

9. Gender of employees of Chennai Corporation does influence their view of e-governance. By percentages we can see that female respondents are having clear view of e-governance when compared to male employees of Chennai Corporation.

10. The Researcher observed that hierarchical of employees of Chennai Corporation does influence their view of e-governance. By percentages we can see that senior cadre employees are having clear of e-governance when compared to other cadres in Chennai Corporation.

11. Chennai corporation employees do not support the e-governance initiative irrespective of their income level. By percentages we can see that none of the respondents have stated that they do not support e-governance initiative in Chennai Corporation but as income level increases percentage of respondents who do not want to comment on their support is increasing. Thus we can say that exist some hidden obstacles in successful implementation of e-governance in Chennai Corporation.

12. Chennai corporation employees do not support the e-governance initiative irrespective of their gender. By percentages, we can see that none of the respondents have stated that they do not support e-governance initiative in Chennai Corporation but female employees have come with the option of not commenting on their support for e-governance initiative.

13. The Researcher concluded that Chennai corporation employees support for e-governance initiative depends on their educational background. By percentages, we can see that none of the respondents have stated that they do not support e-governance initiative in Chennai Corporation but respondents with higher education levels come with the option of not commenting on their support for e-governance initiative. Thus there exist some practical difficulties in implementation of e-governance initiative in Chennai Corporation.

14. The level of computing facilities provided to employees of Chennai Corporation influence their decision on Support for e-governance initiative. By percentages, we can see that respondents with high level of computing facilities have come with the option of not commenting on their support for e-governance initiative in Chennai Corporation.

15. we can see can that Support for e-governance imitative do depend upon preferred payment mode. From percentages, we can see that more respondents have opted for
counter system compared to online payment system but at the same time they have supported the e-governance initiative. This shows that employees fully have not understood the concept of e-governance.

16. The Researcher observed that there is significant difference between in gender of employees of Chennai Corporation and their perceived benefits on implementation of e-governance. We can also see that female respondents see more perceived benefits on implementing e-governance than men respondents.

17. The income levels of employees of the Chennai Corporation determine the benefits they perceive on implementation of e-governance. Also we see that as the income increases, their perception on the benefits of e-governance also increases. To understand the significant difference between each individual group post hoc analysis was done.

18. The Researcher found that the educational levels of employees of the Chennai Corporation determine the benefits they perceive on implementation of e-governance. Also we see that as the educational levels increases, their perception on the benefits of e-governance also increases.

19. The hierarchal positions of employees of the Chennai Corporation determine the benefits they perceive on implementation of e-governance. Also we see that as the cadre increases, their perception on the benefits of e-governance also increases.

20. The Researcher observed that there exists a very high correlation between all factors under consideration and all the correlations significant at 1% level of significance. It can be seen that the highest correlation was seen between Accountability and perceived benefits (r=0.967) followed by Technical factors and Perceived benefits (r=0.954). Thus we can say that both technical factors and accountability factors do influence the perception of benefits on implementation of e-governance.

21. It is evident that through the stepwise estimation technique, model both variables predicted 95% of variance in perceived benefits and the model is statistically significant. We can see that Accountability factors have more impact on perceived benefits compared to technical factors. Thus we can say that accountability of the employees of Chennai Corporation has to improve in order to enjoy more benefits of e-governance implementation.

22. The Researcher concluded that there exists a relationship between payment of bribes and preferred payment mode of taxes and other services to Chennai Corporation. By
percentages we see that the people who make payment in Corporation pay bribes for availing the services of Chennai Corporation.

23. There exists a relationship between payment of bribes and providing suggestions or feedback to Chennai Corporation. By percentages we see that people who pay bribes to avail the services of Chennai Corporation do not provide any suggestions or feedback to improve the system.

24. We can say that Payment of bribes to avail the Services of Chennai Corporation is influenced by their gender of the general public. By percentages we see that female respondents pay bribe more when compared to male respondents to avail the services of Chennai Corporation.

25. The Researcher observed that Payment of bribes to avail the Services of Chennai Corporation is influenced by their educational background of the general public. By percentages we see that people who are not highly educated pay bribes compared to other respondents.

26. Payment of bribes to avail the Services of Chennai Corporation is influenced by their monthly income of the general public. By percentages we see that people who are in the lower income level pay more bribes when compared to high income category people.

27. Payment of bribes to avail the Services of Chennai Corporation is influenced by their purpose. By percentages we see that people pay bribes to avail services like Birth certificate, Marriage Certificate and Water tax.

28. The reasons for payment of bribes to avail the Services of Chennai Corporation is influenced by their purpose. By percentages we see that people pay bribes to reduce delays in availing services like Birth Certificate, Death Certificate and water tax.

29. We can see that overall satisfaction is having positive correlation with all factors contributing to benefits except the availability of getting civic services online, which has negative correlation (r = -0.800) and all the correlation coefficients are significant at 1%. We also see that the degree to which the employees realize customer satisfaction is important in achieving quality of services (r=0.963) has high correlation with the level of Overall satisfaction followed by fairness of treatment (r=0.859) and getting error services (r=0.881).

30. The Researcher observed that purpose of visiting Chennai Corporation depends upon gender. Also by percentages, we see that male respondents visit the Chennai Corporation for payment of Property tax and Water tax and female respondents visit for getting Birth
and Death Certificates. From this we can also infer that male respondents frequency of visiting Chennai Corporation is more than that of female respondents.

31. The purpose of visiting Chennai Corporation depends upon the monthly income. By percentages, we can see that lower income people visit Corporation for getting birth certificate, Death certificates etc., but higher income people visit for paying their property taxes.

32. we can see that mode of payment of taxes and for other services in Chennai Corporation largely influenced by gender. By percentages, we see that all female respondents always prefer to go to Corporation in person for payment of taxes and for availing other services but male respondent use a mixed of payment modes.

33. The mode of payment of taxes and for other services in Chennai Corporation largely influenced by monthly income of general public. By percentages, we see that lower income people go directly to Corporation for making payments while higher income people prefer other modes of payments also.

34. we see that perceived benefits of using e-governance in Chennai Corporation by general public is influenced by their monthly income. We see higher influence in case lower income group when compared to higher income group.

35. The perceived benefits of using e-governance in Chennai Corporation by general public is influenced by making complaint. We also infer that people who do not want to comment on the subject of discussion see higher benefits of using e-governance initiatives compared to others.

36. The Researcher observed that there are 24 variables that are related to successful implementation of e-governance in Chennai Corporation which is reduced in to fewer factors by analyzing correlation between variables. In this analysis, the variables are reduced to 3 factors which together account for 87.34% of total variance. Further each factor is subdivides in to different aspects that contributes to successful implementation of e-governance in Chennai Corporation.

37. We can observed that Factor 1 includes variables that elaborates the effectiveness of implementing e-governance in Chennai Corporation and how their quality of services delivered will improve on implementing e-governance. It includes improved transparency, Easy retrieval and processing of data, Better utilization of resources, Support for the E-Governance initiative in Chennai corporation, Over all perception about the quality of governance Quality of accounting process of corporation, Civic
services become more error free, Efficient storage and Faster and better Communication.

This factor is named as Quality of service delivery system using e-governance.

38. The Researcher concluded that Factor 2 explains the benefits that the Chennai Corporation reap on implementing e-governance not including the quality of service delivery. It includes Increasing revenue, Reduction in wastage of resources, The growth of general literacy and E-literacy among common man, Spread E governance initiatives to entire administration, Objectives of E – Governance, Reducing cost, Aid to Quick decision making, most useful system to make easy payment to Government and Rural citizens benefit greatly from computerization of Government. This factor is named as End Benefits of e-governance.

39. Factor 3 explains what is necessary in order to successfully implement e-governance in Chennai Corporation. It includes changing attitude of employees, Speeder and efficient delivery of public services, Responsiveness on the part of employees giving services of corporation, User friendliness, integration and embedment of all civic services together and Availability of sufficient hardware and software equipment’s. This factor is named as providing Conducive environment.

40. The Researcher observed that there are 12 variables that are related to successful implementation of e-governance in Chennai Corporation which is reduced in to fewer factors by analyzing correlation between variables. In this analysis, the variables are reduced to 2 factors which together account for 65.01% of total variance. Further each factor is subdivides in to different aspects that contributes to successful implementation of e-governance in Chennai Corporation from General public point of view.

41. We can observed that Factor 1 includes variables that elaborates the bottlenecks as perceived by general public in successful implementation of general public, which includes Payment of bribe to avail services quickly, Purpose for bribe, People get civic services anytime, anywhere online without any interpretation, Complaints regarding the services, Ability to influence Policies and Procedures and Follow up after complaint. This factor is named as Bottlenecks to E-governance.

42. Factor 2 elaborates the various benefits perceived by general public on implementation of e-governance in Chennai Corporation. It includes Getting quick and error free service, Time taken for delivery of services, The assessment of taxes and other fees of all civic services become more transparent, The degree of respect and fairness of treatment given by the Government officials to the citizen, The degree to which the employees realize
customer satisfaction is important in achieving quality of services and Overall Satisfaction. This factor is named as **Benefits on implementing e-governance.**

### 7.1(d) SUGGESTIONS

- Good governance as a condition for sustainable development, requires genuine commitment from political leaders, the private sector and organizations of civil society. In the same way the introduction of e government in society requires strong political, will see through the transformation process it implies to government both in its internal operations as well as with regards to its interaction with civil society.

- A proper regulatory framework is needed in order to enable secure information exchanges with in government and between government, citizens and businesses. It is also needed to create the economic conditions for accessible ICT infrastructures, services and equipment.

- National and international experience shows that the introduction of e government calls for and causes profound and evolutionary change of the institutional arrangements. To guide this transformation process, appropriate management and coordinations mechanisms are needed.

- Positive attitudes, knowledge and skills need to be in place, especially with in the public sector to initiate, implement and sustain e government. Cultural aspects may cause general resistance to change and information sharing. Inadequate human resource capacity may lead to lack of customer orientation and overall commitment.

- The initial costs related to implementing e government can be considerable and Governments may have limited capacity to bridge the period between initial investments and returns. Proper resource planning and access to innovative financing mechanisms is critical for e government sustainability.

- In today’s world, communicating with citizens is a duty and a necessity for governments. E government needs to be accepted and understood by all stakeholders to ensure that its benefits flow to the society as a whole.

- Lack of technologies is a major bottleneck for departments aiming to implement and maintain e government. Legacy systems may also represent considerable obstacles to change. The demographic and geographic conditions of different areas, accompanied by
the distribution of economic activities, may also represent a strong bias in the rollout of ICT infrastructure.

- Management systems, records and work processes much be in place to provide the necessary data to support the move to e-government.
- By providing conducive environment in Chennai Corporation, and by removing bottlenecks that the general public perceive, Chennai Corporation can improve their Quality of service delivered through implementation of e-governance and both, employees and general public, can reap its benefits.

7.1 (e) RECOMMENDATIONS

- Promotion of types of content to meet the needs of populations (information on health issues, agricultural development, democratic mechanisms etc.) should be supported.
- Manage a state-wide mediator or an agent as a strategic infrastructure component which is independent of code development tools.
- Appropriate applications to meet the specific needs of the populations expressing themselves in local languages should be developed.
- Select middle ware products that are compatible with state network, application, and platform standards.
- Anticipate future usage while developing the integration approach and use direct program to program interfaces for high transactions volumes.
- Links between the Internet and traditional forms of communication, such as the radio should be developed.
- Various features of the Internet like voice in conjunction with touch screen technology to increase access to information should be used.
- Use of graphics for the illiterate should be extended.
- Occasions for International comparisons and best practices sharing should be multiplied.
- Government information should be accessible and easy to find. This can be achieved by making navigation user-oriented, and by publishing internet-adapted guides and details of administrative procedures.
- Local presentations and training should be used to make the population more familiarised with ICTs.
o Development of local e-democracy should be encouraged by involving a wide variety of stakeholders

o Use a database gateway technology to combine queries of SQL data with non SQL data, i.e. Keep the integration strategy as simple as possible

o Opportunities should be sought to develop meaningful consultative online relationships with citizens

CHAPTER 8

CONCLUSION