

ANALYTICAL STUDY OF E-GOVERNANCE APPLICATIONS ON COMPETENCY OF AN EMPLOYEES

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Abstract: -

Since the start of 21st Century, entire world is taking leap of digitalization in every sector and enhancing the life of mankind. There are some definite changes occurred in the sector of governance and government as well; resolutions of the public sector investment into Information Technology and e-governance have progressed with betterment in the value supported and effectiveness of core government operations, by bringing improved public services. To utilize the power of digitization and ICT successful and professional in governance sector, any user must have the appropriate knowledge of the same. From study perspective will try to evaluate few e-governance applications from Human Resource - Competency factor i.e. Skillset and impact of training.

Keywords: - E-governance, G2G, Employee Competency, Government of Maharashtra

Introduction: -

Past quadrans, the purposes of the public sector investment into information technology and e-government have evolved from increasing the quality and efficiency of internal government operations, through delivering better public services and making them available across traditional and electronic channels, to facilitating administrative and institutional reform, engaging citizens in policy and decision-making processes, and (more recently) directly supporting policy and development goals within and across the various departments as like administration, health, education, finance, home and others. To this end, however, the actors should understand their roles, possess competences (knowledge, skills and attitudes) required to fulfill the responsibilities associated with their roles, and be able to work together and across different roles.

Objectives: -

1. To determine the impact of interdepartmental E-Governance application on competency of an employee
2. To determine and manage organizational actions for effective decision making through E-governance applications.

Methodology: -

1. Statistical Method – Hypothesis Testing
2. Primary Data – Governmental department employees interview
3. Secondary Data – Study Material, Reference books and Magazines

E-Governance Training: Knowing the Idea

Training of e-governance contains some of subjects and topics, but are not limited to this much:

- E-government stakeholders and competency needs
- E-government knowledge requirements
- Literacy and skills for e-government
- E-competency frameworks and architectures
- E-government body of knowledge
- E-government competency-based management

E-Governance Training in Maharashtra:

Govt. of Maharashtra has initiated first ONLINE certification course in e-Governance in the country, with support of Department of Information Technology. This is exclusive certification course that tests a person's knowledge on e-Governance. This is compulsory for all government staff, consultants and software developers working on e-governance applications. This certification is equally useful to all stakeholders working on e-Governance projects anywhere in the country.

This certification course consists of 3 stages where earlier stage is qualifying for next stages are as follows:

Table 1: E-Governance certificate training marking scheme (Government, 2019)

Stage	Name of Test	Total Marks	Passing Marks
I	Online Objective Questions	60	45
II	Online Subjective Questions	100	60
III	Personal interview (In-person/Video Conf.)	40	20

Employee have a chance to improve their scores in every stage, by repeating process again. Maximum 3 attempts allowed for improvement for candidates with “Pass” grade. Unsuccessful candidates cool-off period of 3 months for such candidates, after which they can re-register. In this certification course, a quality reading substance and URL are available which contains essential information on e-Governance. Another key feature of this certification course, it has open book test, which means that the person can do the search on the internet or else can get information from books, but it is expected that answers should be in his/her own words. On the successful completion of interview, employee declared as passed the exam.

Key Achievements: - This education course is an initiative in Maharashtra and at National level.

- Participated by various candidates across the geography.
- Immense improvement in knowledge base of participating candidates

- Improvements in quality of the project work being executed by successful
- candidates, due to better knowledge dissemination
- Early and effective adaptation of newer technologies in some of the

Inference: -

From the survey of an employees conducted, few inferences has been listed below

- 65% employees were agreed, that case study provided in training methodologies in-service training programs of information and computer technology.
- 75.33% employees have reported that they regularly and fairly regularly to the statement that simulation/Application Demo.
- 78.33% employees have reported that they regularly and fairly regularly to the statement that Video, CDs and other interactive media.
- 36.677% employees have responded negatively, hence it needs to be taken in to consideration that there is scope to improve in Field visits / projects in training methodologies in -service training programs of information and computer technology.

Recommendations: -

After examining the objectives of study and analyzing the data some suggestions/recommendation are as below -

1. Scope to improve in simulation/Application demo in training methodologies in -service training programs of information and computer technology.
2. Scope to improve in Video, CDs and other interactive media in training methodologies in-service training programs of information and computer technology
3. Scope to improve in group assignments in training methodologies in -service training programs of information and computer technology
4. Scope to improve in training methodologies in -service training programs of information and computer technology.

Conclusions: -

It can be concluded from the overall study conducted and analysis carried out, training plays important factor in competency and effective understanding of the applications. There are some proven methods of training which enables employee competency level to adopt the changes due to e-governance applications for efficient delivery and maintain the KPI's.

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