Assessing Quality Attributes of LSG eGovernance Projects in Kolhapur District of Maharashtra

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Abstract—**Good governance is being recognized as an important goal by many states across the india. These states have taken up specific initiatives for open government. Freedom of information is being redefined and supported by detailed guidelines. The ICT revolution has proved to be a powerful tool for good governance initiatives. An important dimension of the ICT potential is the possibility of providing anytime- anywhere services. Along with this there is a conscious effort to put the citizen as the centre of focus of governance where citizens are being perceived as customers and clients. Governance has to be citizen friendly. Delivery of services to citizens is considered a primary function of the government. In a democratic nation of over one billion people like India, e-Governance should enable seamless access to information and seamless flow of information across the state and central government in the federal set up. No country has so far implemented an e-Governance system for one billion people. It is big challenge before us.**

In recent years, there has been extensive investment in e-overnment throughout the developing world. Still, little is known about the impact of those investments, partly due to a lack of assessment guidance. This paper reports development of an assessment methodology that could be used in developing countries to justify investments in e-government, as well as to establish a performance benchmark for future projects with assessing various attributes of egovernment projects. This framework identifies key stakeholders, dimensions on which the impact needs to be measured, and a methodology of measurement. Stakeholders value is measured primarily in two dimensions: 1) cost to the citizen for accessing services 2) perception by the client of quality of service and governance. In a limited way, the cost benefits impact to the agency implementing the project is also studied. Local Self Government LSG in Kolhapur district of Maharashtra as its example location for application of the framework, presenting assessment results from various e-government projects which estimate the difference between client ratings of computerized and (earlier) manual systems. Clients indicated an overwhelming preference for computerized service delivery, with reports of fewer journeys, less waiting time, and some reduction in corruption (marginal in places). The results provided a tentative affirmation of the improvements that may be possible through the use of ICTs in delivering government services in developing countries. This papers throws lights on need of assessing egov projects for local self government in Kolhapur district with various quality attributes.

Keywords— LSG, eGov, AF, ICT

Sr	Type	LSG	Total Population	Sample Size
I	Urban	Municipal Corporation	01	01
		Municipal council	09	04
II	Rural	Zilla Parishad	01	01
		Panchayat Samiti	12	06
III	eGov Service Provider	eGov Service Provider	03	03
		Total	26	15

Table 1   Local Self Governments in Kolhapur District for Research study

I. OBJECTIVES OF THE STUDY

The main objectives of the study are as follows:

1) To study e-governance for self government organizations in the study area and difficulties faced by government and citizens.
2) To study the problems of e-governance implementation in the organization undertaken for study.
3) To study degree of satisfaction of the stakeholders of the e-governance system.
4) To suggest conceptual architecture model of e-gov for effective implementation.
5) To create a framework of Information Needs of Local Self Government to enable design of an integrated e-Governance solution to support decentralized planning and development and develop suitable Information Technology (IT) strategies to for roll out these information systems on the scale represented by India for Local Self Government.

6) To assess whether and to what extent a given e-Governance project has the characteristics of a good

e-governance project delivering "Value" to stakeholders.
7) To provide guidelines for shaping future e-gov projects
8) To enhance the trust and confidence of stakeholders by enabling creation of a knowledgebase of all e-Governance projects rated as per a trusted framework.

II. METHODOLOGY ADOPTED FOR RESEARCH IN STUDY AREA:

The study involved consultation with a cross-section of Local Self Government LSG stakeholders (officials, citizens, service providers). A variety of methods were used to involve them in the study which included one-to-one interview, questionary, onsite observation, brainstorming and joint analysis of data gathered.

III. NEED FOR AN ASSESSMENT FRAMEWORK AF

1) Significant investment of resources into e-Governance projects: However, there is no evidence of any appraisal being done before the sanction / grounding of a project or during the period of its execution, as to whether the project is proceeding on the right lines to achieve its original objectives.

2) There is no authentic mechanism, much less an institutional mechanism, for ensuring a rational and objective assessment of the projects. Such a situation is detrimental to a healthy development and growth of the e-governance sector.

3) Large National Action Plan ahead: However, the absence of a framework for knowing what a successful project is can severely handicap such replication efforts and also may result in misdirection of the scarce resources.

IV. TARGETED STAKEHOLDERS

- Policy Makers
- Administrators / Gov officers
- Implementing Agencies
- Project Managers
- Citizen

Table 2   eGovernance Project Quality Attributes

Sr#	Attribute	Sub-characteristics
1	**FUNCTIONALITY**	Suitability
		Accuracy
		Interoperability
		Compliance
		Security
		Maturity
		Fault Tolerance

2	**RELIABILITY**	Recoverability
		Understandability
3	**USABILITY**	Learnability
		Operability
		Understandability
		Attractiveness
		Compliance
4	**EFFICIENCY**	Time Behaviour
		Resource Behaviour
5	**MAINTANABILTY**	Changeability
		Stability
		Testability
		Analyzability
		Changeability
		Compliance
6	**PORTABILITY**	Installability
		Conformance
		Adaptability

V. KEY CHALLENGES

1) Do we have a required e-Governance framework?
2) Do we have a national citizen database that will be the primary unit of data for all governance – vertical and horizontal applications across state and central governments?
3) Do we have standards for the exchange of secure information with non-repudiation, across the state and central government departments seamlessly?
4) Do we have a secure delivery framework by means of virtual private network spanning state and central government departments?
5) Do we have data centres at the centre and in states to handle departmental workflow automation, collaboration, interaction, and information exchange with authentication?

6) Improving data access to a larger community of stakeholders: The transition to decentralization implies that a large amount of data which was hitherto maintained in a central location now needs to flow down to a very large community of local level planners.

7) Improving citizen's awareness about their role in planning: Since decentralised planning is a new concept for citizens, only through meaningful dialogues spread over a period of time that Panchayats can gain the confidence of citizens to engage them in planning and implementation activities.

8) Developing capacity within LSG: Since Government was always a distant entity, accountability levels have been traditionally low. However, with democratic decentralization, Panchayat members have to be better prepared to answer citizen queries.

<div align="center">CONCLUSION:</div>

Some of the strategies/action plans for a successful implementation of an e‑Governance system for LSG.
Create literacy/awareness and commitment to e‑Gov at high level.
Conduct usability surveys for assessment of existing e‑Governance projects and act upon the results of such assessment, wherever required .
Start with the implementation of pilot projects and replicate the successful ones.
Follow the best practices in e‑Governance.
Build nationwide Resource database for e‑Governance projects.
Clearly defined objectives and interoperability policies to achieve such objectives.
Effectively manage and continuously update the content efficiently and regularly.
We can visualize e-Governance as follows: *"A transparent smart e-Governance with seamless access, secure and authentic flow of information crossing the interdepartmental barrier and providing a fair and unbiased service to the citizen."*

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