

## Use of Services of Nadakacheri by Citizens and Role of Public Library: A Study of Sedam Taluk of Kalaburagi District, Karnataka State, India

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### Abstract

In the present study an attempt is made to study the services of e-Governance offered in Nadakacheri of Sedam Taluk and problems faced by Citizens and status of Public Library which have major role to play in creating awareness about these services among Citizens. Majority of the users are between the age group of 21-40 years and 10 of them are graduates. Citizens from different walks of life, such as farmers, employees in Government/private sectors, students and housewives are using the services of Nadakacheri. Citizens opined that transparency is increased by the e-Governance and the complaint handling is also improved. The study also recognizes the role of public library which providing library services to the Citizens, particularly in Sedam, where public libraries can be hub for integrated Citizens oriented services provided by good infrastructure and ICT facilities.

**KEYWORDS:** e-Governance in Sedam, e-Governance in Kalaburagi, e-Governance and Public Libraries, Nadakacheries.

### Introduction

e-Governance in India has steadily evolved from computerization of administrative activities of Government departments, to improve its internal and external functions and operations using ICT. When used for internal functions, it can improve an organization's processes and make them more efficient and transparent. Externally, it can improve the delivery of services to the citizens, empower them, and bring accountability to the public sector's operations. Due to these factors, it is increasingly being seen as the answer to various problems that the governments or public agencies face in serving their constituencies effectively. Especially, in developing countries, where the public agencies face resource constraints in improving their operations and delivering services to the Citizens, e-Governance is a means to save cost and at the same time, improving quality, response time and access to services (Kumar, 2007).

Centre for e-Governance, Government of Karnataka being the implementing agency for e-Governance initiatives in the State, implemented State Wide Area Network (KSWAN), addressing the information communication needs of the Government and its departments. Karnataka has been a pioneer in rendering e-services through Citizen Centres in both urban and rural areas. Bangalore One and Karnataka One projects service citizens in urban areas and towns, while the widely acclaimed Nemmadi (Peace of Mind) project services rural Citizens through Tele centres. Through Nemmadi centres, close to fifty integrated services are delivered, spanning not only various certificates, but also social benefits like Age Old Pension, Physically Handicapped Pension and also utility, Insurance Premium payments ([e govreach.in](http://govreach.in) Karnataka, 2014).

The word “electronic” in the term e-Governance implies technology driven governance. e-governance is the application of Information and Communication Technology (ICT) for delivering Government services, exchange of information communication transactions, integration of various stand-alone systems and services between Government-to-customer (G2C), Government-to-Business (G2B), Government-to-Government (G2G) as well as back office processes and interactions within the entire Government framework. Through e-Governance, Government services will be made available to Citizens in a convenient, efficient and transparent manner. The three main target groups that can be distinguished in governance concepts are Government, Citizens and Businesses/Interest Groups (Wikipedia, 2014).

Kalaburagi / Gulbarga is a District in Karnataka State. The entire District is on the Deccan Plateau. It is the administrative headquarters of the Kalaburagi division. Kalaburagi is 623 km north of the State capital of Bengaluru and 200 km from Hyderabad. Although initially part of Hyderabad State, it was incorporated into a newly formed Mysore State (now known as Karnataka) through the States Reorganization Act in 1956 (Wikipedia, 2017).

The Nadakacheri, also known as Atalji Janasnehi Kendra has been launched in 777 Hoblis across the State on 25/12/2012. (a Hobli is a cluster of adjoining villages administered together for tax and land tenure purposes in the State of Karnataka. Each Hobli consists of several villages, and several Hoblis together form a Taluk). The Nemmadi project was started in 2006 by the e-Governance Department on the Public Private Partnership (PPP) mode through 802 tele centres across the State. The Atalji Janasnehi Kendras project functions through 777 (Nadakacheries), and additional front officer as notified by the Government from time to time. The Deputy Commissioners of the Districts will be the overall in charge of the project at the District level. At the State level, the Atalji Janasnehi Directorate has been created in the Revenue Department by the Government order dated 26.12.2012. There are 17 Nadakacheries in Kalaburagi District (Nadakacheri, 2017).

A Public Library is a Library that is accessible by the general public and is generally funded from public sources, such as taxes. It is operated by librarians and library paraprofessionals. A Public Library declared to be eligible for aid and receiving aid from the State Government; and includes, any other library notified by the State Government as a Public Library (Karnataka Public Library Act 1965, 2017).

Recently, the Government of India launched the Digital India campaign, which aims to ensure that Government services are made available to Citizens electronically by improving online infrastructure and by enhancing and extending Internet connectivity. While expanding the digital infrastructure is an essential requirement to realize the aims of Digital India, digital empowerment of Citizens, generating relevant information in local languages and scripts, and making such digital information accessible to all, especially to Citizens living in rural areas will be the major requirement for the success of the e Governance. The Government has plans to extend access to digital information to all by expanding the coverage of Common Services Centres.

The one strong reason to consider public libraries as one of the stakeholders in Digital India initiative is that libraries provide a congenial atmosphere where people,

irrespective of age, gender and other factors, feel free to have discussions, read books and other print resources and ask questions (Raghavan, 2016).

An example of public library facilitating e-Governance is the initiative of Gateshead Council's Library, London. People who live, work or study in Gateshead, have access to library service 24-hours a day, seven days a week through Web. 'Gateshead's 66,000 library users can get access to the system by calling into or telephoning any local library with their existing ticket number. Ghosh (2003) is of the opinion that full access to the 24-hour, seven days a week, library service can be provided in India also.

In this paper, an attempt is made to study the usefulness of services of e-Governance offered in Nadakacheries in of Sedam Taluk of Kalaburagi District, problems faced by users and status of public libraries which have a major role to play in creating awareness among Citizens about of these services and train them to be independent users of e-Governance services.

### Scope:

There are 17 Nadakacheries in Kalaburagi District. Sedam Taluk is chosen for the present study and Nadakacheri of the Taluk is studied along with Branch City Central Library.

Major Objectives of the study are to find out:

1. Awareness about various e-Governance services
2. To find out the age, qualification of the respondents
3. The extent of use of these services
4. Benefits e-Governance
5. Problem faced in using these services
6. Frequency of visit to public library and
7. Status of public libraries in the study area.

### Methodology:

A questionnaire was designed in regional language, Kannada. Data is collected through simple random sampling method and sample size is decided according to Krejcie & Morgan (1970).

Table 01. Details of study population.

Sl no	Population	Sedam Taluk
1	Total population	2,18,572
2	Male	1,08,598
3	Female	1,09,974
4	Literacy	57.53%
5	Sample size selected	38

6	Response received	31
7	Response rate	81.57%

Source: Census of India, 2011.

Sedam Taluk is famous for production of cement as the Taluk has two cement factories. The total population of the Taluk is 2,18,572 out of which 1,08,598 are male and 1,09,974 are female population the literacy rate of the Taluk is 63.55% (Table-1).

### Use of e Governance services of Nadakacheries in Kalaburagi

Questionnaires were distributed in Nadakacheries of Sedam Taluk (Table 1). A total of 38 questionnaires were distributed to the visitors of Nadakacheri. Only those who have completed at least 10 years of education (SSLC) were selected as the sample who were available at the time of visit by researcher. 31 of them have responded. Hence, the response rate is 81.57%.

### Analysis:

Table 02. Demographic details

Sl no	Age	No of respondents	Percentage
1	10-20	00	00
2	21-30	09	29.03
3	31-40	11	35.48
4	41-50	05	16.12
5	51-61 – above	06	19.35
	<b>Qualifications</b>		
6	SSLC	12	38.70
7	PUC	02	06.45
8	Degree	10	32.25
9	PG	07	22.05
	<b>Occupation</b>		
10	Student	02	06.45
11	Employee in government sector	09	29.03
12	Employee in private sector	04	12.90
13	Farmer	06	19.35
14	Business Community	01	03.25
15	House wife	04	12.90
16	Unemployed Youth	05	16.12

It is clear from table 2 that 11 respondents (35.48%) are between the age group of 31-40 years, and 32.25 % of them are graduates. Also, it is clear that Citizens from different walks of life such as farmers, employees on Government/private sectors, students and house wives are using the services of Nadakacheri. Business Community are using these services to the minimal extent.

Table 03. Extent of usefulness of services of Nadakacheri.

Advantage		Opinion about service			
		Very useful	Useful	Somewhat useful	Not useful
1	Simple procedure	--	08 (25.80%)	14 (45.16%)	09 (29.03%)
2	Quick Complaint handling	06 (19.35%)	13 (41.93%)	07 (22.58%)	05 (16.12%)
3	Time saving	15 (48.38%)	10 (32.25%)	05 (16.12%)	01 (03.22)
4	Transparency increased compared to manual system	16 (51.61%)	08 (25.80%)	06 (19.35%)	01 (03.22%)
6	Trust between Govt and Citizens has increased	--	15 (48.38%)	12 (38.70%)	04 (12.90%)
7	Rural Citizens benefited compared to manual system	18 (58.06%)	05 (16.12%)	--	08 (25.80%)

Respondents have rated the usefulness of services at Nadakacheri in Table 3. Majority of the respondents are of the opinion that e-Governance has been very useful in increasing the transparency (51.61%), (48.38%) responded opined that e-Governance is time saving and (58.06%) Citizens responded the rural Citizens are benefited by the e-Governance. However, they do not find the procedure to be simple (29.03%), (16.12%) handling of complaints is not useful to them.

Table 04. Problems faced while availing services.

Problem faced availing service		Respondents	Percentage
1	Lack of awareness about required documents	11	35.48
2	Notary attestation is necessary	07	22.58
3	Require too many documents	05	16.12
4	Application forms not available to avail the service	02	06.45
5	Finding Difficulties in filling the application due to English	03	09.67
6	Staff are not friendly	03	09.67

Table 4 shows the problems faced by respondents while availing these services in Nadakacheries. Major problem faced are lack of awareness about necessary documents to be carried (35.48%), requirement of Notary attestation on all the documents to be submitted online (22.58%) and Non-availability of the print application forms in the Nadakacheries itself (06.45%). Since most of the services are in English language, they find it difficult to fill in the details (09.67%) and 09.67% of the respondents find that the staff are not friendly.

Table 05 E-Governance is helpful in providing services to Citizens.

Sl no	Attributes	Respondents	Percentage
1	Not at all	08	25.80
2	Don't know	05	16.12
3	To some extent	11	35.48
4	Greater extent	07	22.58

Table 05 shows that 61 respondents (35.05%) find that e-Governance helps Citizens to a greater extent and (22.58%), (35.48%) of them feel that it is helpful to some extent. However, (25.80%) have opinion that the situation has not at all changed and (16.12%) have not responded.

### Role of Public Library

Public libraries are an important entity in local communities, particularly in rural areas. They are more than shelves of books. Public libraries can act as an important force for local development and empowered the Citizens and can play a significant role in economic and social development. In this context the public library can be viewed as a social and cultural institution that offers an ever changing range of cultural resources for the community. The role for public libraries often remains unrecognized and the major challenge is how to capitalize on the public libraries' potential contribution to community development and empowerment (Abu, 2011).

### City Central Library (Branch) Sedam.

In the present study, branch library of Sedam Taluk of Kalaburagi District is chosen, The location of the library is ideal for the present study since it is located near the Nadakacheri. The library consist over 11,320 books, 21 magazines with three professional library staff. Computers and Internet facility is not available in the library, there is big lack of furniture and basic facilities in the library (Table-6).

Table 06 Details of Public Library Sedam

Sl no	Particulars	Availability in numbers
1	Books	11,320
2	Periodicals	21
3	Internet	No
4	Library management s/w	No
5	Library staff	03
6	Drinking water facility	No
7	Electricity	No
8	Required furniture	No
6	Timing	08:30 to 11:00 am & 04 to 07 pm

Table 07 Frequency of visitors to library.

Sl no	Frequency	Respondents	Percentage
1	Daily	17	54.83
2	Once in a week	09	29.03

3	Twice in a week	05	16.12
4	Monthly once	05	16.12
5	Never	02	06.45

54.83% of the respondents visit library daily and 29.03% of them visit library once or in a week. 16.12% visit twice or once in a month 06.45% of them never visit library (Table-7).

Table 08 Purpose of visit to library.

Sl no	Purpose	Respondents	Percentage
1	To read newspapers and magazines	19	61.29
2	To borrow books	04	12.90
3	For exams preparation	07	22.58
4	To improve general knowledge	08	25.80

Majority of the respondents visit library to read newspapers and magazines (61.29%) and only 12.90% visit to borrow the books and 22.58% them visit library to prepare for examinations and 25.80% respondents visit to improve general knowledge (Table -8).

### Conclusion:

Majority of the users of these services in Sedam are between the age group of 21-40 years and are graduates. They are of the opinion that e-Governance has brought in greater transparency and has benefitted rural Citizens more. Lack of awareness about documents to be carried to Nadakacheries, Non availability of print forms and language barriers are some of the major problems faced by user of e-Services of Nadakacheries. Status of public library in the study area shows that the services offered in these libraries are minimum and basic infrastructure and facilities are lagging. Public library can play an important role in creating awareness about these e-Governance services among Citizens and train them to become independent users of these services. To fulfil this, there is need to provide infrastructure and train the library staff in use of technologies to impart their knowledge to Citizens ultimately.

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