“Convergence of Government Service Delivery Systems through e-Governance in Rural Karnataka”

Questionnaire for targeted clients in Atalji Janasnehi Kendra

1. Name of the Respondent: ____________________________
2. Name of the village: ____________________________
3. Name of the Taluk: ____________________________
4. Name of the District: ____________________________
5. Status of Respondent
   a. Head (  ) b. Spouse (  ) c. Family Member (  ) d. Servant (  ) e. Others: ____________________________
6. Gender of the respondent.
   a. Male (  ), b. Female (  )
7. Education Level of Respondent
   a. Illiterate, (  ), b. Literate without Education (  ), c. Below Primary (  ), d. Primary (  ), e. Middle (  ), f. Matric/Secondary (  ), g. Higher Secondary/Intermediate/Pre-University (  ), h. Non-technical Diploma/Certificate Not Equal to Degree (  ), i. Technical Diploma/Certificate Not Equal to Degree (  ), j. Graduate & Above (  ), k. Others (SPECIFY): ____________________________
8. Main occupation of Respondent
   a. Farmer (  ), b. Agricultural Labourer (  ), c. Household Industry Worker (  ), d. Executive/Managerial Level (  ), e. Supervisory Level (  ), f. Clerical/Salesperson (  ), g. Businessman/Industrialist (  ), h. Self-employed/Professional (  ), i. Student (  ), j. Household Duties (  ), k. Dependent (  ), l. Pensioner (  ), m. Others (SPECIFY): ____________________________
9. Type of house
   a. Permanent (  ), b. Semi-permanent (  ), c. Temporary (  ), d. Unclassified (  )
10. Monthly household income of the respondent from all sources (in Rupees)
   a. <500 (  ), b. 500-999 (  ), c. 1000-2999 (  ), d. 3000-4999 (  ), e. 5000-6999 (  ), f. 7000-9999(  ), g. >=10,000 (  )
11. How long have you been aware of the Atalji Janasnehi Kendra: ________________
12. Please specify the source of awareness about the use of Atalji Janasnehi Kendra
   a. Newspaper (   ), b. Television (   ), c. Neighbors/Relatives (   ), d. other govt. employees (   )
   e. other department pay counters (   ), f. others (SPECIFY): ______________________

13. How many people in your neighborhood are aware of the Atalji Janasnehi Kendra
   a. Very Few (   ), b. Few (   ), c. Some (   ), d. Most (   ), e. All (   )

14. Who usually goes to the Atalji Janasnehi Kendra to avail services?
   a. Self (   ), b. Family member (   ), c. Friend (   ), d. Agent (   ), e. Servant (   )
   f. others (SPECIFY): ______________________

15. How often do you or your family members avail the services from Atalji Janasnehi Kendra?
   a. Once in 6 Months (   ), b. Once in a year (   ), c. Once in 2 years (   )

16. What are the services available at the Atalji Janasnehi Kendra?
   a. Cannot recall (   ), b. Registration of property purchase (   )
   c. Release of property mortgages (   ), c. getting non encumbrance certificate (   )
   d. registering a marriage (   ), e. registering other types of deeds (   )
   f. getting copy of a registered deed (   ), g. Complaints (   )
   h. others (SPECIFY):____________________

17. Details of the services that you have ever availed from Atalji Janasnehi Kendra

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Service Name</th>
<th>service your ever availed</th>
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<tbody>
<tr>
<td>1</td>
<td>Agricultural Family member Certificate</td>
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<td>2</td>
<td>Agricultural Labour Certificate</td>
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<td>3</td>
<td>Agriculturist Certificate</td>
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<td>4</td>
<td>Attestation of Family Tree</td>
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<tr>
<td>5</td>
<td>Bonafide Certificate</td>
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<td>6</td>
<td>Caste and Income Certificate</td>
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<tr>
<td>7</td>
<td>Caste Certificate</td>
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<td>9</td>
<td>Domicile Certificate</td>
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<tr>
<td>10</td>
<td>HK Region Residence and Eligibility Certificate</td>
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<tr>
<td>11</td>
<td>Income Certificate for compass for Employment</td>
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<td>12</td>
<td>Income Certificate for Employment Certificate</td>
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<td>13</td>
<td>Land holding Certificate</td>
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<td>14</td>
<td>Land less Certificate</td>
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<tr>
<td>15</td>
<td>Living Certificate</td>
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<td>16</td>
<td>Income Certificate</td>
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<tr>
<td>17</td>
<td>No Govt. Job Certificate</td>
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<tr>
<td>18</td>
<td>No Re-Marriage Certificate</td>
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<tr>
<td>19</td>
<td>Non creamy layer Certificate</td>
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<tr>
<td>20</td>
<td>Non Tenancy Certificate</td>
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<td>21</td>
<td>OBC Certificate (Central)</td>
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<tr>
<td>22</td>
<td>Population Certificate</td>
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<tr>
<td>23</td>
<td>Residence Certificate</td>
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<td>24</td>
<td>Small / Marginal farmer Certificate</td>
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<tr>
<td>25</td>
<td>Solvency Certificate</td>
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<tr>
<td>26</td>
<td>Surviving Family Members Certificate</td>
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<tr>
<td>27</td>
<td>Unemployment Certificate</td>
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<tr>
<td>28</td>
<td>Widow Certificate</td>
<td></td>
</tr>
</tbody>
</table>

18. How far is the Atalji Janasnehi Kendra from your residence: ____________________

19. What is the number of trips made for the service? : _______________________

20. What is your mode of travel to the counters?
   a. Walk (   ), b. Cycle (   ), c. two wheeler (   ), d. four wheeler (   ), e. Auto (   ), f. Bus (   ), others: ____

21. Please specify the typical or the usual travel cost of making each trip? : ____________

22. On an average, how long do you wait for availing the service after reaching at the center/office? : _______________

23. Please estimate the wage loss, if any, due to time spent in availing the service? : _________

24. What is the total service charge you paid (for which a receipt was given to you)? : _________

25. Have you face any errors in the documents, which required correction? Yes (   ), No (   )

   If yes, how many trips were required for correction to be done? : _________
26. Did you pay a bribe (directly/indirectly) to the center staff /department officials?
   a. Yes (   ), b. No (   )

   If yes, how much money paid as bribe to the center staff /department officials? :_______

27. If you pay bribe for what purpose did you pay a bribe?
   a. To expedite the process (   ),
   b. To enable service to be provided to you out of turn (   ),
   c. To influence functionaries to act in your favour (   ),
   d. To reduce the fee to be paid by you (   ),
   e. Any others (SPECIFY): ___________________________________________

28. Did you require an intermediary for availing the services? Yes (   ), No (   )

   If yes, how much service charge did you pay to the intermediary/ agent for availing the service? :_______

29. What was the total payment made by you for availing the service? :_______

30. Please estimate the level of anxiety or stress caused due to the delay in the service delivery.
   a. A lot (   ), b. somewhat (   ), c. Neutral little (   ), d. Not at all (   )

31. Is there any corruption in the working of the system Yes (   ), No (   )

   If yes estimate the level of corruption in the working of the system
   a. Very corrupt (   ), b. somewhat corrupt (   ), c. Neutral (   ), d. somewhat less corrupt (   )

32. Are you aware of the citizen’s charter? Yes (   ), No (   )

33. Does the time frame for service delivery adhere to the citizen’s charter?
   a. Never (   ), b. rarely (   ), c. Sometimes (   ), d. very often (   ), e. always (   )

34. Estimate the degree to which Government functionaries can be held accountable for their actions
   a. Never (   ), b. rarely (   ), c. Sometimes (   ), d. very often (   ), e. always (   )

35. Are the rules and procedures stated clearly without ambiguity and mistakes?
   a. Not at all clear (   ), b. somewhat unclear (   ), c. Neutral (   ), d. somewhat clear (   ),
   very clear (   )

36. Data pertaining to service availed easily available and accessible to you?
   a. Never (   ), b. rarely (   ), c. Sometimes (   ), d. very often (   ), e. always (   )

37. Please rate your understanding and awareness of the basis on which decisions affecting you / other users are taken by officials?
   a. Not at all understandable (   ), b. not understandable (   ), c. neutral (   ), d. understandable (   ),
   e. very understandable (   )
38. Please indicate your perception about the overall quality of e-governance.
   a. Very poor ( ), b. poor ( ), c. moderate ( ), d. high ( ), e. very high ( )

39. Are you satisfied the present location of the Atalji Janasnehi Kendra?
   a. Very dissatisfied ( ), b. somewhat dissatisfied ( ), c. Neutral ( ), d. somewhat satisfied ( ), e. Very Satisfied ( )

40. Are you convenient of the working hours of the Kendra /office
   a. Not at all Convenient ( ), b. somewhat inconvenient ( ), c. neither convenient nor inconvenient ( ), d. somewhat convenient ( ), e. very convenient ( )

41. Are the functionaries/ office staff courteous and friendly? Yes ( ), No ( )

42. Do functionaries respond to your service requests/queries in timely manner (with a sense of urgency)?
   a. Never ( ), b. rarely ( ), c. sometimes ( ), d. very often ( ), e. always ( )

43. Are you satisfied with the level of confidentiality of data?
   a. Very dissatisfied ( ), b. somewhat dissatisfied ( ), c. Neutral ( ), d. somewhat satisfied ( ), e. Very Satisfied ( )

44. Are you satisfied with the overall quality of service?
   a. Very dissatisfied ( ), b. somewhat dissatisfied ( ), c. Neutral ( ), d. somewhat satisfied ( ), e. Very Satisfied ( )

45. Overall Assessment of functions of e governance system in Atalji Janasnehi Kendra

<table>
<thead>
<tr>
<th></th>
<th>1. Cost of availing service</th>
<th>11. Time and effort in availing service</th>
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<tbody>
<tr>
<td>2</td>
<td>2. Accuracy of transactions</td>
<td>12. Effort in preparation of documents</td>
</tr>
<tr>
<td>3</td>
<td>3. Level of corruption</td>
<td>13. Dependence on agents</td>
</tr>
<tr>
<td>4</td>
<td>4. Accountability of officers</td>
<td>14. Clarity and simplicity of processes and procedures</td>
</tr>
<tr>
<td>5</td>
<td>5. Predictability of outcome</td>
<td>15. Speed and efficiency in handling of queries</td>
</tr>
<tr>
<td>6</td>
<td>6. Courtesy, helpfulness and knowledge of staff</td>
<td>16. Complaint handling mechanism</td>
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<tr>
<td>7</td>
<td>Convenience of working hours</td>
<td>17</td>
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<td>---</td>
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</tr>
<tr>
<td>8</td>
<td>Service area facilities</td>
<td>18</td>
</tr>
<tr>
<td>9</td>
<td>Design and layout of application forms</td>
<td>19</td>
</tr>
<tr>
<td>10</td>
<td>Treatment of clients</td>
<td>20</td>
</tr>
</tbody>
</table>

Note: please follow the following indicators to file the question number 45
Much worsened-1; somewhat worsened-2; No change-3; somewhat improved-4; much improved-5

46. Do you prefer the Atalji Janasnehi Kendra or Manual Sub-Registrar Offices (SRO)?
   a. Atalji Janasnehi Kendra (   ), b. Manual Sub-Registrar Offices (SRO) (   )

47. To what extent do you agree (after seeing the Atalji Janasnehi Kendra in operation) that Information Technology/computerization can be used to give better citizen service?
   a. Strongly disagree (   )
   b. Disagree (   )
   c. Neither agree nor disagree (   )
   d. Agree (   )
   e. Strongly agree (   )

48. Implementation of e-governance applications has helped to improve the image of the government.
   a. Strongly disagree (   ), b. Disagree (   ), c. neither agree not disagree (   ), d. Agree (   ),
   e. strongly agree (   ).

49. Computerization of Government Departments is a waste of resources for a country like India.
   a. Strongly disagree (   ), b. Disagree (   ), c. neither agree not disagree (   ), d. Agree (   ),
   e. strongly agree (   ).

50. Computerization of Government services benefits only the rich and influential.
   a. Strongly disagree (   ), b. Disagree (   ), c. neither agree not disagree (   ), d. Agree (   ),
   e. strongly agree (   ).

51. Rural citizens benefit greatly from computerization of Government services
   a. Strongly disagree (   ), b. Disagree (   ), c. neither agree not disagree (   ), d. Agree (   ),
   e. strongly agree (   ).

52. What do you suggest to improve the present e-Governance system in Atalji Janasnehi Kendra?