

SWOT Analysis of e-Governance

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Abstract

India is the largest democracy in the world, has much to gain from e-Governance, citizen participation is important for good governance. e-Governance needs to transform at all levels of government but the focus should be on local administration since local administration is the closest to citizens. The coherence between people and the local government authorities is determined by several issues like public services, local area development, education etc. Thus, e-Governance primarily in local administration has to be improved. The penetration of internet, telecommunication services in India has increased in the last decade and this gives a ray of hope to citizens of India to fight with long persisting problems of poverty, corruption, regional disparity, and unemployment. However, at the same time due to slow pace of project completion and resistance from government employees and citizens too has not given the desired result. The present exploratory work is an attempt for understanding the effectiveness of e-Governance in local administration with reference to Tirupur district.

Keywords : Citizen, e-Governance, local administration, internet

I. INTRODUCTION

India is the largest democracy in the world and has much to gain from e-Governance. Citizen participation is important for good governance [1][2][3]. e-Governance needs to transform at all levels of government but the focus should be on local administration since local administration is the closest to citizens [4][5][6]. The coherence between people and local government authorities was determined by several issues like public services, local area development, education etc. Thus, e-Governance at local administration level has to be improved.

II. STATEMENT OF THE PROBLEM

Even though the state of Tamil Nadu witnessed several difficulties in the evolutionary stage, it is one of the prominent states in India that has evolved a strategy of decentralized planning after the enactment of the Tamil Nadu Panchayats Act 1994 and Tamil Nadu District Municipalities Act 1920. Now the vexing issue is to resolve the problems of improving efficiency in local

administration, sustainable welfare of local people and effective service delivery. The ultimate objectives of good governance can be fulfilled only if local people have confidence in the governance process [7][8][9]. The development of administration at local level should make sure high degree of participation, enhancement of transparency in governance, efficiency of civic society in association with social development, efficient mobilization, and utilization of resources for the welfare of society [10].

III. OBJECTIVES OF THE STUDY

The objectives of this research were:

- (1) To analyze the SWOT score of the respondents in village panchayat, town panchayat, and municipality level.
- (2) To analyze the various aspects of strength (S), weakness (W), opportunities (O), and threats (T) of e-Governance from the perspective of employees operating in local administration.

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IV. RESEARCH METHODOLOGY

The study is mainly based on primary data collected with the help of questionnaire. Data were collected from persons working in village panchayat, town panchayat, and municipality that engaged in e-Governance services.

V. SWOT ANALYSIS

Scores were found out for each respondent for SWOT, (strength, weakness, opportunities, and threats) by adding the ratings given by the respondents for each attribute. For strength, higher the score more will be the strength on e-Governance. In the same way for weakness, higher the score, more will be the weakness. Scores for opportunities and threats will also have the same meaning as before since the number of items covered under each attribute is same. The scores of each of SWOT will also be comparable.

The respondents were classified based on their scores in SWOT, It has four groups namely:

- (1) $S > W$ & $O > T$
- (2) $S > W$ & $O < T$
- (3) $S < W$ & $O > T$
- (4) $S < W$ & $O < T$
- (5) Others

Others will have a combination of all the possibility of SWOT score. The distribution of respondents for each classification is given in Table I.

It is clear from Table I that as far as perception of e-Governance is concerned, the respondents having more strength and more opportunities scores compared to respondents falling in other categories are highest in number (39.1%). Following this the respondents falling

TABLE I.
SWOT GROUP

Group	No.	Percent
$S > W$ & $O > T$	125	39.1
$S > W$ & $O < T$	21	6.6
$S < W$ & $O > T$	65	20.3
$S < W$ & $O < T$	50	15.6
Others(Mixed)	59	18.4
Total	320	100.0

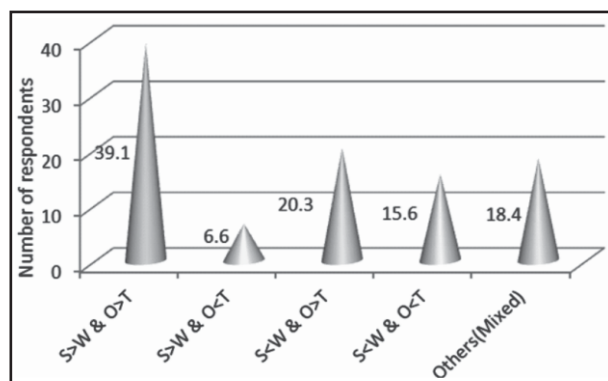


Fig. 1. SWOT Group

TABLE II.
STRENGTH SCORE

Type of local authority	Strengths Score		
	Mean	S.D.	No.
Village Panchayat	17.93	5.57	260
Town Panchayat	19.00	5.05	32
Municipality	18.46	4.18	28
Total	18.08	5.41	320

in the category of $S > W$ and $O > T$ is 39.1%. Other mixed combinations are 18.4% of the respondents. Respondents who thought strength more than weakness but opportunities less than threats is only 6.6%.

The respondents, thus classified were related with perception of e-Governance and other job related variables for further analysis.

Strength score is identified high in village panchayat. Village panchayat secured low mean score as compared with municipality.

In order to find whether the mean scores differed significantly among different types of local authority, the following hypothesis was framed and tested.

H_0 : The mean strength scores do not differ significantly among different types of local authorities.

Result: One way Analysis of Variance was conducted to find whether the mean scores differed significantly among the local authorities. The calculated f value was 0.636 (Table III) which is less than the table value of 3.024. The mean strength scores do not differ significantly among local authorities. Hence, the hypothesis is accepted.

Weakness score 17.01 is obtained for village panchayat. Due to power failure and security issues in villages, the process of implementing e-Governance is slow.

TABLE III.
ANOVA FOR STRENGTH SCORE

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	37.312	2	18.656	0.636	Ns (No significance)
Within Groups	9302.576	317	29.346		
Total	9339.888	319			

TABLE IV.
WEAKNESS SCORE

Type of local authority	Weakness Score		
	Mean	S.D.	No.
Village Panchayat	17.01	5.67	260
Town Panchayat	16.25	7.22	32
Municipality	16.86	5.41	28
Total	16.92	5.80	320

↪ H_0 : The mean weakness scores do not differ significantly among different types of local authorities.

Result: F test was conducted to found whether weakness significantly differed among types of local authorities. The calculated f value was 0.243 (Table V), which is less than the table value of 3.024. This shows that the mean weakness scores do not differ significantly among local authorities. Hence, the hypothesis is accepted.

Table IV indicates that opportunities mean score is high in town panchayat (21.22) and less in municipality (19.46).

↪ H_0 : The mean opportunities scores do not differ significantly among different types of local authorities.

Result: The f value is 1.256 (Table VII) which is less than the table value of 3.024. This shows that the mean opportunities scores do not differ significantly among local authorities. Hence, the hypothesis is accepted.

Threat mean score is indicated as high in village panchayat. This reveals that village panchayat faces many problems while implementing e-Governance.

↪ H_0 : The mean threats scores do not differ significantly among different types of local authorities.

Result: One way analysis of variance was conducted to find whether the mean scores differed significantly among local authorities. The calculated f value is 3.277 (Table IX) which is greater than the table value of 3.024 at 5% level of significance. This shows that the mean threats scores differed significantly among local authorities.

The scores obtained for each type of local authority shows that scores for strength and opportunities were high in town panchayat. Weakness and threats were high in village panchayat. At the same time threats and weakness were also less in town panchayat.

The SWOT classification of respondents was further

TABLE V.
ANOVA FOR WEAKNESS SCORE

	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	16.474	2	8.237	0.243	No Significance (NS)
Within Groups	10727.413	317	33.840		
Total	10743.888	319			

TABLE VI.
OPPORTUNITIES SCORE

Type of local authority	Opportunities Score		
	Mean	S.D.	No.
Village Panchayat	20.49	4.34	260
Town Panchayat	21.22	4.15	32
Municipality	19.46	4.02	28
Total	20.48	4.30	320

TABLE VII.
ANOVA FOR OPPORTUNITIES SCORE

	Sum of Squares	df	Mean Square	F	Significance
Between Groups	46.382	2	23.191	1.256	No significance
Within Groups	5851.418	317	18.459		
Total	5897.800	319			

TABLE VIII.
THREATS SCORE

Type of local authority	Threats Score		
	Mean	S.D	No.
Village Panchayat	17.16	4.91	260
Town Panchayat	15.00	6.68	32
Municipality	15.79	3.71	28
Total	16.82	5.06	320

TABLE IX.
ANOVA FOR THREATS SCORE

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	165.598	2	82.799	3.277	*
Within Groups	8009.249	317	25.266		
Total	8174.847	319			

TABLE X.
SWOT GROUP FOR PERCEPTION SCORE ON E-GOVERNANCE

Perception score on e-Governance				
	Mean	S.D	No.	
Group	S>W & O>T	131.62	23.44	125
	S>W & O<T	121.62	43.44	21
	S<W & O>T	101.80	30.60	65
	S<W & O<T	78.68	33.22	50
	Others(Mixed)	124.08	33.48	59
	Total	115.24	35.52	320

TABLE XI.
ANOVA FOR PERCEPTION SCORE on E-GOVERNANCE

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	117564.611	4	29391.153	32.496	**
Within Groups	284900.377	315	904.446		
Total	402464.988	319			

associated with job related variables and is discussed next.

Among the SWOT group, S>W & O>T secured the

highest mean score of 131.62. This shows that more opportunities and more strength are identified for implementing e-Governance in local administration.

✎ **H₀** : The mean SWOT groups do not differ significantly in the perception score on e-Governance.

The calculated *F* value 32.496 (Table XI) is greater than the table value of 3.379 at 1% level of significance. This shows that the mean SWOT group differ significantly on perception of e-Governance.

VI. CONCLUSION

A lot of e-Governance programmes are being launched by the government but the results are coming out at a slow pace. District level offices like collectorates are showing much advancements in e-Governance while in majority of field level offices, e-Governance activities are lagging. This has become a reason for the low degree of G2G interaction. Effective e-Governance at panchayat level leads to the development of rural areas because villages are the backbone of India. The survey found that the progress of e-Governance at panchayat level is slow because of inadequate training to employees, lack of computer knowledge among employees, limited network, and server related issues. Government should arrange more training programmes for e-Governance as it requires an attitudinal readiness prior to implementation, Success of e-Governance programme largely depends on a variety of non-technical factors in the society.

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