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FORMATION OF TRICKY TROUBLES THAT OBSTRUCTS TO IMPLEMENT THE E-GOVERNANCE FROM THE END USERS OPINION

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ABSTRACT

E-Governance applications are available in various government departments among world. It has benefits such as speed, efficiency and convenience etc. But there are many challenges available while implementing E-Government services. These are categorized as front-end and back-end challenges. Front-end challenges are lack of awareness, high illiteracy level, inadequate power supply in rural areas, unavailability of user-friendly interfaces and etc. Back-end challenges are lack of systems integration within and across various government sectors, deployment of technology without proper process and etc. Our vision is to implement effective E-Governance without any challenges. The main purpose of this research is to implement E-Governance in India with efficiency and effectively. This research investigates the effectiveness of e-services crossways India based on the survey. This research survey from user's perspective includes theoretical and empirical study based on e-service such as CHILDLINE 1098. In the empirical study based on e-services dataset contains incomplete values. To identifying and handling missing values is import task to predict or analyze data to come out the exact decisions. To address this issue, Data mining techniques helps to identify missing values to produce the complete data set. For this research we have used J48 decision Tree and Mean-Median-mode method to handle missing values.

In theoretical study, the importance concepts and aspects in e-services which are used in our research are defined. By reading the aspects citizens can get knowledge about that e-services usefulness. This theoretical study analyses the aspects in implementation of E-Governance in initial stages from some successful e-services based on various sectors. This helps to collect challenges and issues in E-Governance theoretically. In empirical study, the issues which are found in theoretical study are verified by using survey and also identified new challenges which are encountered by users of E-Governance. This survey technique is more valid than the theoretical method to obtain individuals perceptions. Initially users are sampled such as student, business people, government personnel and agricultural livelihood by non-probability sampling method. The research questionnaires for all categories are common except their professional background questions. The questionnaires are sending to respondents through email and some are paper based survey. After some time the responses from respondents in different categories are collected and

analyzed the most common challenges and issues from users perspective that arises when implementing E-Governance.

In analysis, the results from theoretical and empirical study are analyzed and compared with one other. Similarities and variations between each of the study are classified. According to the issues the results are discussed for user's perspective to avoid these challenges in implementation of E-Governance in India. Thus, this research helps to implement and develop E-Governance in India effectively.

KEYWORDS :*CHILDLINE 1098, NICP, Child Labour, Data mining, E-governance, ICPS,NISD.*

1.INTRODUCTION

The emergence of e-Government was was as a consequence of move from innovation to administration and the advancement of extension execution and approach expectations. This was because of the administration considering web to be more than a 'dash on' to corporate procedures. The idea of e-Government has all the earmarks of being genuinely new in most creating nations. Notwithstanding it is a bipolar marvel, which consolidates the key qualities of innovative division and open organization. In this way it focuses on client benefit – front office and hierarchical structure – back office. E-Government depends on the joining of data innovation limit, basically sites, intranets, databases, to permit self administration through an IT medium (Budd and Harris; 2004; Bigdeli and de Casare, 2011).

As far as its qualities of e-Government, there is by all accounts no particular normal for e-Government; however its components are clarified in light of various comprehension. As far as electronic exchanges and collaborations amongst government and other fundamental gatherings – natives, organizations, representatives and different governments and open bodies, four primary squares of e-government have been arranged: a) Government to Citizen (G2C): Allows subjects to recover data and finish government exchange e.g. CHILDLINE 1098 administrations. b) Government to Employee (G2E): Government connecting with representative on the web. c) Government to Government (G2G): Online correspondence and association among government offices. d) Government to Business (G2B): Allows organizations to recover government data and finish exchanges with government offices e.g. offered accommodation (Carter and Belanger, 2004; Ndou, 2004; Reddick, 2004) highlighted the phases of e-Government development and kind of government relationship clarify in points of interest above.

E-Governance applications are available in various government sectors. In Medical services, CHILDLINE 1098 is a toll free number that protects child from child labour, child marriage. This service was initiated in 1996 and adopted by Ministry of Social Justice and Empowerment in 1999. Since 2011, it acts as toll free helpline in 28 states and covering 260 cities. But, there are many challenges which creates problem to run E-Governance effectively. Front-end challenges are illiteracy level, power supply in rural areas, user-friendly interfaces unavailability and lack of E-Governance awareness. Back-end challenges are lack of systems integration within and across various government departments and deployment of technology without proper process. Our vision is to implement effective and efficient E-Governance in India. To achieve our vision, this research article explores the usefulness of E-Governance for government, business and citizen in India and analyse available challenges which should be overcome from Users point of view to build good governance.

2. CHILDLINE 1098

In this section, some important concepts about the CHILDLINE 1098 service which is used in our research paper as well as empirical study and its results that are finding through our research method are presented. The important aspects which are affecting the implementation of this service are identified by reading the basic concepts and based on question which is related to this e-service. The question is as follows:

Question: What are the problematic issues that hamper the implementation of CHILDLINE 1098 toll-free helpline services in India?

CHILDLINE was launched as first emergency outreach service through calls or SMS for children in 1996 by Tata Institute of Social Sciences (TISS), Mumbai. It was adopted by Ministry of Social Justice and Empowerment in 1999 under integrated programme for street children. It has been taken by Ministry of Women and Child Development in 2006 under Integrated Child Protection Scheme (ICPS). CHILDLINE is based on Public-Private-Partnership (PPP) model which integrates state, civil society partners, corporate entities, children and community members. From 2011, CHILDLINE 1098 becomes toll-free national helpline in 28 states and Union Territories which covers 291 cities through its 480 partner organizations.

It helps to address the rights of children, especially those are in distress. It makes a child in distress for emergency support followed by long term rehabilitation. According to Child Helpline internationals report 8% usage of online and mobile based services in Asia-Pacific region in 2003-2012. This helpline is used for children who are in dire situations such as suffering from emotional and physical abuse, living on the streets, victims of flesh trade, conflict, disaster, drug abuse or those whose families are in crisis.

Anyone such as Child or Concerned adult can call 1098 and access services anytime. It provides emergency assistance to the child based on child's need and they referred to an appropriate organization for long-term care. It is India's first 24-hour emergency service for children in order to care and protect them. CHILDLINE India Foundation (CIF) establishes an umbrella organization to identify and provides support to services and monitor service delivery efficiency of centers which are locating at various locations. The CHILDLINE service network is monitored by CIF through four Regional Resource Centers (RRCs) which are located at Delhi, Kolkata, Chennai and Mumbai. It also serves as a link between Ministry and NGOs. The purpose of 1098 service is as follows:

✦ Responding to emergency situations which are reported on national helpline 1098
✦ By generating awareness on the rights of child, creates child-friendly environments
✦ Providing long term rehabilitation services to rescued children

2.1 Starting CHILDLINE Services in a New Area

CHILDLINE network incorporates certain practices when implementing new services. It was established in 79 new locations across country in which 18 in east, 18 in south, 25 in west and 18 in north of India during 2011-2012. Establishing a CHILDLINE service in new area includes following steps:

✦ Preparatory visits
✦ Establishment of 1098 toll-free line and PCO Mapping
✦ In-house training and capacity building exercises

Preparatory visits are organized to assess the need and support CHILDLINE services in the area. The number of organizations selected depends on geographical area and population density of the city. In 2011-2012, preparatory visits are made by CIF to cover regions across country. Establishment of 1098 toll-free helpline in certain area requires direct interaction with government authorities. PCO Mapping

is done to prepare detailed list of every single PCO in each CHILDLINE city. Information is collected on parameters such as location, model number, instrument type, telecom service provider, owner's name and contact details and shared with every organization in the area. It requires setting up of Public Call Offices (PCOs) in convenient locations in that area is approached Department of Telecommunications-Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) for setting up PCO in the chosen area. Training and capacity building includes generating awareness and sensitization among citizens about child rights and protection, procedures to follow CHILDLINE, training selected organizations to child protection, rescue and rehabilitation of children and building alliances with allied agencies.

The CHILDLINE Contact Center (CCC) and local centers are comprises a team members including an Operations Manager, Coordinator Quality Assurance (Voice), CHILDLINE Contact Supervisors (CCS) and CHILDLINE Contact Officers (CCO) working in shifts to ensure that maximum number of calls are responded per day. Of the total staff, 10 members provided by Tata Consultancy Services (TCS) for services in technology and infrastructure which includes Switch, Local Area Network (LAN), database and CRM servers and call recording. The CCC uses modern technology which is used in BPO industry that helps to route calls to specific agents. In this process language is not barrier because the agents are already hired from local population and converse with the caller in local language. Sometimes silent call is received by the CCC. In this case, tracking the location of the number from which call was made and such information is passed to selected organizations for further process. Complaints are also received through mail at dial1098@childline.org, which is launched in 2009.

Based on average, CCC handles 1.60 lakh calls per month from all cities. The peak hours of calls are between 6:00 pm and 10:00 pm each day. The number of calls received is 150-170 per hour reverse to 15 calls per hour during non-peak hours.

2.2 Involvement of Children in CHILDLINE

CHILDLINE provides a platform which helps children to participate in meetings and also provides monthly open houses for children to deliver their opinions, feedback on services and also identify solutions for problems. Open houses are held on monthly on fixed day at park or playground. For large city, there are several meetings held at various locations simultaneously. For this meeting People's representatives, police officers, teachers, NGOs, government officials, youth clubs and other functionaries working in the sector of child protection are welcomed for candid interaction between children and them. It also initiated children's club in schools and villages in 2012 as a part of national campaign Childline Se Dosti (CSD). It creates a network between children and CHILDLINE for educating children to know about their rights and enabling them to explore their issues in the society which are faced by them.

2.3 Training, Capacity Building and Awareness Generation

CHILDLINE's national level sensitization and awareness program is done under National Initiative for Child Protection (NICP). It is initiated by Ministry of Social Justice and Empowerment through National Institute of Social Defence (NISD) and CHILDLINE India Foundation. In-house training workshops for partner organizations and awareness generation campaigns are organized in every CHILDLINE city annually. 244 NICP workshops are conducted across country in 2011-2012 while 225 workshops are organized in 2010-2011. It provides SMS based services for child rights and their protection. In 2012, the television show 'Satyamev Jayate' hosted by celebrity is to increase awareness by 'Say No to Child Labour'.

2.4 Outcomes

In developing countries, child protection is the major policy. In India CHILDLINE provides exemplary model that utilized for ensuring immediate rescue of children in difficult situations and combines with long term rehabilitation for ensuring dignified life to children in distress.
+ Steadily improving usage of helpline
+ Enhanced outreach of CHILDLINE: It is expanded its outreach during 2004 Tsunami. Realizing the natural disaster affected children is undertaken thus by increasing 11 new cities to the network and 7 of these are initiated as an emergency response to the disaster.
+ Public recognition and improved reporting of child rights violations
+ Evolution of a complex and widespread partnership model
+ Recognition from government and corporate entities

3. CHALLENGES IN IMPLEMENTATION
The challenges in implementation of CHILDLINE 1098 are given below:
+ Decreasing the trend of PCO usage and rapid growth of mobile phones: PCO is the most significant medium for communication to connect 1098. Mobile phones which are not in the city subscription do not connect call to the helpline. This limits the scope of helpline through it allowing calls made by mobile phones while on roaming or adding an SMS in such situations. Since it is not chargeable, some issues such as clarity, drop calls and calls on 1098 being metered in some places are also reported. There are a large number of children live in railway stations, therefore CIF has coordinated with Indian Railways to install dial-less phone at each station. When receiver is picked up, it will connect to 1098.
+ Lack of proper rehabilitation services: For long-term rehabilitation government entities such as allied systems and Child Welfare Committees are play prominent role. But some cases, Children who are sent to shelter homes or other agencies not functioning well. Such facilities not even exist in rural and semi-urban areas. Lack of efficient social welfare support services proved to hurdle in whole process of long-term rehabilitation.

4. SUMMARY OF THEORETICAL STUDY
From our above theoretical study the following key aspects which are should considered while implementing e-governance in India:
Question: What are the problematic issues that hamper the implementation of CHILDLINE 1098 in India?
+ Decreasing the trend of PCO usage and rapid growth of mobile phones
+ Lack of proper rehabilitation services
+ Lack of training facilities

5. EMPIRICAL STUDY
The purpose of this empirical study is to verify the issues and challenges which are found in theoretical study and also find some new problematic issues which are managed by users of e-governance by using survey. Since survey techniques are more valid to access individual's perception and it is an appropriate method in our research where data are collected by providing paper based questionnaires to respondents for getting the problems that they are facing.

6. SAMPLING

In our research, non-probability sampling method is used for the users to provide the responsible personnel of e-governance who are familiar with e-governance and other peoples who have no idea about e-governance but their occupation is related to this field. The respondents are categorized in several categories such as Government personnel, Student, Business People and Agricultural livelihoods. In this research, the questionnaires are sampled into four categories among four groups some are common questions and some are based on their professional background. Questionnaires are made on the basis of theoretical findings.These survey questionnaires are sending to respondents through mail and also some are paper based survey. These paper based questionnaires are also mailed to some people who have experience to do various surveys. They also distribute these survey questionnaires to the sampling respondent and the answers are collected. After a week they send respondent's feedback to us to identify the results including their identity.

7. RESPONDENTS PRESENTATION

The survey questionnaires for CHILDLINE 1098 services are distributed to 450 people including students, professionals and agricultural livelihood under different age groups including both rural and urban areas. For 190 people, the questionnaires are sent through their mail and 260 people are requested to fill the paper based survey. The responses from mail are 150 people (79%) and from paper based survey are 235 people (90%). Therefore the total responses from respondents through both mail and paper based survey is 385.

Table 1.1: The number of respondents according to their age and professional background

Age group	Student	Business people	Government personnel	Agricultural livelihood
Under 15 years	52	0	0	0
15-25 years	63	8	3	7
26-40 years	5	31	55	13
Above 40 years	0	55	85	8
Total respondents=385	Total student=120	Total business people=94	Total government personnel=143	Total agricultural livelihood=28

The above Table 1.1 shows the respondents based on their age and professional background. The age groups of respondents are categorized as under 15 years old, 15-25 years old, 26-40 years old and above 40 years old and also categorized into four groups such as student, business people, government personnel and agricultural livelihoods.

The numbers of respondents are shown in Figure 1.1 according to their professional fields and age.
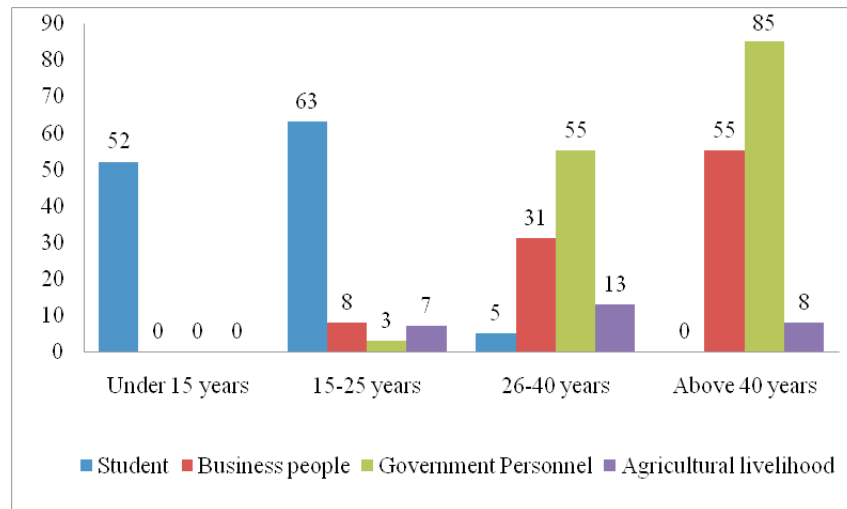
Figure 1.1: The number of responders according to their age and professional background

The above Figure 1.1 shows that the total respondents of the various age groups according to their professional. In which the age comes under 15 years old are 52 which is 13.5% of the total respondents and all of them are only students. From the age group of 15-25 years old, the total numbers of respondents is 81 which are 21% of total respondents and most of them are also students. The total numbers of respondents from the age group 26-40 years old is 104 which are 27% of the total respondents and most of them are government personnel. The age group above 40 years old the total number of respondents is 148 which is 38.4% of the total respondent in which most of them are also government personnel.
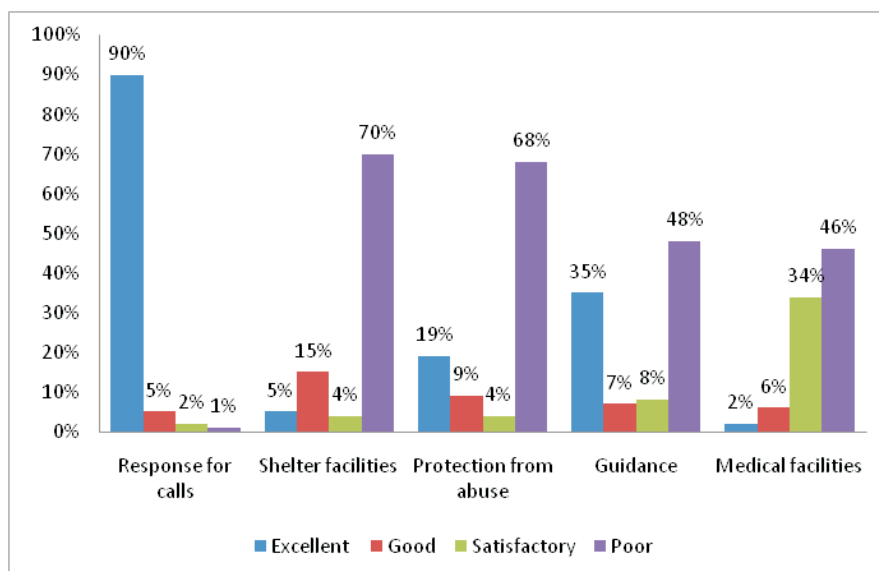

Figure 1.2: Survey of CHILDLINE 1098 Services

The following Table 1.2 shows the responses of CHILDLINE 1098 service questionnaires by all respondents.

Table 1.2: CHILDLINE 1098 service related questionnaires & responses by all respondents

CHILDLINE 1098 related questions	Excellent	Good	Satisfactory	Poor
What is the level of your computer skills?	127	80	68	110
How do you know about e-governance?	134	82	64	105
Do you using any e-governance services?	141	55	68	121
Do you think that the e-governance services are affected by the human-factor?	101	85	77	122
Do you think that it is possible to implement e-based system instead of paper-based system?	133	84	63	105
Do you think there is a need of implementing e-governance in India?	154	92	36	103
Do you know that the Government of India has planned to implement an e-governance where most of the information is processed easily without hassle?	123	86	72	104
How satisfactory level of facing any problem for changing of technology?	106	86	74	119
How information in the present government website?	135	96	36	118
Please give your opinion on the response towards using e-governance services of India?	153	82	69	81
Are you satisfied of your internet facilities?	127	76	27	155
How easily you can get computer facilities?	168	36	21	160
Information availability?	129	64	52	140
Do you think enough training is present to adopt e-governance services?	123	77	47	138
How satisfactory level of getting electricity?	159	52	18	156
How satisfactory level of language which is used in e-governance services to communicate with people?	104	65	23	193
How your school curriculum contains about IT?	118	76	50	141
How is your IT training?	114	72	48	151
How easily you can get information from government side?	138	88	64	95
How satisfactory level of getting study material from government or school side?	130	84	52	119
How is your instructor to train you?	117	68	42	158
Do you know about CHILDLINE 1098 toll-free helpline?	158	86	51	90
Do you think that CHILDLINE has enough facilities for students or homeless children?	128	62	42	153
How satisfactory level of responses from 1098 toll-free helpline?	347	20	9	9

Do you think government has provided enough shelter facilities for children who are in distress?	38	58	19	270
How satisfactory level of protection of child from any abuse?	74	34	15	262
Are you getting any guidance from governmental side?	144	21	26	194
Are you getting enough medical facilities through 1098 helpline?	25	38	135	187
Government has people to help you getting any kinds of information when you need it through e-service?	115	82	64	124
Do you think government has proper technical people to handle e-service in this sector?	128	59	61	137
Infrastructure will support to turn this sectors activity online?	117	68	50	150

8 .EMPIRICAL RESEARCH RESULTS

The results from empirical study of our research are extracted from above table. We found the following problematic issues that are applicable for implementation of E-governance system in India. Here we present the common problems which are related to CHILDLINE 1098 service questionnaires. The analysis of the question is given below:

What are the problematic issues that hamper the implementation of CHILDLINE 1098 toll-free helpline service in India?

✦ Lack of training facilities
✦ Lack of skilled instructor
✦ Lack of shelter facilities
✦ Lack of medical facilities for child in distress
✦ Lack of guidance from the government
✦ Inadequate protection from abuse
✦ Lack of awareness
✦ Lack of computer knowledge

9. CONCLUSION

From figure 1.2, the results show that people (90%) satisfied the response for calls to the toll-free helpline. Most of the people (70%) are not satisfied in shelter facilities and protection of child from abuse. Some people (48%) are not satisfied in medical facilities for child in distress and guidance from government side. These are affecting the implementation of this toll-free helpline and its further development. To improve e-governance we must provide better medical facilities and training for children who are in distress. The government must provide high protection facilities and guidance for children who are suffering from any natural disaster.

The present study concentrates on the dangerous issues in execution of e-governance framework from user perspective furthermore depicts issues in e-governance, for example, CHILDLINE 1098 in India. There are additionally some hazardous issues that hamper the execution of e-governance in India.

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