STUDY OF THE IMPACT OF AGE AND EDUCATION TOWARDS TRUST ON E- GOVERNANCE

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ABSTRACT

This study set out to study the impact of Age and Education in building the Trust towards E-Governance and further to identify the association between trust and E-governance depending on age and educational qualification of the users. Governance is a process by which governments and social organizations interact and relate to each other on three spheres: administrative, economic and political. In the 21st century, the governance mode by the revolutionary nature of Information and Communication Technology (ICT), is bringing rapid change in the society.

Keywords: E-Governance, Trust, Information and Communication Technology, One Way Anova, Independent T test.

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I.   INTRODUCTION:

E-governance is being eyed increasingly by reformers as a salvation vehicle to deliver government services, communication, exchange of information, transactions, integration, various stand-one systems and services between G2B, G2C, G2E, G2G as well as back office processes and interactions within the entire government frame work. For interaction with government people expect a 24/7 convenient user interface with ease of use, in a language that they understand and which is tailored to individual needs. E-governance is being deployed not only to provide citizen services but for public sector efficiency purposes, improving transparency and accountability in government functions and allowing for cost saving in government administration.

GOOD GOVERNANCE THROUGH ICTs

The emergence of Information and Communications Technologies (ICTs) are rapidly transforming the way people interact not only with each other but also with private businesses, public service utilities and government institutions for the following reasons: (a) Exchange of information (b) Speedier and more efficient delivery of services (c) Improving internal efficiency (d) Reducing costs or increasing revenue (e) Re-structuring of administrative processes.

It improves the pace and effectiveness of governance to name a few. e-governance is basically the application of ICT to the process of Government functioning in order to bring about SMART governance.

STAGES OF E-GOVERNANCE

It is evident that e-governance is intrinsically linked with the development of computer technology, networking of computers and communication systems. In developing countries, such technologies and systems became available with a perceptible time lag as compared to developed nations. However, in the case of India, with the liberalization of the economy from the early 1990's onwards, there has been a convergence in the availability of cutting edge technologies and the opportunity in the field of e-governance.

1. Emerging Presence

The Stage of Emerging presence deals with online availability of limited and basic information. With increasing internet connectivity, a need was felt for maintaining a presence on the web. This resulted in the maintenance of websites by government departments and other entities.

2. Enhanced Presence

The Stage of Enhanced presence of the government online provides more public information resources such as government policies, laws, regulations, reports and newsletters.. A 'help and sitemap' feature may also be provided on the website to make navigation of the website simpler.

3. Interactive Presence

The Stage Interactive presence expects government to initiate interactivity on their websites. It involves the availability of online services of the government to enhance the convenience of the consumer.

4. Transactional Presence

The Stage of Transactional presence allows two ways of interaction between citizens and the government. It includes options such as paying taxes, applying for identity cards birth certificates, passports, license renewals and other similar C2G interactions by allowing the citizen to submit forms and applications 24/7 online.

5. Networked Presence

The Stage Networked Presence represents the most sophisticated level in online e-government initiatives. In this phase, some units of a few government organizations get connected through a

hub leading to sharing of information and flow of data between different government entities. It can be characterized by an integration of G2G, G2C, G2B and G2E interactions hub leading to sharing of information and flow of data between different government entities. It can be characterized by an integration of G2G, G2C, G2B and G2E interactions.

E-GOVERNANCE IN EDUCATION SECTOR

India has the pride of having one of the largest higher education systems in the world . But despite of having the largest higher education system, the quality of education, in general, cannot be said to be the best. In IndiaTechnical and vocational Education has seen enormous growth in recent years with a large increase in total number of institutes imparting higher education. On one hand, this growth gives promise to produce more skilled youth to fulfill needs of ever growing Indian industry and on the other hand it poses a huge challenge for the governing bodies like UGC, AICTE, NCVT, NCTE, PCI, MCI, INC, DCI etc and state technical education boards to maintain & improve the quality of education being imparted through these new & existing technical and Vocational institutes.

II.   LITERATURE REVIEW

According to the study of **Agrawal et al., (2015)** the swift development, growth and proliferation of the Internet-based services have led to the option and acceptance of these Information and Communication Technologies (ICT), which have also seeped into the public services. Web-based services have also been implemented by the Indian government to its citizens as ICT has become an important part of routine life. E-governance is used to deliver and communicate information about government services such as VAT, vehicle registrations and other taxes, declarations to police, government bids, enrolment in higher education, change of address, registration of new company and tenders, etc., to its citizens for better governance. This study presents a descriptive analysis by identifying the relationship between demographic factors such as gender, age, education and occupation and the perceived relative advantage, perceived Internet advantage, perceived reliability and perceived safety.

According to the study of **Md. Assraf Seddiky & Esmat Ara (2015)** education is one of the most important factors in achieving the development goals of any country. In Bangladesh, Education has seen massive growth in recent years due to the application of e- governance in this sector. Information and Communication Technology initiatives help to provide of world-class education. The application of e-governance in education sector has led to a new broader of innovations. The

purpose of this study was to examine how and to what extent e-governance enhances the quality of education as well as human resource development. Study findings revealed that in spite of having some limitations, information and communication technology contributing a lot to improve the quality of education and to develop human skills making them fit for the competitive global market. Researcher believed that, the study findings would hopefully be a guideline for future researchers and academics for further study on the very issue from different angle calling attention to policy makers in this regard.

Dutta, A. & Devi, M. Syamala (2015) referred in their study e-governance as the delivery of government information and services via the Information and communications technology (ICT) to citizens or businesses or governmental agencies. The purpose of this study was to present the status of e-Governance in India. It discussed the initiatives taken by Government of India to computerize Government to Citizen (G2C), Governance to Business (G2B) and Government to Government (G2G) services. The important G2C services like National Rural Employment Guarantee Scheme (NREGS) and Dial.Gov; G2B services like Ministry of Corporate Affairs and G2G services like Smart Government. Tools and Technologies are adopted for providing e-Governance services are explained. It is concluded that e-Governance in India enables people to have efficient, effective, transparent and accountable services. This study has reviewed the e-Governance services, infrastructure and technologies on the implementation of electronic governance in India. E-services provides better delivery of government services to citizens, less corruption, increased transparency, greater convenience, citizen empowerment through access to information, decrease in time and effort, revenue growth and cost reductions.

The study of **Natarajan, S. (2015)** aimed to explore today's educational challenges, being technologically supreme, the primary focus on education is to bring out the outcome and value based education to the community. E-Governance focuses not only the technological infrastructure but also on the learning environment which is the major challenge. E-Governance is an application of Information and Communication Technologies (ICT) used at various levels both the government and private sectors for improving national service enhancement as well as its development. E-governance in education is preferred to have a smooth functioning of educational institutions including Universities, colleges and relevant administrative layers in the field. The conventional methods of educational administration including assessments, record keeping, and students and teaching monitoring systems are eased by technology. However, it is still a serious concern in developing countries especially in India the education development, student - teacher enhancement towards educational excellence. This needs an awareness and swift for the young

conventional thinkers and educationists on driving outcomes through value based education approach and commitment by capitalizing e-infrastructure for social and community building through blended flexible learning strategies.

Yadav, K. and Tiwari, S. (2014) had discussed about the enabling role of the Information and Communication technology (ICT) in the delivery of services in the public and government sector has gained acceptance. In E-Governance project the technology and the methods used in providing a roadmap for efficient delivery of services at the door step. In today's time the development of any country depends on the uses of E-Governance and also their penetration. Development of any country can be judge by the scope of E-Governance in that country. It has ushered in transparency in the governing process; saving of time due to provision of services through single window; reduction in corruption, convenience and empowerment. There are many challenges which creating problems for Indian government to run e-governance .In this study it has been explained the factors which are useful for e -governance for the government businesses and citizen of India. This study has identified the sectors those are benefited through e-governance policy and also presented an exhaustive list of E-Governance projects which is currently being used in India.

III.   RESEARCH METHODOLOGY

HYPOTHESES

$H_{01:}$ There is no significant impact of Gender on building Trust towards E-Governance

$H_{02:}$ There is no significant impact of Education on building Trust towards E-Governance

Research Type: Descriptive Research as the factors which affect the e-governance are described and also measured in lieu of the demographic profile of the respondents.

Research Area: The study was carried out in major cities of India. The questionnaire were distributed to the students, faculty, non-teaching staff and M.P online service providers and collected data from M.P (Majorly), Noida, Pune, Mumbai, Shillong, Bangalore, Chennai, Jaipur, Kota, Nagpur through questionnaire at Google docs form.

Population in the study refers to group of students, faculty, non-teaching staff and M.P. online service providers from various cities in India.

Sampling Size: For the purpose of the study total 485 respondents were participated in which

Students: 320

Faculty: 63

Non-Teaching Staff: 56

M.P Online Service Providers: 46from various cities of India were included in this study.

Sampling Method: For the purpose of this research, convenience and purposive sampling has been used. It involves selecting sample elements that are most readily available to participate in the research and who can provide the information required to support the research according to the convenience.

Tools for data collection: Only primary data has been used for the study. The tool used for the primary data collection is a self-designed questionnaire, which has been made after studying the literature review and consulting with experts of educational field. Both mode (online and offline) of collecting the responses from the respondents used. For the online collection, the Google Docs form had been created and through Emails, the respondents were communicated and for the offline mode, personally time was taken and through hard copy the questionnaires were got filled. For the collection of reviews, the researcher has studied national and international journals, articles, books and internet.

The Questionnaire was divided into two parts. The first part consisted demographic details such as Name, Age, Gender, Occupation, Income and Education. The other part of Questionnaire consisted 33 items which were grouped into 9 parts depending on the nature of questions. These items were based on 7 point Likert Scale.

Statistical Tools: For the data analysisIndependent T-Test and One Way ANOVAwere applied on SPSS 21.0 to conclude the concrete results.

Data Analysis and Interpretation

$H_{01:}$ There is no significant impact of Gender on building Trust towards E-Governance

$H_{11:}$ There is a significant impact of Gender on building Trust towards E-Governance.

Independent T-Test

Group Statistics

	Gender	N	Mean	Std. Deviation	Std. Error Mean
Trust	1	279	11.52	2.234	.134
	2	206	11.24	1.993	.139

Table 1: Group Statistics of Independent T Test on Gender and Trust on EGovernance

Independent Samples Test

		Levene's Test for Equality of Variances		t-test for Equality of Means							
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference		
									Lower	Upper	
Trust	Equal variances assumed	.315	.575	1.394	483	.164	.273	.196	-.112	.659	
	Equal variances not assumed			1.418	466.088	.157	.273	.193	-.105	.652	

Table 2: Leven's test for Equality of Variances

In the Table 2 the Sig. Value (2 tail) is .164 and .157 which is > than 0.05, which means that our null hypothesis is accepted and we can conclude that there is no significant impact of gender on building trust towards e governance. There is no significant difference in the trust element with respect to Male and Female.

$H_{02:}$There is no significant impact of Education on building Trust towards E-Governance

$H_{12:}$There is no significant impact of Education on building Trust towards E-Governance

Oneway Anova

ANOVA

Trust

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	153.437	3	51.146	11.960	.000
Within Groups	2056.963	481	4.276		
Total	2210.400	484			

Table 3: Anova on Education and Trust on E Governance

Post Hoc Tests

Trust

Tukey B[a,b]

Education	N	Subset for alpha = 0.05	
		1	2
1 UG(Under Graduate)	136	10.84	
3 (PG)Post Graduate	257	11.33	
4 Above PG	18	11.67	
2 Graduate	74		12.61

Table 4: Post Hoc Test on Education and Trust on E Governance

In the Table 3 the Sig. value is $0.000 < 0.50$, so our null hypothesis is rejected and we can conclude that there is a significant impact of education on Trust towards E- Governance. As the individual progress in education, he gradually gets more understanding of the technology and thus develops more trust. And so this can be one major difference in the Trust shown by different education groups towards E- governance.

IV. CONCLUSION

It has been reported by NASSCOM (National Association of Software and Service Companies) in its 2004 report, out of 3 million graduates and post-graduates added to the workforce in India every year only 25% of technical and 10- 15% of non-technical graduates are employable by growing IT, and other sector points to is a very serious situation. This lack of knowledge, qualities & skills desired by the employers, from the youth, may lead to the problems like unemployment/underemployment, which detain will lead to their disapproval& hence their offense that will be reflected in terms of an increase in crime and other antisocial activities.

In the present research it has been analysed that in case of Gender, both male and Female have equal contribution to trust towards E- Governance, But actually its the Education which plays an important role. So it is required from the relative authorities to structure the education system in

such a manner that the phobia towards the technology can be reduced for even the less educated pupils thus making them ease towards E-Governance and increasing the Trust.

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