E- GOVERNANCE FOR PUBLIC SERVICE DELIVERY AT LALITPUR DISTRICT, NEPAL

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ABSTRACT

This thesis examines how Godawari Municipality's "e-governance" functions, along with a few other factors that influence it, in providing services. According to the research, those who are knowledgeable about technology and have access to devices for taking use of services visit offices less frequently, pay less for their services, and have less pain when using them. The municipality is typically the closest local authority, and citizens can visit the office frequently to acquire services, which causes issues with their degree of satisfaction. The goal of the study is to better understand the variables that influence client satisfaction through service delivery effectiveness. This article begins with background information and context, followed by research questions, an explanation of the methodology, a review of the literature, the development of a conceptual framework, background information on the country and municipalities, data presentation and analysis, and a conclusion. Both quantitative and qualitative methods are used in the study to obtain data.

This study highlights the critical elements for guaranteeing efficient service delivery by using the parameters of the conceptual framework, which established three independent variables: customer readiness, e-governance readiness, and demographic traits. A quantitative analysis of the gathered data has been conducted. Purposive statistics, such as cross-tabulation of the data, were carried out using SPSS. The results were further triangulated using qualitative findings. The three independent variables—E-Governance preparation, Client preparedness, and Demographic Characteristics—and service delivery were shown to be statistically significantly correlated in the study. E-governance preparedness and efficient service delivery are favorably connected. The services are provided more effectively the more prepared you are. Consequently, the public sector has more public accountability.

The most logical conclusion is that clients who are more equipped and know how to utilize ICT efficiently discover that the services are provided efficiently. This data supports the hypothesis that client awareness improves the provision of quality services. If the client is unprepared, there is less chance that effective service will be delivered. The effectiveness of service delivery is positively correlated with age. Research indicates that younger persons view more effective service delivery than do older adults. Their relationship could be strengthened by their ability to use and access ICT.

The study's conclusion establishes a relationship between the independent and dependent variables; yet, the study's small sample size (n=52) had limitations. It also explains how different variable associations work to ensure efficient service delivery.

Keywords: E-governance, effective service delivery, service delivery, client readiness.

1.0 BACKGROUND OF THE STUDY

E-governance is the process of using information and communication technology (ICT) to establish a forum for communication between the general public, commercial entities, and governmental agencies. Another aspect of e-governance is the implementation of internal government processes to improve and expedite the democratic and commercial aspects of governance. E-governance is the acknowledged term for the application of information and communication technologies to enhance efficacy, efficiency, and transparency. E-governance is the term for the government's use of information and communication technology to ensure transparency, increase public awareness, and enhance accountability in the way government business is conducted. E-government is the most current advancement in global governance. E-governance may support effective governance when applied appropriately. One essential element of effective governance that is mandated in many countries today is SMART governance, which stands for Simple, Moral, Accountable, Responsive, and Transparent government. Significant progress has been made toward e-governance by Singapore, the US, the UK, Canada, Australia, and all other developed nations. Furthermore, developing nations like Sri Lanka, the Philippines, China, India, and Brazil have made excellent strides toward e-governance implementation.

According to Pathak and Jyawaly (2059:565), referenced in Shahi (2017), a public service is an official state activity that involves significant engagement with individuals and has certain intangible components. According to McGregor (1982), public service is any benefit that the government offers to those who reside under its authority, either directly or through the financing of such services. Therefore, offering services to citizens, companies, and other recipients of services through government agencies or organizations is regarded as performing public service. The idea of public service delivery has been central to the conversation over public sector changes. It has been linked to the new public management (NPM) idea, which is credited to Pollitt (1990), Hood (1991), and Pollitt & Bouckaert (2004).This highlights the significance of effective governance, technological innovation, and democratization. Public service delivery is defined as "the process of meeting the needs of citizens through prompt and efficient procedures" by Oronsaye (2010:31). Public service delivery, according to Ohemeng (2010:115), is characterized by "performing more with less, empowering citizens, boosting transparency and holding

Responsible public servants Education, healthcare, transportation, security, social welfare, infrastructure, etc. are a few instances of public services.

Key directives for the development of information and communication technology (ICT) in Nepal were set forth in the 2015 National ICT Policy. This means extending internet availability and implementing measures to boost and develop the e-commerce sector. ICT will become more prevalent in a number of fields, including education and health, according to the policy (National Cyber security Policy, 2016).

Given this, current e-governance projects in Nepal encompass not just the computerization of government agencies but also the finer elements of governance for transparency, services orientation, and public centricity. The Nepalese government has also recognized the

importance of ICT, and it plans to use ICT collaboration for paperless governance, or e-governance, in order to supply public services over the long run. The primary area of interest for this study is the electronic delivery of public services. The Lalitpur district, namely in the Godawari municipality, is the subject of this study.

1.1 Problem Statement

E-government is necessary in today's society. It's challenging to stay up with other parts of the world without digitization. Both municipal and federal governments are becoming more and more dependent on e-governance. Millions of people engage with the digital revolution year for a purpose. However, given their difficult geographic locations, emerging and least developed nations like Nepal have numerous obstacles in their efforts to guarantee digital advancement and safe digital services in all of their regions (Adhikari, 2007). The unitary and centralized form of governance has been replaced with a federal one in the present state political and administrative framework (Government of Nepal, 2015).Because of this, the Constitution is still in effect, which makes it difficult for Nepal to adopt electronic administration at the local level, including in municipalities. There are still a lot of open seats that need to be filled since the employees' complaints about the changes are still a problem. Nepal is the least developed country. The phrase alludes to the political, economic, and other essential factors that are required for the online world to grow. Consequently, not all people have access to the same resources. A U.N. e-government assessment places Nepal in the middle EGDI category. It implies that a great deal of work has to be done to ensure efficient service delivery. Substantial labor and financial commitments

Infrastructure will require attention. According to Gyawali (2018), a comparison research between Kathmandu and Lalitpur highlighted the need for further advancements in the industry. To transition from an undeveloped to a developing state, leadership is required for both the advancement of technology and improvements to existing systems. However, given the politically unstable environment of Nepal, inadequate leadership has impeded progress (Shakya, 2018).As per Shakya's (2018) findings, Nepal has to achieve noteworthy advancements in the ICT sector to ensure e-governance and facilitate effective service delivery. Nevertheless, this would need overcoming many challenges arising from the existing system. Nepal is the least developed country in the world overall, with a low EGDI and inadequate ICT infrastructure. Nepal is under pressure to implement digital governance at all levels of the administrative hierarchy in light of these concerns. Very little empirical research has been done in Nepal, despite the fact that e-governance and effective service delivery have been the subject of extensive global study. Thus, to ensure effective service delivery, the aim of this research is to identify local e-governance. Localized digitization is also being implemented, although no study has been conducted to demonstrate that e-governance can ensure effective service delivery. However, there is much more to learn about the connection between e-governance and public service delivery.

Many of Nepal's policies are excellent and of a high caliber, but the government falls short in tying them to the actual situation. The government's specified targets are never met, and the entire policy appears to be a failure. This study focuses on the following questions:

i. What is the status of E-Governance in public service delivery at Godawari Municipality?

ii.   What are the factors influencing E-Governance for public service delivery?

1.2 Objectives of the Study

In modern period, all the activity of the government are digitalized. Government provided various services such as, passport distribution, citizenship distribution, various recommendation, license, national ID card, land and house management, tax services and so on. These services are provided by the office manually in past but now a days these services are provided by online using information and communication technology. Developing country like Nepal is also started e-services. In this concern this study try to find out the status of e-service and e-governance at Laltipur municipality. This study is concentrated at urban municipality having following objectives.

i.   To assess the status of E-Governance for public service delivery at Godawari Municipality
ii.   To analyze the factors influencing E-Governance for public service delivery at Godawari Municipality

2.0 LITERATURE REVIEW

Any service rendered to a large number of persons is considered public service. Stevens and Grout (2003).It is reasonable to justify government engagement in production, financing, or regulation due to a potentially significant market failure in the provision of services to society (widely understood to include equality and efficiency) (Calabro, 2011). Numerous books, journals, and papers are evaluated for the study. Similarly, people or respondents are asked questationnaris. To complete this study experts and bureaucrats are interviewed. There are so many advantage of e-governance in the local level. Such as; Improves Efficiency, Improves Services, Helps achieve specific outcome, Can contribute to broad policy objectives, Can help build trust between governments and citizen, Can be major contributor to reform, it helps to speed services, people get easy access and so on.

3.0 RESEARCH METHODOLOGY

3.1 Research Design

The research site of this study was Godawari municipality. In order to provide users an in-depth understanding of the topic, this study on "E-Governance in Public Service Delivery in Godawari Municipality ", a mixed research approach was employed that combines both quantitative and qualitative research techniques. Furthermore, this research is exploratory in nature, utilizing a set of structured questionnaires to gather data and opinions in addition to evaluations of previous studies in the field.

On a descriptive research design, this study is built. Descriptive statistics are therefore applied. The table displays and describes the data. The study uses both primary and secondary data. Secondary data from the national census of 2021 and the Godawari municipality were gathered. First-hand information is gathered using questionnaires. The study used purposeful sampling to choose 90 service seekers from the Godawari municipality as respondents.

3.2 Study area:

The new municipality of Lalitpur District is called Godawari Municipality, and it is situated in Lalitpur. This municipality has a total size of 96.11 square kilometers, and it is located 15 kilometers from Nepal's capital.

Table No. 1: Population by Sex

Population by Sex	Number
Male	48,140
Female	49,493
Total	97,633

Source: Census 2021

The main source of data is information gathered from Godawari, Lalitpur, Nepal's municipality office. Secondary data gathered from various sources, including websites and reports, by content analysis.

4.0 DATA PRESENTATION AND ANALYSIS

Service delivery is dependent upon government policy, attitude and behavior of employee and used of technology. This study mainly described the data in the table and summarized using simple statistical tools.

4.1 Evaluation of Online Services Delivery Status

As far as we are aware, the primary platforms for delivering e-government services are intranets and websites. For this reason, official websites are a great way to provide e-government services. The caliber of public organizations' websites is one of the factors affecting how well their web services function.

Table No. 2 Online service delivery Status (e- government readiness)

Stages	Statement Regarding 0nline Service Delivery	Online Service Delivery Score	Score in Percentage
		Score for Municipality website	
Stage1	Online service is available?	1.00	100
Stage2	Is yours website update?		
	Is the Citizen Charter accessible on a website?		
	Are protocols given out in detail?		
	Forms and files available can be downloaded	0.87	87

	Are the conditions to receive services clearly outlined?		
	Are the terms of delivery and service fee clearly provided?		
	Contacts no's, email ID of responsible officials available there?		
	Are all Acts/rules/Gazette/Circular related to this office available there?		
Stage3	Online application submission	0.91	91
	Facility for citizen feedback / comment		
	online/SMS alerts regarding service progress		
Stage4	Online financial transaction(e.g. online payment through card	0.20	20
Stage5	Inter-connected to other departments	0.00	0.0
	Index of Online Service Delivery	0.59	59

Source: Field Survey, 2024, Calculation based on UN/ASPA 2002;UN 2014

The E-Governance Readiness Index is shown in the above table. It is calculated by dividing the sum of the points earned at each stage of online service delivery by the ratio of scores received, and then averaging the results. Every indicator has a score of 0/1. The Godawari municipality website received a score of 0.59 on a scale of 0 to 1 based on this methodology.

As a result, the e-Government Readiness Index is moderate it is neither extremely high nor low. Using the UN/ASPA E-Government maturity model having a website address at stage one has aided in passing it. Stage 2: Service delivery protocol, applicable documentation, and observed acts, norms, and circulars Municipality possesses each of these attributes. The online service delivery index received a score of 0.59 on a scale of 0-1 based on the data given. After that, a liker scale with 0-.30,.30-.50,.50-.70,.70-90,.90-1, and correspondingly 1, 2, 3, 4, and 5 stages was designed to further categorize the scale in a range of 1 to 5.

In Percentage the online service delivery index received a score 59% on a scale of 0-100% based on the data given. After that scale with 0-30%, 30-50%, 50-70%, 70-90%, 90-100%. Therefore, online service delivery index received a score percentage is 59%.

4.2 Gender wise Respondents

According to census, 2021 female are more than male in godawari municipality. But active people respondent who used online are more male than female. In Nepali society male are more active in the outdoor activities than female. Even godawari municipality is urban municipality there also male are active in official activities. The product or result depend upon active mass. Among 90 respondents male and female are summarized and tabulate below as:-

Table No. 3 Gender of the Respondents:

Sex	Respondent	Percentage
Male	72	80
Female	18	20
Other	0	0
Total	**90**	**100.0**

Source: (Field Survey 2024)

The demographic profile of the participants indicates that women make up just 20 % of the sample, with men making up the majority. Due to socio-cultural factors, women expressed no interest in answering the questionnaire.

4.3 Age of the Respondents

As far as we are aware, intranet and internet websites are the main platforms used to deliver e-government services. E- Governance users are different age groups. The respondent used digital platform which is provided by government offices. Age of the 90 respondent are summarized and tabulated below as:-

Table No. 4.Age of the Respondents:

Age	Respondents	Percentage
25-30	10	11.11
30-35	24	26.67
35-40	20	22.22
40-45	22	24.44
45-50	6	6.67
50 and above	8	8.9
Total	**90**	**100.0**

Source: Field Survey 2024

Above table shows that 26.67 percent of the respondent are the age of 30-35. This showed that young people are more active in IT services. On the other hand, statistics indicates that 6. 67 % of respondents are 45-50. This showed that old people do not used information technology this is due to eye problem. The main side effect of electronic system is also effect on eye.

4.4 Professional Status of Respondents

As far as we are aware, intranet and internet websites are the main platforms used to deliver e-government services. E- Governance users are different professional which used digital platform. The different types of professional status of respondents are summarized and tabulate below as:- given bellow;

Table 4.4 Professional Status of Respondents:

Profession	Frequency	Percentage
Business	20	22.2
Agriculture	22	24.4
Private Job	30	33.3
Government Job	6	6.8
Self Employed	12	13.3
Total	**90**	**100**

Source; Field Survey 2024

Above table shows that 33 percent of the respondent are IT friendly in private sector. This is due to the activeness of private sector. Similarly 7 percent of the respondent are IT friendly in government sector. This showed that government employee are not active IT sector.

4.5 Educational Status of Respondents

As far as we are aware, intranet and internet websites are the main platforms used to deliver e-government services. E-governance users are different educational status which used digital platform. The different types of education status of respondents are summarized and tabulated below as

Table 4.5 Educational Status of Respondents:

Education	Frequency	Percentage
Primary Level	6	6.7
Secondary Level	16	17.8

Higher Secondary Level	38	42.2
Graduate and Above	30	33.3
Total	**90**	**100**

Source; Field Survey 2024

Above table showed that 42 percent of the respondent are higher secondary level. This showed that young people are more active in IT sector. Only 7 percent of the respondent are IT friendly from primary level. This showed that to be IT friendly education is basic entity.

4.6 Factor Affecting Effectiveness of Service Delivery

Considering public service delivery in the context of its main tenets, which include "holding public servants accountable, empowering citizens, enhancing transparency, and doing more with less." Education, healthcare, transportation, security, social welfare, infrastructure, etc. are a few instances of public services. Also, a number of indicators influence how well services are delivered.

The dependent variable's and related indicators' descriptive statistics (minimum, maximum, mean, and standard deviation) are shown in Table 4.6.

Table 4.6: Descriptive data of Dependent Variable

(Effectiveness of Service Delivery, n= 90)

Dependent Variable and Indicators	Min.	Max.	Mean	S.D
Index of Performance of Service Delivery (Very Poor to Excellent)	2.31	3.59	2.95	0.405
i. Responsiveness (Time saving and Feedback Mechanism)	1.61	3.95	2.80	0.385
ii. Reliability(Accuracy, dependability)	2.03	3.70	2.87	0.394
iii. Assurance (Credibility)	2.00	4.00	3.00	0.412
iv. Empathy (Communication less sufferings)	2.15	4.00	3.11	0.427
v. Cost Saving	2.18	4.00	3.09	0.424
vi. Satisfaction	2.10	4.00	3.05	0.420

Source: Field Survey 2024

Based on the opinions of the participants, Table 4.4's average score for efficient service delivery ranges from 2.31-3.59, with an average of 2.95, on a scale from 1 (Very Poor) to 5 (Excellent).

Additionally, it shows that the effectiveness of service delivery in the municipality under review ranges from below medium to above medium. Cost savings, contentment, assurance, responsiveness, and dependability are the variables whose scores are used to generate the index, which is evaluated on a scale from 1 (very poor) to 5 (outstanding). An explanation of the indicator score for the dependent variable is given in the paragraph that follows.

The responsiveness outcome ranges from 1.61 to 3.95, closely representing the range from low to high level. Participants in the survey were asked to score how much they agreed or disagreed with the following points: Reduced application processing times; a simpler way for receiving feedback (complaints and comments); and reasonable visitor, wait, and service delivery figures.

Table 4.7: Descriptive data of Independent Variables

S.N.		Min.	Max.	Mean	S.D
1	E governance Readiness	1	3	2.01	0.83
2	Client Readiness	2	3	3.01	0.47
	Mobile	1	1	1.00	0.00
	Smart phone/ Tablet/ PC/ Laptop	1	1	1.01	0.15
	Reliable Power Supply	1	1	1.00	0.00
	Internet Connectivity	1	1	1.02	0.16
	Download file from internet	0	1	0.39	0.48
	Knowledge of online Service	2	4	2.95	0.61
	Knowledge of ICT	1	4	2.37	0.76
3	Age	26	64	39.90	8.59
4	Education	2	5	4.18	0.76

Source: Field Survey 2024

The table 4.7 provides the descriptive statistics (Minimum, Maximum, Mean, and Standard Deviation) for the independent variables. Table 4.5 illustrates that on a scale of 1 (Very Less Developed) to 5 (Highly developed), the E-Governance Readiness falls between 1 (Very Less Developed) and 3 (Medium Developed). The municipality experiences pleasant climate. On a scale of 1 (very low) to 5 (very high), the Client Readiness score goes from 1 (low) to 3 (medium); the mean score of 3.01 shows that the average client awareness is Medium Developed.

Field research has shown that there are a number of reasons why performance varies. The method of analysis revealed that E-Governance Readiness, Client Readiness, and a few demographic traits like age and education were potential explanatory variables. As a result, an explanation of the variations in service delivery efficacy is attempted in the following sections.

4.8 Effectiveness of Service Delivery

Meeting the expectations of the final product user is the aim of effective service delivery. Even though a product is more accurately described as a tangible or physical entity, But it also comprises services. The relationship between a service rendering company and consumers is a direct interface of service provision; the goal is to establish a positive relationship and meet expectations in the process.

Table 4.8. Effectiveness of Service with Respect to E-Governance Readiness is given bellow;

E-Governance Readiness

Effectiveness of Service Delivery	Frequency	Moderately Developed in Percentage
Poor	9	10%
Average	29	32%
Good	52	58%
Total	**90**	**100%**

Source: Field Survey 2024

The variation in service delivery performance for changes in E-Government Readiness is seen in the above table. It demonstrates that at comparatively higher prices, service performance is comparatively better. Thus, there may be a positive relationship between the effectiveness of service delivery and E-Governance Readiness.

4.9 Effectiveness of Service Delivery

Meeting the expectations of the final product user is the aim of effective service delivery. Even though a product is more accurately described as a tangible or physical entity, But it also comprises services. The relationship between a service rendering company and consumers is a direct interface of service provision; the goal is to establish a positive relationship and meet expectations in the process.

Table 4.9 Effectiveness of Service with Respect to Client Readiness as given bellow;

Effectiveness of Service Delivery	Client Readiness		
	Low	Average	High
Poor	100%	56.9%	-
Medium	-	24.7%	15.8%
Good		18.4%	84.2%
Total	**100%**	**100%**	**100%**

Source: Field Survey 2024

Data from Table 4.9 shows that higher levels of client readiness are comparatively better served by services. Nobody with a low level of client readiness feels that service delivery is good, while 84.2% of respondents with a high level of client readiness and 18.4% of those with a medium level of client readiness believe that services are provided well. As opposed to

The service is deemed inadequate by 100% of respondents with low client preparedness and 56.9% of respondents with medium client readiness. Thus, client preparedness and service delivery effectiveness can be positively correlated.

4.10 Research Finding

Digitalization is the main issues in the world. Nepal is also adopting digitalization policy for service public service delivery. There are so many services which are more participative, accountable, transparent, reducing corruption, and acceptance of rule of law. Therefore, government of Nepal adopted e-tender, e-payment of various taxes, e-registration of official records, e-form filling and so on. By using electronic media unethical activities are reduced. In godawari municipality online service delivery is accepted as a whole. Online is updated 87 percent but interconnection between office is not found. The service delivery by online is moderate in godawari municipality. The values of statistics should that the municipality has to improve e-service in many ways. E- Service is just started but the speed is slow and gradual. Similarly e-service seeker are not so active. On the other hand, female are not actively using e-services. Some of the major finding of the study are as follows:-

- The demographic profile of the participants indicates that women make up just 20 % of the sample with men making up the majority.
- This study shows that 27. Percent of the respondent are the age of 30-35.
- On the other hand, statistics indicates that 7 % of respondents are 45-50.
- This study shows that 33 percent of the respondent are IT friendly in private sector.
- Only 7 percent of the respondent are IT friendly in government sector.
- This study shows that 42 percent of the respondent are higher secondary level.
- Only 7 percent of the respondent are IT friendly from primary level.

5.0 CONCLUSION

The Godawari municipality offered online services for the provision of public goods. One of the tools for governance is the online service. This study focuses on e-governance as a means of delivering public services. The study's goals are to ascertain the current state of e-governance for the provision of public services as well as the variables that affect it. For this study, a mixed research design is being used. Purposive sampling is used to gather data from 90 respondents, and important experts are interviewed for the e-governance. The table contains a summary of the data, which are then examined using SPSS. Utilizing metrics such as mean, median, mode, and percentage, the research activity is explained. Researcher asked question relating to find out cause of the each activity so that study is become deeper and deeper. People at Godawari municipality is accepted e-governance for public service delivery but there are so many challenges in public service delivery by digitalization such as; load seeding, cyber hacking, lack of technique knowledge, lack of training, in educated policy , weak policy implementation, high cost running system, out of national control IT system and so on. Finally crucial entities such as financial activates, are not well managed. Even in this modern age human behavior and official process are being difficult and lengthy as well as complex.

E-government has just lately been implemented in Godawari Municipality. Instead of offering online services, the municipality website the primary e-government service delivery portal only offers a restricted amount of static information. The majority of respondents think that Godawari Municipality benefits from the e-government system. Instead of offering online services, the municipality's website, which serves as the primary e-government service delivery platform, only offers a limited amount of static information. In Nepalese municipalities, e-government efforts are still in their infancy and are only available to a small number of organizations. The government has recently launched a few projects, like the e-government master plan, which complies with IT policy 2000. In order to facilitate the transformation, the change management environment and e-government change management techniques are below average. The majority of respondents think that Godawari municipalities benefit from the e-government system.

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