

Impact assessment of Information and Communication Technology on world's largest workfare program (MGNREGA).

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Abstract

Public services enhanced by electronic governance have shown good results in terms of stakeholder satisfaction. The study was undertaken to determine the influence of electronic governance, or, in other words, the impact of ICT intervention on the Mahatma Gandhi National Employment Guarantee Scheme, in light of its rising relevance and scope. The research study was carried out based on the examination of primary data obtained from response groups representing scheme beneficiaries and scheme administrators by means of delivering unique questionnaires to each answer group. Convenient sampling was used to approach respondents. On the basis of pre- and post-ICT intervention, the gathered data was analyzed. Results showed a considerable improvement in the scheme's operationalization.

Keywords:

ICT;
MGNREGA;
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1. Introduction

The goal of electronic governance is to use information and communication technology to streamline government interactions with citizens and other stakeholders in order to jointly solve public problems (Dawes, 2008). Although there is great potential for electronic governance to enhance governmental operations (Milakovich, 2012), this potential is yet mostly unrealized (Norris, 2010). The exponential rise of the internet and other ICT-based technologies has made it possible to create eco systems where citizens can access governance-related services whenever they need them. Research studies have shown that electronic governance has helped the stakeholders by assuring responsible, transparent, and accessible government services in addition to preventing corruption. It has resulted in removal of administrative burdens and has also enabled governments to reduce costs of public services to make them affordable (Bhatnagar, n.d.)(Akman et al., 2005)(Hackney et al., 2007)(Tolbert and Mossberger, 2006)(Watson and Mundy, 2001). However there is an underlying reality that governments across the world are facing tremendous challenges in the form of inadequate ICT infrastructure, organizational skills/training, inadequate finance and top level management support (Gauld et al., 2010) which is evident from the fact that only one third of overall electronic governance related services are able to offer transactional services(Nations, 2010). Recent few years have seen an abrupt positive trend in the affordability and accessibility of cellular technologies which has resulted in significant improvement of electronic governance development index from 0.47 in 2014 to 0.55 in 2018 (LIU Zhemmin, 2018).

There have been many Electronic Governance Initiatives by successive governments in India with an aim to