

ICT and Service Delivery Mechanisms in Civil Service implemented in Khordha district of Odisha

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Abstract:

The correct utilization of Information and Communication Technology (ICT) has made human normal routine easy and prompt. Government Departments as well Business Organization's service delivery mechanism becomes handy, significant, and consistent. The basic intention of government is to produce public services blatantly, successfully, and resourcefully. Civil service is a significant system from all other PSU delivery system. The primary objective of this research paper is to explore the current ICT status and use of ICT in the service delivery mechanism by a government organization to its people. The researchers have applied survey research to collect primary data from employees of government organizations whose basic objective is to produce service to people and used a numeric study. This paper concludes that ICT application to produce Public delivery system can be more effective through integration, linkage, and inter-operability among government organizations, departments, and business entities. And the regular program for capacity development of service providers towards new ICT tools and systems is essential.

We had collected data from the Khordha district through our work in this field. Our findings based on our results discuss including Table-5. The main objective of the work to introduce Technology to Common People and trained them accordingly. Make the environment perfect to use technology without any difficulties.

We also emphasized the use of ICT at the grass-root level which leads to better communication and gives us a very pleasant result. This work can be extended to all other districts of Odisha and become a handy tool for good governance.

Keywords: ICT, Civil Service, Service Delivery, E-Governance, e-Services.

Introduction

Technology which helps in the production of Information in general called Information and Communication Technology. It is primarily concerned with the storage, retrieval, manipulation, and transmission of digital data. It plays a vital role in the daily life of individuals, institutes, offices, and the government to achieve its goal with minimal inputs like money, human resources, etc. ICT in governance and service delivery of local authorities in the developed world has resulted in substantial progress. Confined establishment in the urban globe has embraced ICTs services that are diversified of

different ends for better services portion to their peoples which implies less corruption, transparency, ease, increase in revenue, and also cost-cutting [1]. Communication processing technologies along with Information about the globe are rising more rapidly than what happened previously and which helps in better governance. ICT is a probable device of well-organized public examine delivery. It produces novel opportunities and reduces the gap between the public and society and increases the superiority and number of communication with the public. It increases the precision and access to association. Effective public service delivery is one of the key parameters to measure the goodness of governance. Therefore, the government should be willing to formulate new strategies for effective public service delivery [2]. ICT makes public services more high-tech, well-organized, and more personalized services for peoples. Now, people expect ICT-enabled interactions, not just with each other or with businesses, but also with public services [3]. Public sector organizations are more focused on the betterment of their services by digitalization which is helpful to their customers [4]. Civil service is one of the most important government machinery to deliver public service effectively and efficiently. It is said that 'No government is better than its Civil Service'. The trust towards the government is developed through efficient and effective public service. The dream of good governance can only be fulfilled if there are well skilled civil servants with a positive attitude towards public service delivery. The wide knowledge of the globally changing environment in public management is pivotal for better productivity in civil service. It can be achieved only through research and training in the field of public management in changing context. Hence, most of the governments have provided a wider opportunity to civil servants for study and training domestically and globally. With the help of ICTs, a huge amount of information can be composed, stored, analyzed, and distributed to people in multiple ways and mediums. This is somewhat important and helpful to common security policy to become flourishing [5]. In the 21st century, the traditional role of the state has been changed due to globalization, economic liberalization, and the expansion of the use of information technology. Now the role of the government is not limited only to the security of the citizens but it is expanded on the public welfare, development-oriented activities, information dissemination, public awareness, and researches. Public service has failed to get people's trust in the present situation because the productivity of our public service is very low and the quality of service is below the standard. This is not only that our civil servants are less competent but also because that civil servant has a very low opportunity for training and the working procedure in civil service is too much traditional. The use of modern technology in public service delivery is lacking because of the low skill in civil servants. Hence, the government has put high priority to develop the competent civil service through adequate training to civil servants and many development partners have provided the opportunity of training and study abroad to enhance the human capacity in civil service in recent days.

Nowadays, globalization, economic liberalization, and expanded use of information technology have promoted competition. Due to globalization, economic liberalization, neo application of information

technology, and the emerging aspiration of the service holders have created challenges in service delivery on one hand, and on the other increasing workload, bureaucratic character, increasing corruption, and some other irregularities are hampering the smoothness of the service delivery. There is an immense need of making information and communication technology friendly to the proper human resources planning, recruitment, selection, decision-making process, change management, leadership, and training, and development, job appraisals management including reward system, through the administrative reform [6]. Civil service is the important administrative segment of the state. It has its characteristics. Impartiality and neutrality are its main characteristics. Civil service always has political neutrality. Merit system based is its another specialty. Recruitment, Posting, and promotion all are dependent on the merit system. To establish civil service as a permanent government there is a provision of proper job security, retaining civil servants to a certain age. There is a proper arrangement of career development to attract the capable individuals of the society in it. There are also some additional arrangements in the service to motivate civil servants to their duties. Not only these, but there is also a provision of pension for the livelihood of after retirement. Professionalism is the necessary condition of the civil service, which is not possible without being impartial, accountable, and providing qualitative service to the people. Civil service is the policy implementing an important permanent mechanism of the state. The effectiveness of the state mostly depends on the strength and the capability of its civil service. Political executives changed from time to time, but civil servants remain in their posts for a fixed and competitively long period. So, they are called permanent government. In a democratic political system, civil service is in the role of the main adviser and the important supporter of the government. Civil servants support the government to formulate the policies and to implement them with their expertise. In totality, civil service is in the key position of service delivery, supporting the government for the decision making and strengthening the effectiveness of the governance. So, the success of the government and the prosperity of the country mostly depends on the efficiency, transparency, and accountability of the civil service [7]. A huge quantity of case studies has been published by the various mutual establishment, signifying that ICT can be implemented in different platforms to speed of the in sequence propagation, better use of public help, rapidly increase the transparency and responsibility of government machinery, to drop the corruption rate, and encourage the citizen to participate in local control. However, less amount of detailed analysis that establishes such payback has been produced in huge-scale industries [8]. Odisha is in the process of implementing the e-Government concept to make all government services accessible to the people through its second e-Governance master plan (e-GMP II). The e-GMP II takes a better viewpoint of the e-Governance process around the country, summing them into a cooperative idea. An enormous nationwide communications attainment leads to the farthest of rural is developing, and huge-scale digitization of proceedings is taking place to allow easy, consistent use of the internet. The main goal is to fetch community help closer home to people, as described by its idea statement [9]. The capacity of the internet and web

technology has changed the conventional method of depending upon paper/manual driven organization to an information-driven modern method (internet, digitalization). In a digital organization, everything depends upon the electronic, implementation of digital technologies and effort on database, awareness bases, directories, and files to be stored [10]. It easy to reorganize to manage public management, boost up government policy to reach the subjugated people, increase citizen involvement and belief in government and increase the class of service, improve government competence, and efficiency by reform the process [11]. The implementation of ICT and its participation by the government for the condition of in rank and public services to the people need to be precise and globally accepted definition of e-government which highlights both the means and objectives of the e-Government concept [12]. Service delivery is an essential function in the relation between government bodies and citizens. It is a part of the complex relationship between government, society, and citizens. The government as a key public service provider, citizens has a right to demand quality services fast, easy at a moderate cost. The image of government depends on service delivery with quality services at an affordable price to its citizens. With the implementation of ICT-embedded public delivery systems, it increases the right to use public services, magnify ability, unambiguousness, and liability of government [13]. The continuous change in technology and its impact on business and societies have shown huge importance in information management. As time passes away, competition increases and new businesses and industries appear in the market. Those firms are considered as successful who learn how to use the new technologies. In digital firms, the relationship between services and customer, producer, and staff are digitally achieved. The business foundation process is accomplished through digital networks [14]. With proper use of ICT, it increases efficiency, speed, and transparency in service delivery. It also assists in the generation and dissemination of knowledge [15]. The rapid development of ICT has helped in exploring new opportunities for service delivery and income generation [16]. Through the proper utilization and implementation of technology and digital tools, the service delivery of local government could be more effective and challenges could be minimized [17]. According to Kumar & Best, e-government uses can be achieved using ICTs in the public sector to increase its functionality in the production system [18]. The advantage of new knowledge and technologies of communication (ICTs) has considerably signified our potentiality to gather and allocate information [19]. In each area of the globe –Industrialized nations to developing one inner and confined government are sharing significant messages online, automating immense processes, and communicate by machine with their people [20].

To face the challenge of competitiveness of the open economy, the utilization of information technology could be one of the strong means. In Odisha, the private sector has effectively utilized information technology. Due to this, the performance level of the private sector has remarkably improved. However, there is a lack of effective monitoring and supervision mechanism, to make it reliable to the increasing use of information technology by the private sector. Furthermore, it is also

necessary to control the irregularities and to minimize the risk of a possible crime. Skilled manpower in the field of information technology is available but it could not be utilized within the country. The development of information technology has provided the opportunity for sustainable and faster development of the nation's education, health, agriculture, tourism, including trade and commerce. It is necessary to increase the utilization of information technology to maintain good governance by achieving the effectiveness of public service delivery and easy access to service holder. To enhance the working capacity of the public as well as the private sector, optimum utilization of information technology is necessary. By the use of the e-governance system, the Government of Odisha can maintain the basic principle of good governance like transparency, accountability, responsibility, effectiveness. To maintain the easy access of service holders and to face the challenge of competitiveness of the open economy, information technology is mandatory. The utilization of information technology could be one of the strong means of reform in governance. It should be able to establish and use a proper Management Information System (MIS) [21]. Proper use of E-Governance in nations like south Asian countries practical to consider the focus of qualified people belief the system [22]. In the modern world, Electronic-Government is the method and function of the government using the tools of ICT to transform the way it serves its constituent. The public in this structure as "passive recipients" of information in digital. The e-Process is a method of digital communications between people and Governance. The use of E-Governance refers to it. Web services are meant for delivery in the public sector [23]. The major idea of this research paper is to look at the current ICT position and implementation of ICT in service release instruments by government institutes to its public.

Research methodology

We have conducted survey research to gathered basic information from Government Servants of Khordha district whose basic goal is to produce public service and use quantitative research methods, which consists of data about demographic, ground facilities, training of ICT, and cause for hindering public service delivery, etc, from two different groups namely technical and non-technical. The collected data have been entered into SPSS 22 and data analysis has been done.

The Result, Analysis, and Discussion

The primary data have been collected from employees of government organizations (Khordha, a district of Odisha). The total number of respondents was 300 and out of the 140 (46%) are technical and 160 (54%) are non-technical background respondents and tabulated in. Data was taken from Khordha.

Table 1**Total Number of Respondents**

Background	Female	Male	Missing	Total
Technical	26	108	8	140 (46%)
Non-technical	58	94	8	160 (56%)
Total				300

Table 2**Existing ICT Infrastructure of Respondents Office**

Infrastructure	No of the respondents having infrastructure at the office
Telephone	129
Fax	115
Photocopy	123
Internet	120
Website	95
MIS	60
Alternative energy source	68

Table. 2 describes the existing ICT infrastructure of the respondent office from Khordha district. To deliver public services to citizens using ICT tools are very essential. The analysis shows that MIS and alternative source energy is not sufficient as compared to other ICT tools like telephone, fax, photocopy, etc, at the respondent's office.

Table 3**Existing Capacity of Respondents on Software and Hardware**

Software and Hardware	No of the respondents who can operate
MS Word	67
MS Excel	48
MS PowerPoint	44
MS Access	12
Tally	12
Photoshop	18
MIS	18
Fax	52
Mobile	73
Telephone	72
Others	15

Table. 3 describes the existing capacity of respondents from Khordha district on software and hardware for service delivery. It shows that capacity of existing employees should be enhanced for better service delivery.

Table 4
Reasons for Hindering Public Service Delivery

Reason	No of respondents
Lack of skilled technical human resource	113
Inadequate budget	102
Not changing the mentality of the staffs	99
Lack of knowledge about the e-service delivery with the staffs	103
Not any arrange of the training related to the e-service deliver to the staffs	88
Lack of rules and regulations related to the e-service delivery	93
Lack of infrastructures related to IT	96
Not being fully used the available IT instruments and system	84
Adopted IT system is not being user friendly	85

In **Table. 4**, the response from Khordha district hindering public service delivery have been taken care of. It shows that ICT user-friendly and ICT infrastructure needs to be improved for service delivery. Moreover, the government has to arrange regular capacity building programs for all employees on e-services and delivery. Similarly, **Table. 5** shows the collected data from the Khordha district of employees who were not interested to share their IT knowledge among themselves within an out of the organization. It shows that most of the employees like themselves to be smarter than other employees.

Table 5
Reasons for Employees not Interested in Share IT Knowledge

Reason	No of respondents
Fear to be smart others than him	75
Fear of that the skill can attach others to the office chief	46
Fear of losing extra income	46
Due to the mentality that why to share with others in free, which is acquired by investing himself	55
To show himself powerful than others	69
Lack of interest in learning of colleagues	74

Findings:

What we collected as information from the Khordha district shows that the application of ICT is well organized and integrate with the public delivery system. It is quite effective in connecting with general people and linking with the reality of ground level and very useful tools for Government-run organizations as well as business establishments.

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