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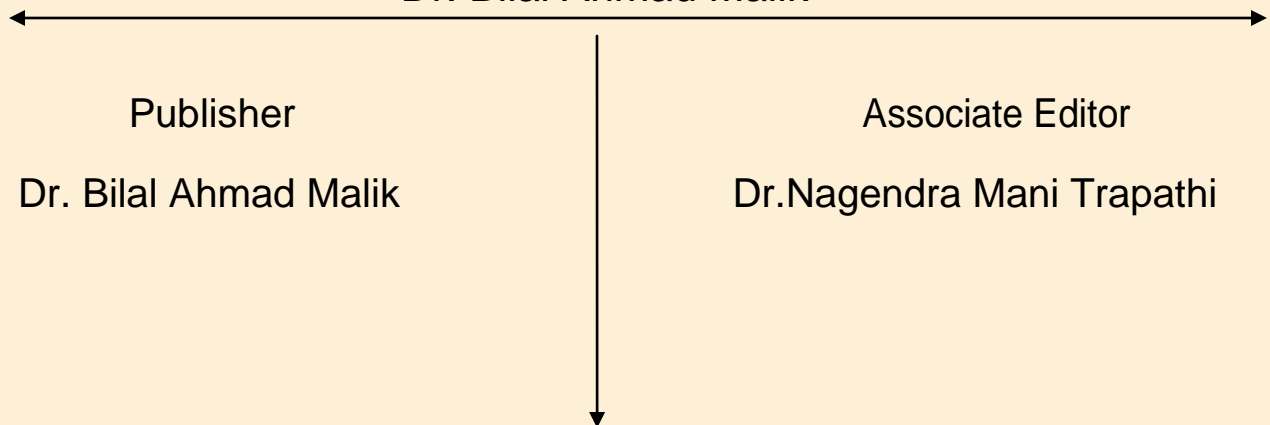
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“A STUDY OF PROBLEMS AND PROSPECTS OF IT IMPLEMENTATION IN SETU KENDRA OF SOLAPUR DISTRICT”

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ABSTRACT

With a view to take the benefits of Information Technology to the common man, and as a part of its e-Governance initiative, the district of Solapur has embarked upon a unique project that seeks to redefine public service 'setu', which in local language means a bridge, a bridge between the people and the Government. The Government of Maharashtra issues a large number of Certificates and Affidavits required by its citizens. For this purpose, it has various Citizen Facility Centers established at District- as well as Taluka-level all over Maharashtra.

In a present study, researcher is going to evaluate adequate IT infrastructure is provided and to find lacunas in the same. Along with this, study on availability of adequate IT-trained staff, software-security, collection and compilation of data/ information is to be carried out. Software used in different setu Kendra is of different version. There are many reasons that problems related to existing software are occurring in setu Kendra which causing inconvenience for the citizens.

Keywords: e-governance, setu Kendra, IT infrastructure.

1. INTRODUCTION

Setu is a bridge between government and common man. The objective of the project is to bring all Government services under a single roof and make a novel and user-friendly system where public can conveniently get each and every service without much hassle. The system is made in such a way that there cannot be any involvement of middle men and vested parties. Daily and weekly reports are generated for monitoring disposal and pending rates. The application forms for different certificates are received in between 11.00 AM to 1.30 PM on all working days and certificates are distributed on the same day itself after 4. The application software they are using for different certificates, affidavits and 7/12 extract which contain the same form for different services. It is an IT project that

is focused on the common man. The objective is to provide to the citizens of the State with growing services and information of the departments and agencies of the State and Central Governments in an efficient, reliable, transparent and integrated manner on a sustained foundation. This is to be done through a chain of computerized *setu* Kendra. It is expected that the *setu* project will eventually render one-stop services to the public through multiple delivery channels like physical *setu* Kendra, Electronic Kiosks and through the web. The *setu* Kendra will function under the direct control of the *setu* SAMITI, a society to be set up under the chairmanship of the District Collector. Software are developed and implemented at *setu* Kendra till-date contains:

1. Single window system – Caste certificate, Domicile etc all relevant certificates which are issued by Tahsildar are get generated.
2. Satbara - 7/12 extract
3. Affidavit Monitoring System – Various types of Affidavits.

2. STATEMENT OF THE PROBLEM

As the government has taken the good decisions that it clubs all the government services under one umbrella and developed single application software for the different services but this application software is having numerous problems related to existing software because of various reasons. In this study, the researcher is going to identify software-related technical difficulties and will provide the novel and appropriate solutions to the same.

Thus the topic is entitled as “**A Study of Problems and Prospects of IT Implementation in *setu* Kendra of Solapur District.**”

3. OBJECTIVES OF THE STUDY

1. To study the IT implementation in *setu* Kendra.
2. To study the problems related to existing software of *setu* Kendra
3. To study the level of satisfaction of stakeholders of *setu* Kendra.

4. RESEARCH METHODOLOGY

This research is Descriptive and Exploratory type of Research. The data to be collected is empirical data. The above-mentioned objectives of the study will be fulfilled by adopting following methodology. Survey Method will be adopted to obtain relevant information of *setu* Kendra. The survey will be conducted with the help of questionnaire. Also the interviews, schedules and observations will be used in the study.

This study will be confined to *setu* Kendra of Solapur District. As there are total eleven talukas in Solapur district; among these four (North Solapur, South Solapur, Akkalkoat and Barshi) are selected for the study.

Therefore the Total Universe = Staff Members and Beneficiaries/Citizens of *setu* Kendra in Solapur District.

4.1 Primary Data

The data which is collected will be fresh and original in character with the advance consent taken from *setu*. The data will be collected with the help of well-structured questionnaire along with formal interview, personal discussion with technical staff, administrative managers and end-users *viz.* citizens of the State.

4.2 Secondary data

This data will be collected from published literature & company records and internal documentation. It will also be collected from the following sources: Companies' website, Companies' legal documents and Annual reports. Further, the researcher would like to record the observations generated during the data collection.

4.3 Sample Design

Random sampling method will be beneficial for the survey. Because every item will get an equal chance to select in the sample. In this research, the scope of research is very large and therefore, the researcher's convenience of selection can play an important role in selecting sample to achieve the objectives from the entire population.

Table No. 4.3. Total Number of Sample Selected for Research

Sr. No	Respondent Class	No. of Staff	% of the Respondents	No. of Sample for study
1.	Manager	4	100%	4
2.	Technical Staff	72	50%	36
3	Beneficiaries	Infinite	-	200
Total				240

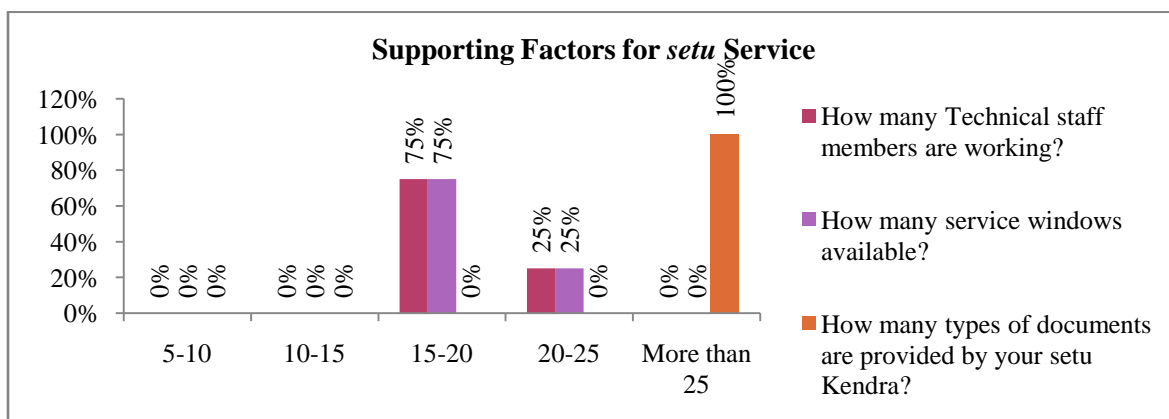
5. DATA ANALYSIS AND INTERPRETATION

Data analysis is considered to be important step and heart of the research in research work. After collection of the data with the help of relevant tools and techniques, the next logical step is to analyze and interpret data with a view to arriving at empirical solution to the problem. The data analysis for the present research was done.

Table 5.1: Supporting Factors for setu Service. (N=04)

Supporting factors for Service	5-10	11-15	16-20	21-25	More than 25
How many Technical staff members are working?	0%	0%	3(75%)	1(25%)	0%
How many service windows available?	0%	0%	3(75%)	1(25%)	0%
How many types of documents are provided by your setu Kendra?	0%	0%	0%	0%	4(100%)

Source: Survey Data



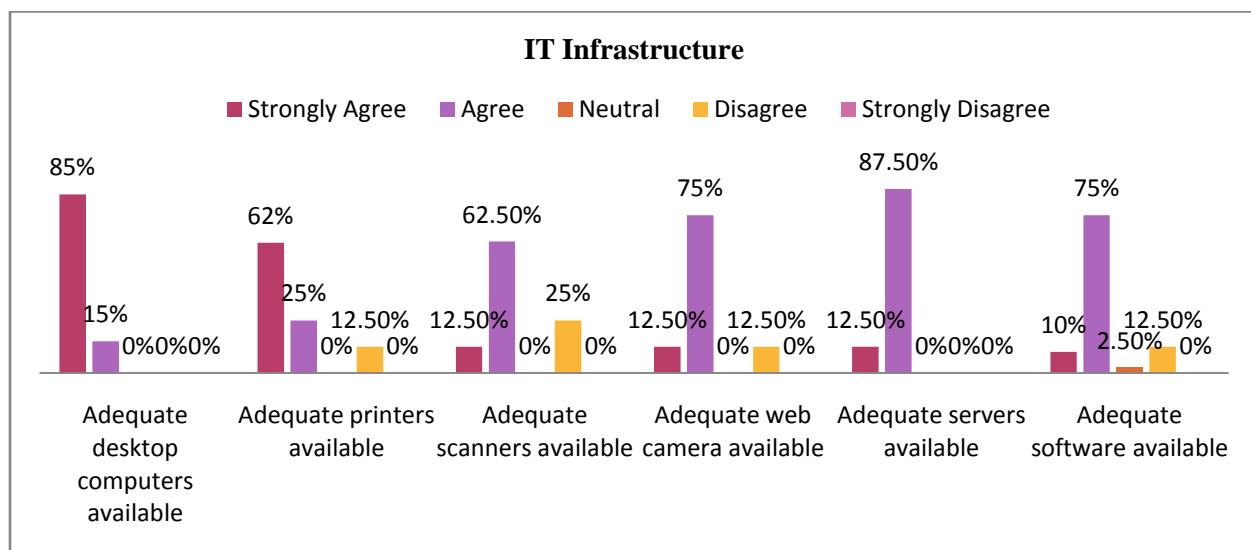
The above table displays the information related to the supporting factor for the service provided by *setu* Kendra. Majority (75%) of the managers says that they are having 15-20 technical staff members and the 15-20 service windows are available in their *setu* Kendra whereas few (25%) of the managers says that they are having 20-25 service windows and technical staff is working. In all the managers (100%) are saying that they provide more than 25 documents/certificate in their *setu* Kendra.

Adequate employees and service windows are available in every *setu* Kendra and almost all documents are made available by them.

Table 5.2: Information Related to IT Infrastructure (N=40)

IT Infrastructure	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Adequate desktop computers available	34(85%)	6(15%)	0%	0%	0%
Adequate printers available	25(62%)	10(25%)	0%	5(12.5%)	0%
Adequate scanners available	5(12.50%)	25(62.5%)	0%	10(25%)	0%
Adequate web camera available	5(12.5%)	30(75%)	0%	5(12.5%)	0%
Adequate servers available	5(12.5%)	35(87.5%)	0%	0%	0%
Adequate software available	4(10%)	30(75%)	1(2.5%)	5(12.5%)	0%

Source: Survey Data



The above table displays the result related to IT Infrastructure. Majority of the respondents (85%) are strongly agreed for the statement 'Adequate desktop computers available' and few of them (15%) agreed for the same.

Majority (62%) of the respondents strongly agrees that adequate printers available, where as few (25%) respondents agree about availability of adequate printers. Only (12.50%) respondents disagree about sufficient availability of printers.

Majority (62%) of the respondents agree that they are having sufficient scanners in their *setu* Kendra while some (12.50%) of the respondents strongly agree for the same. Few (25%) of the Respondents disagree about availability of scanners in *setu* Kendra.

Majority of the respondents (75%) agree about availability of web camera where as very few (12.50%) of the respondents are strongly agree as well as disagree about the availability of the web camera in *setu* Kendra.

Majority of the respondents (87.50%) agree about the availability of the servers whereas only few (12.50%) strongly agree about the availability of the server in *setu* Kendra.

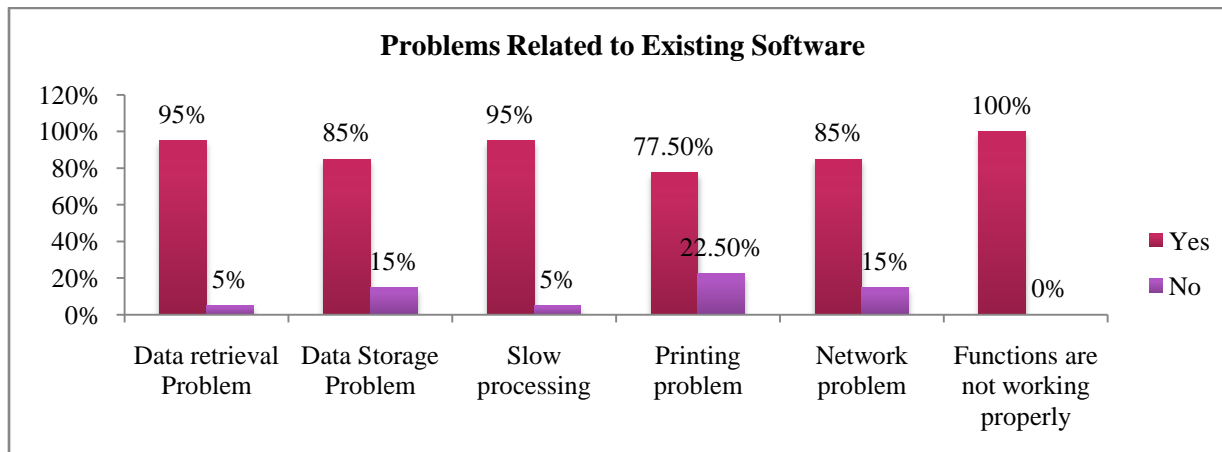
Majority of the respondents (75%) agree about the availability of the software where as few (10%) strongly agree about the availability of the software and only (12.50%) respondents disagree about the availability of the software in *setu* Kendra.

From the above analysis it is clear that average (89%) of the respondents says that desktop computers, printers, scanners, servers, web camera and software's are available adequately. So it can be concluded that IT Infrastructure is well established in *setu* Kendra.

Table 5.3: Problems Related to Existing Software (N=40)

Problems Related to Existing Software	Yes	No
Data retrieval Problem	38 (95%)	02 (5%)
Data Storage Problem	34 (85%)	06 (15%)
Slow processing	38 (95%)	02 (5%)
Printing problem	31 (77.5%)	09 (22.5%)
Network problem	34 (85%)	06 (15%)
Functions are not working properly	40 (100%)	00 (00%)

Source: Survey Data



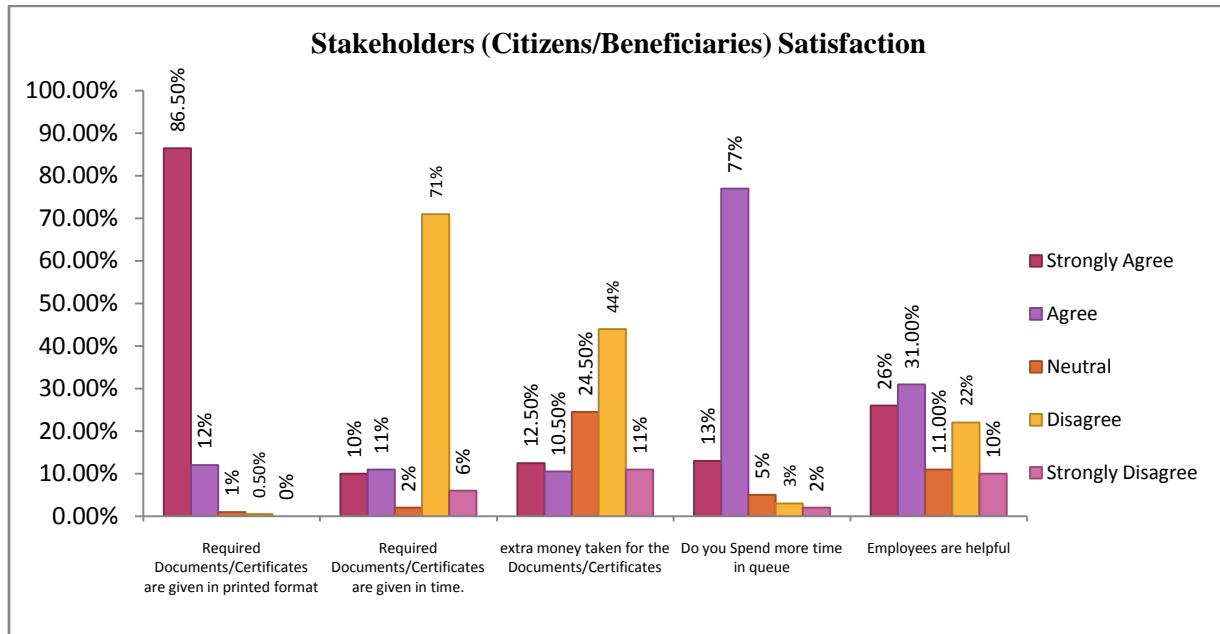
The above table shows the problems related to existing software of *setu* Kendra. All (100%) respondents says that the functions of the software were not working properly, where majority (95%) respondents are says that there is problem with data retrieval and slow processing of software, some (85%) respondents are saying that there is problem in data storage, and network errors where as 77.5% respondents says that there is a problem with printing the documents.

From the above analysis it is clear that existing software need to be update and AMC (Annual Maintenance Contract) need to appoint.

Table 5.4: Stakeholders (Citizens/Beneficiaries) Satisfaction (N=200)

Stakeholders Satisfaction	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Required documents /certificates are given in printed format	173 (86.5%)	24 (12%)	02 (1%)	01 (0.5%)	00 (0%)
Required documents /certificates are given in time.	20 (10%)	22 (11%)	4 (2%)	142 (71%)	12 (6%)
extra money taken for the documents /certificates	25 (12.5%)	21 (10.5%)	49 (24.5%)	88 (44%)	22 (11%)
Do you Spend more time in queue	26 (13%)	154 (77%)	10 (5%)	6 (3%)	4 (2%)
Employees of <i>setu</i> Kendra are helpful	52 (26%)	62 (31%)	22 (11%)	44 (22%)	20 (10%)

Source: Survey Data



The above table shows the stakeholders (citizens/Beneficiaries) satisfaction towards *setu* Kendra.

Majority (86.5%) respondents are strongly agree with statement that “Required documents/Certificates are given in printed format”, some (12%) of the respondents are also agree with the same, very few (1%) respondents are neutral they had not given any response with this statement where as only (0.5%) respondents are disagree that they are not getting the printed copy of the certificate.

Majority (71%) respondents are disagree with the statement that “Required documents/certificates are given in time” and some (6%) of the respondents are strongly disagree with this statement. Whereas some (11%) of the respondents are agree and few (10%) are strongly agree that they are getting the required documents/certificates in time. Whereas very few (2%) are neutral with this.

Majority (44%) of the respondents disagree that extra money charged for the document/certificate and few (11%) are strongly disagree with the same. Whereas some (12.5%) respondents are strongly agree and few (10.5%) are agree that extra money taken for the document/certificate. Near about one 4th (24.5%) respondents are neutral about charging of extra money for the certificate.

Majority (77%) of the respondents are agreeing that they spend more time in queue to get the certificate and some (13%) are strongly agreed with the same. Whereas few (6%) are disagree and very few (4%) are strongly disagree with the statement that they spend more time in queue. Only (5%) of the respondents are neutral.

Majority (31%) respondents are agreeing that the employees of *setu* Kendra are helpful and some (26%) respondents are strongly agreed that employees are helpful. Whereas (22%) are disagree with this statement and (10%) are strongly disagree that the employees are helpful. Only (11%) of the respondents are neutral. From the above analysis it is clear that majority of the beneficiaries/citizens are not agreed of the required document/certificate are not given in time. And that they spend more time in queue, implement the easy and simple working procedure.

Most of the citizens/beneficiaries are not satisfied with the services provided by *setu* Kendra.

KEY FINDINGS

On the basis of data analysis the findings are following:

1. From the study it is clear that majority of the employees are young and middle age
2. All the employees are appointed on temporarily basis.
3. IT Infrastructure is well established in *setu* Kendra.
4. Adequate employees and service windows are available in every *setu* Kendra and almost all documents are made available by them.
5. Maximum 5-10 days are required to generate the document/certificate by the system.
6. Majority of the respondents are of opinion that technical problem will be solved by one among them. (In the discussion with manager and technical staff it was identified that for minor technical problems are solved only in *setu* Kendra by one of them. Only for complex and critical problems they call the technical expert or representative of the AMC)
7. Most of the technical staff is not completely satisfied with present software used in *setu* Kendra.
8. Majority of the manager and technical staff were of opinion to upgrade the existing software for excellent service to the citizens.
9. Almost all the respondents are getting printed copies of their required document/certificate.
10. Majority of the beneficiaries/citizens are of opinion that generated document/certificate is of poor print quality, not clearly readable, small font size and complex.
11. Majority of the beneficiaries/citizens were of opinion that no extra money taken for the certificate/document in *setu* Kendra
12. Simplicity in working process need to implement.

SUGGESTIONS

1. It is suggested to upgrade the existing *setu* software on continuous basis
2. It is suggested to minimize the present errors in the software so as to increase the satisfaction level amongst the users.
3. It is suggested to improve the print quality and increase the font size suitable for the document so that documents should be easily readable.

CONCLUSION

From the above study we conclude that present IT system used in *setu* Kendra in Solapur district is appreciated by user as well as the beneficiaries/citizens only few changes in the software are required to be made as per suggestions given and value added services should be added in the present software as per suggested model so that citizens will get required document continently.

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