

APPENDIX 1

(Questionnaire)

Dear sir/Madam,

This questionnaire is intended to collect data/suggestions regarding the “Application of Information and Communication Technology (ICT) for Rural Development in Kerala” in connection with Ph D programmes undertaken by me in the University of Calicut. I seek your valuable cooperation in obtaining the necessary information. I request you to kindly fill up the questionnaire with care and accuracy. On completion, you may please forward this to the undersigned, on the below given address.

Suja.K

Research Scholar

Dept. of Library and Information Science

University of Calicut.

Name of the District : Panchayat:

Name :

Sex : Male Female

Occupation :

You are a Professional Student Housewife Layman

(Please tick (✓) your answer and write wherever necessary)

Perception on Rural Development & ICT

1. Have you aware of rural development programmes? Yes No

2. What do you understand by Rural Development Programme?

- Programmes only for the BPLs
- For the benefit of society as a whole
- For the benefit of the rural people
- Others

3. Have you attained any benefits from the Rural Development Programme?

Yes No

4. If yes, what kind of benefits

Infrastructure (Road, Electricity, Telephone)

To start small scale industries Agriculture

Health care Environmental protection

Disaster management Housing

Water supply Others please specify

5. If no, why?

Not eligible

Not aware of such programmes

Not in need

6. Do you know about Information Communication Technologies?

Yes No

7. If yes, what do you understand by the potentialities of ICT?

Computerisation Technological growth

Communication devices Storage device

Any other please specify

8. Do you think that Information Communication Technology can be applied for Rural Development?

Yes No

9. What is your benefit of application of ICT for Rural Development?

Akshaya Communication facilities

Marketing IT @ schools

Health care

Agriculture

Any others, please specify

Information needs

10. How do you collect your daily/ primary information
Newspapers Radio
Television Library
Friends Others please specify
11. While you are in need of particular information, how do you get the same?
Depend friends Depend experts
Approach library
Any other please specify
12. Rank the following information sources in terms of your satisfaction in getting information
Training / workshop Handbook/manuals
Mass media Any other please specify
13. Do you visit library
Yes No
14. If yes, what type of materials you read from the library
Newspapers Literature
Subject materials related with your area of working
Current affairs Others specify
15. Are you satisfied with that information
Yes No
16. Can you collect current information on a particular topic?

- Yes No
17. Can you collect the retrospective or historical details of your interested topic?
- Yes No
18. Do you have any other source for getting information on your area of working (Educational / Agriculture / Small scale industries/ Business / Animal Husbandry etc)?
- Yes No
19. If yes, what are the sources you are collecting information
- Newspapers Television
- Community Information Centers
- Panchayat offices Radio
- Any other please specify
20. Do you face any difficulties in?
- Getting to know bus / train time facilities
- Agencies going abroad
- Rural Development programmes
- Government sources for financial assistance
- Health, hygiene and family planning matters
- Various educational schemes
21. Are you aware of the various schemes for education
- Scholarship Bus pass
- Institutions and courses offered by them
- Different educational loans

Relevance of community information centres

22. Do you have a community Information Center in your village?

- Yes No
23. Do you think a Community Information Centre is necessary in your village?
- Yes No
24. If yes, what kind of information you are acquiring from Village Information Centers
- Local news
- Socially important current information
- Various Rural Development programmes and its advantages
- Various educational programmes and its merits
- Information regarding job opportunities in abroad
- Information regarding Government policies, schemes, loans etc
- Adult education
- Agricultural information
25. If No, why?
26. Do you think that a Community Information Center is necessary in your village?
- Yes No
27. Where do you want the centre to be located
- Panchayat office Public health centre
- Along with agricultural office Market
- Any other place temple/ church/
- Local school Public library
- Separate building
28. Do you think Community Information centre should have computer with Internet facility
- Yes No

IT Literacy

29. Do you have computer in your home
Yes No
30. Do you know fundamental operations of computer?
Yes No
31. If No, did you feel any difficulty because of your computer illiteracy?
Yes No
32. Do you think that the people who have computer/ IT knowledge will get good job in the society
Yes No
33. If Yes, from where you acquire computer knowledge
By self study From computer training center
Through Akshaya IT @ Schools (for students)

Advantages of computers in daily life

34. What are the purposes you are using computer?
Computer learning Internet
Data entry Entertainment
Communication with web cameras
Others please specify
35. What are the benefits you gained by your computer knowledge?
Professional activities made easy
Easy communication
Academic activities made easy
Enjoying more recreational activities
Any other please specify

36. Do you visit Internet cafe?
Yes No
37. Do you have any remarkable change in the life style by the application of new technologies?
Yes No
38. Are you enjoying the advantages of?
Mobile phone services ATM services
Cable TV networking Internet café
Easy billing Ticket booking/ reservation
Digital Telephone Exchange Web camera
Securing certificates Any other please specify

Akshaya

39. Have you visited Akshaya Kendra in any time
Yes No
40. For what purpose you are visit Akshaya
Browsing Searching
Communication Entertainment
Computer learning E-pay
Others please specify
41. Have you got computer training through Akshaya
Yes No
42. Are you satisfied with the training acquired from the Akshaya Centre?
Satisfied Partially satisfied Not satisfied
43. Do you get any follow-up training after your first level training?
Yes No

44. Are you satisfied with information services provided by Akshaya?
Satisfied Partially Satisfied Not satisfied
45. Do you think that Akshaya could be won to make a link between
“Information haves” and “information have nots”

ICT FOR AREA OF WORKING

If you are a professional, please answer the following questions also

46. Do you have any scheme for the welfare of the employees as part of
the Rural Development Programme?
Yes No
47. Are you a beneficiary of that programme
Yes No
48. If Yes, how
49. Nature of your work place
Government Semi government
Private Business
50. Is your office equipped with computer?
Yes No
51. Are you getting both theoretical and practical training from the
institution?
Yes No
52. Do you think development of your village is possible through the
effective application of Information and Communication Technologies?
If so please give your valuable suggestions?

If you are a student, please answer the following questions also

53. Is Information and Communication Technology a part of your curriculum?
Yes No
54. Did you visited the educational portal of Kerala government
Yes No
55. Do you watching educational channel VICTERS
Yes No
56. Do you think computer technology is necessary in your curriculum?
Yes No
57. Which is the major obstacle in your school that prevent computer education effectively
Lack of sufficient computers
Lack of expert teachers
Lack of time Lack of interest
58. Do you think development of your village is possible through the effective application of Information and Communication Technologies?
If so please give your valuable suggestions?
59. Do you have CD collection in your library
Yes No
60. If yes, did you take benefit of CD collection in your library?
Yes No
61. Do you have computer labs in your school
Yes No

62. Do you using internet for study purpose
Yes No
63. Do you school providing multimedia facilities for teaching
Yes No
64. Do you think teaching with use of audio visual aids are more effective
Yes No
65. Do you think ICT can be used for the development of your village

If you are a housewife, please answer the following questions also

66. Do you have any scheme for the welfare of the women as part of the Rural Development Programme?
Yes No
67. Are you a beneficiary of that programme
Yes No
68. If Yes, how?
69. Are you a member of kudumbasree?
Yes No
70. Are you a member of any other women empowerment organizations
Yes No
71. Do you participate in any training programme or women empowerment programme as part of the Rural Development Programmes?
Yes No

72. You may please give your valuable suggestions about the possibilities of the application of ICT for Rural Development.

If you are a farmer, please fill up the following questions

Is there any particular programme for the welfare of the farmers as part of the Rural Development Programmes

- | | | |
|-----|---|----|
| | Yes | No |
| 73. | Are you a beneficiary of that programme | |
| | Yes | No |
| 74. | Do you watch Agricultural programmes broadcasting in Television channels. | |
| | Yes | No |
| 75. | Did you visited Kerala Agricultural Portal www.kissankerala.net | |
| | Yes | No |
| 76. | Have you gain any benefit from agro clinics | |
| | Yes | No |
| 77. | What are the services provided by such a center? List them | |
| 78. | Are you satisfied with the services provided by agro clinic? | |
| | Yes | No |
| 79. | Are you expected any more services from such a centre | |
| | Yes | No |

80. If yes mention them,

81. Do you think development of your village is possible through the effective application of Information and Communication Technologies? If please give your valuable suggestions?

APPENDIX II

Interview Schedule 1

(To the administrative staff)

Dear Sir/ Madam,

This questionnaire is intended to collect data/ suggestions regarding the application of Information and Communication Technologies for Rural Development in Kerala state, in connection with Ph D programme undertaken by me in the University of Calicut. I seek your valuable cooperation in obtaining the necessary information. I request you to kindly fill up the questionnaire with care and accuracy. On completion, you may please forward this to the undersigned, on the below given address.

Suja K.
Research Scholar
Dept. of Library and Information
science
University of Calicut.

(Please tick (✓) your answer and write wherever necessary)

General Information

- i. Name of the District :
ii. Name of the Panchayat :
iii. Name :
iv. Designation :

1. What are the IT based developmental activities (ICT infrastructure) taking place in your Panchayat?

Akshaya	Internet café
ATM	Cable TV net working
Mobile phone services	IT @ schools
Digital Telephone exchange	Call centers
Agricultural information centers	
Medical information centers	Internet cafe
Information Kiosks	Others (please specify)

E-GOVERNANCE

2. Do you have computer facilities in your office?
Yes No
3. If yes, how many computers you have:
4. What are the purposes you are using computers?
Administrative Public services
Others (please specify)
5. Mention the administrative works doing with the help of computers
Letter drafting/communication Preparation of certificates
Preparation of databases of residents of the panchayat
Monthly report /salary statement preparation
Planning and monitoring works Others (please specify)
6. Do you have qualified professionals for the functioning of the computers
Yes No
7. By the application of ICT (computer facilities) in governance, what are the conveniences made available for administration
Proper utilization of fund Easy administration
Communication Keeping records
Transparency in administration Easy consumer services
Others please specify
8. Do you have Internet facilities in your panchayat office?
Yes No
9. How can you make use of the Internet facilities for governance/administration?
A networking facility is possible with other panchayat
Easy communication
Easy to know the recent programmes in panchayat level

Others please specify

10. How can the people getting advantages by the Internet facility available in the office?
11. Have you installed any software package for the administrative purposes?
Yes No Under proposal
12. If yes, the software developed by the
State govt. (IKM) Any commercial agency
Internal (in-house) Any other
13. Name the currently using software packages in your Panchayat office
14. What are the conveniences available through the software?
15. Did you participate in any computer training programmes?
Yes No
16. If yes, from where you got computer training
Conducted by state govt. (IKM)
In house workshop Conducted by other local agency
Attended short term training programs personally
Others (please specify)
17. Have you conducted any workshop/ training programmes on Information and Communication Technology on the behalf of the panchayat for the rural citizens
Yes No
18. Have you conducted any workshop/ training programmes on Information & Communication Technology on the behalf of the panchayat for the professionals in panchayat office
Yes No
19. If yes, the method of training programme
Seminars Workshop
Training classes Computer courses
Others please specify

20. According to you what are the barriers in the application of ICT
- | | |
|------------------------------|----------------------------|
| Lack of finance | Red tapism |
| Lack of knowledge | Lack of software |
| Lack of trained professional | Any other (please specify) |
21. Is there any panchayat level ICT initiative under proposal for the development of rural community?
- | | |
|-----|----|
| Yes | No |
|-----|----|
22. If yes, please specify
- | | |
|---------------------------------|-------------|
| Computerization of land records | Agro clinic |
| Medical Information Centers | |
| Planning & monitoring | |
| Any other (please specify) | |
23. You may please give suggestions about the improvement of administrative works with the help of computers
24. What is the primary occupation of the people in your Panchayat?
- | | |
|------------------|--------------|
| Agriculture | Construction |
| Animal Husbandry | Business |
| Carpentry | Artisans |
| Others, specify | |

COMMUNITY INFORMATION CENTERS

25. Is any information Kiosks/ Community Information Centers functioning in your Panchayat?
- | | |
|-----|----|
| Yes | No |
|-----|----|
26. Do you have a library in your panchayat
- | | |
|-----|----|
| Yes | No |
|-----|----|
27. Are the public libraries acting as the community information centers in the panchayat
- | | |
|-----|----|
| Yes | No |
|-----|----|

28. Do any “Call Centers” functioning in your panchayat

Yes No

29. Did you get any help from the “Call Centers”

Yes No

30. What are the services provided by such a center?

AKSHAYA PROJECT

31. How many Akshaya centers are functioning in your Panchayat?

32. Is the Akshaya project successful in your panchayat?

Yes No

33. Is the second level Akshaya project effectively implemented in your Panchayat?

Yes No

34. What are the barriers facing for the successive implementation of Akshaya project in your Panchayat?

35. What is your opinion about the implementation of Akshaya project?

WELFARE ACTIVITIES

Agriculture

36. In which field ICT application is mainly implemented in your Panchayat (give the order of preference)

Agriculture Education

Health care Social welfare

Communication Others (Please specify)

37. Do you have agro clinic centers functioning in your Panchayat?

Yes No

38. Is the agro clinic equipped with Computer facility

Yes No

50. Do the primary health centers functioning in your Panchayat provide following services:
- Public health measures & sanitation
 - Conducting health education classes
 - Provision of audio visual aids for awareness classes
 - Primary health centers through out the state
 - Others (please specify)
51. Do the primary health centers in your Panchayat have computer facilities?
- Yes No
52. If yes, what are the purposes they are using computers in health centers
- For administrative purposes
 - For collecting databases of the patients
 - Others please specify
53. Do the primary health centers in the Panchayat has providing Internet facilities
- Yes No
54. If yes, what are the purposes of using Internet?
- | | |
|-----------------------|--------------|
| Communication | Telemedicine |
| Teleconference | Diagnosis |
| Others please specify | |
55. Do you think the application of ICT to the health sector can be fulfilled by providing information about the following aspects?
- Provision of audio visual aids for awareness classes
 - Telemedicine
 - Medical information centres
 - Hospital Kiosks
 - Others (please specify)
56. Any Health Information Centers / Medical information centers are functioning in your Panchayat
- Yes No
57. If Yes, What are the services provided by them

58. What are the ICT based programmes implemented in the health sector on the behalf of the Rural Development programmes?
59. Do the rural community attaining maximum benefits of such programmes?
Yes No
60. What are the barriers before you for the effective implementation of ICT for public health care?
61. Please suggest solutions to overcome such barriers?
62. Please give your suggestion about the application of ICT to the health sector and its potentialities

Youth welfare

63. Did the state government implement any rural development programme for the welfare of the youth?
Yes No
64. Name such programmes
65. If yes, have the youth community in your panchayat taking maximum utilization of such programmes
Yes No
66. Such programmes providing any technological training to the youth community
Yes No
67. Do you think the application of ICT can helpful for the welfare of the youth?
Yes No
68. Do you think the ICT application is useful for the youth welfare through following ways?
Job seeking Career guidance
Communication (e-mail) Recreation

Tele conference

Others (please specify)

69. Please mention the activities taking place in your Panchayat for the welfare of the youth
70. Please give your suggestion about the application of ICT to the youth sector and its potentialities

Women welfare

71. Did the state government implement any Rural Development programme for the welfare of the women?
Yes No
72. Name the programmes
73. If yes, have the women community in your Panchayat taking maximum utilization of such programmes
Yes No
74. Whether such programmes improve technical efficiency to the women community
Yes No
75. Do you think the application of ICT can helpful for the welfare of women community?
Yes No
76. ICT application is useful for the welfare of the women through
Job training
Self-employment scheme
Microfinance initiatives
Awareness classes on different aspects
Others (please specify)

EDUCATION

77. Do you know any Rural Development Programmes are developed by the state government which are giving importance to the academic activities/educational improvement of the students
Yes No

78. If yes, please name the programmes
79. Do you think incorporating ICT as part of the curriculum is a factor of such programmes
 Yes No
80. How many higher secondary schools are working in your Panchayat?
81. Do the students of your Panchayat getting maximum benefits of such programmes?
 Yes No
82. What are the barriers before you for the effective implementation of ICT for educational purposes?
83. Can you suggest any solutions to overcome such barriers?
84. Do you think the application of ICT to the academic purposes will be improved the quality of education? Please give your suggestion

COMMUNICATION

85. Do you use computer for communication purposes? Yes No
86. The methods you are using ICT for communication
 Mobile phone E-mail services
 Chatting Tele conference
 Telephone Others (please specify)
87. Are you using Internet for communication
 Yes No
88. What are the purposes do you use Internet?
 Browsing Chatting
 E mail Online newspapers
 Results Share marketing
 Any other
89. By the Internet connectivity, the possible facilities are,
 Information access Coordination
 Co-operation

90. What are the ICT based programmes implemented in the communication sector of your panchayat
91. Do the rural community attaining maximum benefits of such programmes?
Yes No
92. What are the barriers before you for the effective implementation of ICT for communication?
93. Can you suggest any solutions to overcome such barriers?
94. What is your opinion about the application of ICT to the Rural Development?

APPENDIX III

Interview Schedule

(To experts in the field of ICT and Rural Development in Kerala state)

Name :

Designation :

Department :

1. What are the potentialities or possibilities of Information Communication Technology for the development of the rural areas?
 - a. Creation of databases of the rural population
 - b. Rural opportunities
 - c. Rural resources
 - d. Ongoing projects
2. Is there any National/ state/district/taluk/ level linkage is existing in collecting, recording and transmitting data required for planning, plan implementation monitoring etc.
3. Is any networking system exist for coordination of District panchayat, Block Panchayat and Grama Panchayat
4. Do you think that the rural community can be benefited by the effective implementation of ICT projects?
5. Do you think that the different sectors of rural development can be coordinated by the application of Information and Communication Technology?
6. What are the possibilities for the coordination of different sectors through Information communication technology?
7. What are the different areas, which can be made maximum utilization of the Information technology application?
8. How can it be changed for the benefit of the society?
9. What are the barriers before the application of IT for the benefits of the society?
10. Is there any solution to overcome these barriers

APPENDIX IV

ICT initiatives taken by various state governments' towards Rural Development in India

Sl. No.	Name	Inception	Purpose	Location
1.	SmartGov	2001	Putting all the govt. services online	Andhra Pradesh
2.	E-panchayat			Andhra Pradesh
3.	APSWAN, TWINS, CARD	Nov.1 st 1999	Enabling the citizens to use IT for convenience	Andhra Pradesh
4	Computer on wheels		Involve rural people in the internet revolution	Andhra Pradesh
5.	I-community		Community information centres	Andhra Pradesh
7.	Saukaryam	Jan 2001	Home delivery of the civic services	Andhra Pradesh, Visakapattanam
8.	E-chaupal	June 2000	E procurement module for local agri-business, farm knowledge base	Uttar Pradesh, Andhra Pradesh, Madhya Pradesh, Karnataka
9	Environment On Line (ENO)		Environment through internet	Assam
10	Chips			Chattisgargh
11.	Info gram			Goa
12.	The Goa Computers in Schools Project	Jan 2002	Computers in schools by instituting Linux Operating System	Goa
13.	Diary Information System kiosk			Govt of India
14.	Gram Darpan approach to e-governance			Govt of India
15	Community Information	Aug. 2002	Internet assisted services	Govt of India

Sl. No.	Name	Inception	Purpose	Location
	Centers			
16.	Hole in the wall	1999	Computer kiosk	Govt of India
17	India bridges Digital Divide		Bridge the digital divide in India	Govt of India
18.	Cor DECT		Internet access technology	Govt of India
19.	Computer education in the villages		Providing free computer education to one million students	Govt of India
20.	World links' Project in India	Jan.2002	Classroom application of IT by providing school connectivity , basic computer literacy and professional training to teachers	Govt of India
21.	Shiksha India	2000	Bridge the digital divide in India	Govt of India
22.	Computer Training to with an eye on Braille	Nov.2002	Training on Braille computer system technology	Govt of India
23.	World computer literacy day	2001	Bridge the digital divide in India	Govt of India
24.	Escotel's 'Grameen Phone Seva'	Nov.2000	Rural phone services	Govt of India
25.	Agmarknet		Agricultural marketing information network	Govt of India
26	Simputer	Nov.1999		Govt. of India
27.	Mahiti Shakti			Gujarat
28	SEWA to bridge the DD in rural India	Nov.2002	Computer education and training to the members of SEWA	Gujarat
29	Theli Phone		To increase efficiency and business outputs of its members like the salt	Gujarat

Sl. No.	Name	Inception	Purpose	Location
			farmers, artisans midwives through effective communication.	
30	Radio 'ujjas'	2000	Radio shows to villagers	Gujarat, Kutch
30	Nai Disha			Haryana
31.	Lokmitra			Himachal Pradesh
32.	Aashraya, Aashi, Samanya Mahiti			Karnataka
33.	Vidhya Vahini	2002	Provide computer literacy to the rural schools of the state.	Karnataka
34	Bhoomi	Nov.2000	E governance, access to digitized 700,000 land records	Karnataka
35.	Vahini	Nov.2000	E-governance	Karnataka
36.	Nondini	Nov.2000	E-governance	Karnataka
37.	Khajane	Nov.2000	E-governance	Karnataka
38.	Therige	Nov.2000	E-governance	Karnataka
39.	Computers in Karnataka schools	2001	Covering 35 rural govt. schools	Karnataka
40	Swift			Kerala
41.	Akshaya	Nov.18, 2002	E-learning, utility services, local content, value added commercial services, community resource mapping	Kerala
42.	Drishtee	Feb.1999	Locally relevant e- governance, business content	Madhya Pradesh
43.	Telephone connectivity in Tamil Nadu		Making telecommunications cheaper and reliable	Tamilnadu, Madhya Pradesh

Sl. No.	Name	Inception	Purpose	Location
44.	TARAdhaba		Technology for action for rural advancement-cyber kiosks	Madhya Pradesh, Uttar Pradesh `
45.	Gramsampark	Oct.2 nd , 2002	Website-database on available resources, basic amenities	Madhya Pradesh
46.	Gyandhoot	1999	Local content, utility service, Hindi e mail service	Dhar, Madhya Pradesh
47.	Computer literacy to prisoners		Teaching computers to the prisoners	Madhya Pradesh
48.	Warana project			Maharashtra
49.	Pabal village of Maharashtra gets connected		Wireless internet connectivity to towns around Pabal village	Maharashtra
50	E-governance		Make the govt. services available online	New Delhi
51.	Information Village Research Project	1998	Livelihood knowledge services, value added commercial services	Pondichery
52.	Tarahaat	July 2000	Commercially viable applications in local languages	Punjab
53.	Janmitra			Rajasthan
54.	Lokmitra			Rajasthan
55.	DGP	June 2002	Livelihood information services	Uttar Pradesh
56.	Infothela		Impart the benefits of IT to the remote areas.	Uttar Pradesh