

Perception of Nepalese government employee towards IT contribution for their efficiency

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Abstract

This article endeavors to explore the perceptions made by non-officer level government employees of Nepal towards IT use in their office for the enhancement of their job. To know their perception level and readiness to develop IT skills questionnaires were distributed randomly to government employees classifying them into two groups: technical and non-technical. A total of 300 samples were taken, 140 in technical and 160 in non-technical. Both descriptive and inferential statistics were used to come to the finding and conclusion.

Keywords: function of the country, administrative division, IT

1. Rationale

Government effectiveness and efficiency in delivery of services to people depend upon the performance of government employees. Many researches are found justifying the relation of employee performances with use of technology to do performance. A competent person, with right tools and techniques can give efficiency.

Government carries out its functions in the country through different government organizations and non-government organizations. For this three government bodies/mechanisms are in operation. They are: parliamentary mechanism to frame policies and acts, executive mechanism for implementing acts and policies, for instance structure of ministries, cabinets, departments that carries all the functions envisaged by parliaments through budget and long term and short term plans. The third important mechanism of government is judiciary which looks after the plans and policies whether they have been implemented properly or not. For this different levels of courts are established. These three organizations need to be equipped by perfectly competent employees with abundance of support so that they function properly and fulfill the major target of government. Main government functions are: Defend against external enemies, Manage economic condition, redistribute income and resources, Provide collective (public) goods, Prevent externalities, and Ensure civil liberties.¹⁾

1.1 Defend against external enemies

Every time in the past or in the present there is growing tendency to show importance of country's supremacy through nuclear missiles and number of armies. Anthropologists and civil society have kept continue to debate

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1) The following argument draws on <https://dlc.dccd.edu/usgov1-1/funtions-of-government>

whether or not humans are an inherently warlike species. Every year countries spend huge amount of money on military preparation, and producing military weapons in the name of security of the countries from external enemies and terrorists. One of government's chief functions is still the protection of societies against outside aggression.

1.2 Manage economic condition

In each country people expect the economic development and want to see their country lead and become ahead of others. Modern governments are expected to create the conditions for economic growth and material prosperity. It has been the important function of the country to make and execute policy to participate private sectors in the economic development process either exercising full control, or partial control, and no control. In most of the democratic countries economic policy leaves most activities and decisions to the private markets where individual choice, competition and exchange are presumed to lead to a growing economy. But even free markets, the government protects the civilian's right in the name of property rights, consumer protection, enforcement of contracts, and health and safety laws to work fairly and efficiently.

1.3 Redistribute income and resources

Many of the economically developed countries are expected not only to make economic prosperity but also distribute the fruits of development in equitable and justiciable manner. Governments tax wealthier citizens and transfer income and services to certain categories of individuals who need this. This way every country tries to be a welfare state. A welfare state distributes the earnings to poor, old, disabled and socially challenged. Such countries call their political system as 'socialist system'.

1.4 Provide collective (public) goods

There are some services needed for the country and people, like military services, transportation services, postal services, telecommunication services, pollution free services, amusement parks, hospitals, universities etc. are often found beyond the capacity to offer from private entity. Even if offered by private entities are found to be very expensive to the common people. So government provides such services.

1.5 Prevent externalities

Externalities are the activities that harm common people who are innocent. For instance, buyer buys the car and sellers sell them, both are the beneficiaries but the common people must bear the social costs of pollution harming their health. Externalities are indirect costs or benefits produced by an activity which impacts society. Externalities affect those who are not direct participants or beneficiaries in the activity, and they may be negative or positive. Factories produce air pollution that individuals living nearby must breathe, or they may contaminate a city's water supply. Obviously, these are negative externalities. Those suffering from pollution do not share in the profits the polluting factory earns by its activity. Universities and educational institutions if established in right place and in right manner can prove external externalities, in the form of benefitting from a more educated population produced by these. So an essential function of governments is to increase positive externalities and stop negative externalities. Externalities are sometimes psychological or aesthetic. Nowadays social media has reach every city and corner of the world and has spread pornographic materials, which might

harm the common people mentally, socially, and spiritually.

1.6 Civil liberties

There are some freedoms that everywhere people must enjoy. For instance, government must protect civil rights, like right to travel, speak, hold property, maintain privacy, obtaining education, etc. Every citizen must be assured to be free from fear and threat.²⁾ Freedom of speech and freedom from unreasonable search and detention are some fundamental rights.

2. Administrative division of Nepal

Nepal (Federal Democratic Republic of Nepal) is divided into 7 provinces under new constitution (The Ministry of Law, Justice and Parliament Affairs, 2015). To carry out the government functions, there are different ministerial offices, departments and district offices. Government employees are contributing through different positions of states and provinces. At present, there are 7 Provinces, and 77 Districts for the population of 26.4 million.

3. Parliament system (Lawmaking body)

The Parliament of Nepal is a bicameral legislature, just like any other democratic country, like India, UK or USA. These are known as House of Representatives (Pratinidhi Sabha) and National Assembly (Rashtriya Sabha) (The Ministry of Law, Justice and Parliament Affairs, 2015).

3.1 House of representatives (Pratinidhi Sabha)

This is the Lower House of the legislature of Nepal, where the candidates are elected by the people of the country. But there is a twist. It involves two types of electoral processes- direct voting seats and indirect voting seats (The Ministry of Law, Justice and Parliament Affairs, 2015).

Table 1. Structure of house of representatives

Procedure for election	seats
Direct voting seats	165
In-direct voting (proportional system) - seats	110
Total number of seats	275

Source: Field work

There are a total of 165 constituencies in Nepal, which elect one candidate each to the Parliament. Then, after the 165 are elected, another 110 are nominated by each party based on their vote share in the entire Nepal (i.e. entire Nepal becomes one constituency and each political party gets the number of seats based on the percentage

2) Online Accessibility Issue. Retrieved from <https://dlc.dcccd.edu/usgov1-1/functions-of-government>

of people voting for their particular party) (The Ministry of Law, Justice and Parliament Affairs, 2015).

The major political parties who keep contesting the elections are: - Communist Party of Nepal (Unified Marxist Leninist) - CPN-UML, Communist Party of Nepal - Maoist Centre - CPN (MC), Nepali Congress, Rashtriya Janata Party - Nepal, Sanghiya Samajwadi Forum - Nepal etc (The Ministry of Law, Justice and Parliament Affairs, 2015).

3.2 National Assembly (Rashtriya Sabha)

Table 2. Structure of national assembly

Procedure of election	Seats
1. Nominated by the President	03
2. Each state nominates 08	$7*8 = 56$
3. Total No. of seats	59

Source: Field work

This is the upper house of the legislature, which represents the states. The members of the State Assembly, Mayors, Chairpersons, Deputy Mayors and Vice-Chairpersons of all the local level bodies are the Electoral College. So, total number of the members of the parliament: $275 + 59 = 334$

3.3 States (Provinces)

There are 7 states, and each state has their election for their Assembly, and total No. of districts are 77. Provincial legislation is made from constituents, total No. of constituencies are 165, from each two candidates are elected so there are 330 parliament members (The Ministry of Law, Justice and Parliament Affairs, 2015).

Table 3. PR seats in different provinces

Province	Seats	Number of constituents
Province 1:	56	28
Province 2:	64	32
Province 3:	66	33
Province 4:	36	18
Province 5:	52	26
Province 6:	24	12
Province 7:	32	16
Total	330	165

Source: Field work

3.4 Local level bodies

Table 4. Structure of local governments

Types of local level	Seats
Nagarpalikas (Municipalities)*	293
Gaonpalikas (Villages)**	460

Source: Field work

- (1) *Nagarpalika is composed of Mayor, Deputy Mayor, and Ward Members (The Ministry of Law, Justice and Parliament Affairs, 2015).
- (2) **Gaonpalika is composed of Chairperson, Vice - Chairperson, Ward Members (The Ministry of Law, Justice and Parliament Affairs, 2015).
- (3) All of them are elected directly by the people.
- (4) And recently, the elections for all these happened so all these have started operation.

3.5 President

The President is elected by an Electoral College comprising of all the MPs and all the members of the Provincial (State) legislatures. That is, $275 + 330 = 605$ members.

4. Executive system

For the efficient functions of country’s work there are 7 provinces headed by chief minister and one state headed by Prime minister. In both the tiers there are provisions of number of ministries. Total works of the country are divided into a number of ministerial works of central level and provincial level. Each ministry is headed by one minister at the central. Same is found in provinces too. However, provinces have a few numbers of ministries. This is shown in Table 5.

Figure 1. Map of Nepal under the constitution of Nepal (2015)

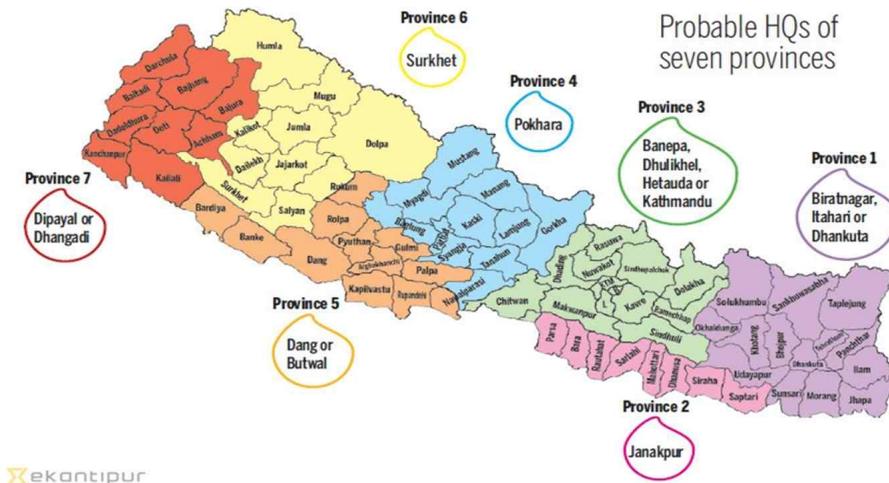


Table 5. Ministries of central and provinces

Central leadership and ministries led by prime minister	Provincial leadership and ministries led chief minister
<ol style="list-style-type: none"> 1. Defense 2. Health and Population 3. Home Affairs 4. Foreign Affairs 5. Energy, Water Resource and Irrigation 6. Education, Science and Technology 7. Industry, Commerce and Supplies 8. Physical Infrastructure and Transportation 9. Labor Employment and Social Protection 10. Forest and Environment 11. Federal Affairs and General Administration 12. Women, Children and Senior Citizen 13. Finance 14. Youth and Sports 15. Culture, Tourism and Civil Aviation 16. Law, Justice, & Parliamentary Affairs 17. Agricultural, Land Management and Cooperatives 18. Water Supply 19. Urban Development 20. Communication and Information Technology 	<ol style="list-style-type: none"> 1. Minister for Internal Affairs and Law 2. Minister for Social Development 3. Minister for Industry, Tourism, Forest and Environment 4. Minister for Land Management, Agriculture and Co-operatives 5. Minister for Physical Infrastructure and Development 6. Minister for Economic Affairs and Planning

Source: Field work

5. Judicial system

There is one Supreme Court at the central, high court at the provinces, and district court at each district.

5.1 High courts

Seven high courts are:

1. Biratnagar High Court for Province number 1
2. Janakpur High Court for Court Province number 2
3. Patan High Court for Court Province number 3
4. Pokhara High Court for Court Province number 4
5. Tulsipur High Court for Court Province number 5
6. Surkhet High Court for Court Province number 6
7. Dipayal High Court for Court Province number 7

5.2 Constitutional body

Besides the Executive, Legislative, and Judicial institutions, some other institutions are provisioned to run state in a manner of fairness, transparency, and accountability. These bodies often termed as constitutional body.

1. Commission for the Investigation of Abuse of Authority
2. Office of The Attorney General
3. Office of the Auditor General
4. Election Commission
5. Public Service Commission
6. National Human Rights Commission

5.3 Security service

Special specialized body is created in every country to see security issues. For internal security provision police force is provisioned and for external security Nepal army is provisioned.

1. Nepal Army
2. Nepal Police
3. Armed Police Force
4. National Investigation Department

6. Role of government towards IT

Government must carry out parliamentary functions, executive functions, judiciary, security and constitutional functions smoothly. For fulfilling these roles there is important role of IT because it enhances the performer to carry out their jobs. However, there are differing roles towards IT development policy of the government. These are: the government as enabler, the government as leader, and the government as user. The government role as enabler means government frames policies, and makes rules and regulation to encourage people. This framework removes government red-tapism (delay and procrastination) by informing the people and making things transparent. The second framework is government works as leader. In most cases the government can be the commissioner, referee and cheerleader, but not usually a player or even the coach. In other words, it should work out the national strategy and policy, enforce the rules, and undertake advocacy work. Any way government must follow, less the obstacles in the work, so much is the better. The third role is simply user of IT. Under this government does not take initiative to lead by establishing institutions, but depends upon private sector development. IT policy of Nepal in 2010 has made a vision "To place Nepal on the global map of information technology within the next five years." The objectives envisaged were: to make information technology accessible to the general public and to increase employment through this means, to build a knowledge-based society, and to establish knowledge-based industries.

7. Review of literature

A number of studies have revealed some findings relating technology and performance. They are: Technology drives more positive attitudes about performance reviews (Gueutal and Stone, 2003). Technology-enabled performance management tools encourage managers to develop better ongoing performance management behaviors (Hunt, 2011). Technology increases the effectiveness of performance feedback.³⁾ IT

3) Online Accessibility Issue. Retrieved from <https://dlc.dcccd.edu/usgov1-1/functions-of-government>

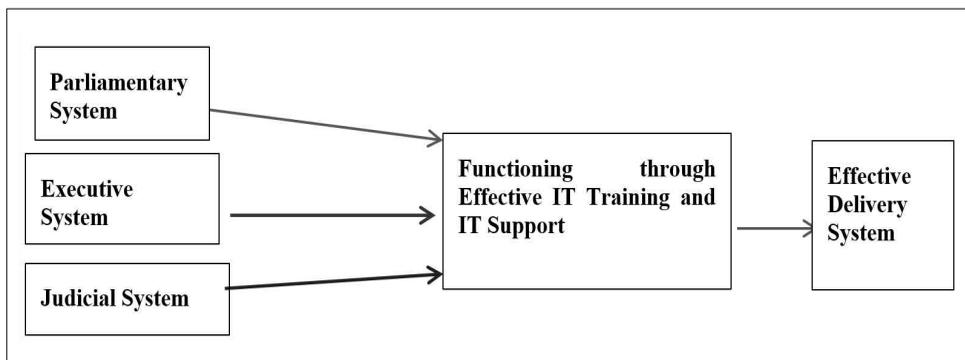
bases performance management around projects continuously rather than searching optimal time for reviewing performance (Gueutal and Stone, 2003). Data from performance management technology is critical in identifying and tracking high-potential employees (Stone, Stone-Romero and Lukaszewski, 2003). Developmental opportunities and potential mentoring relationships are more easily discovered through performance management data (Stone, Stone-Romero and Lukaszewski, 2003). To effectively manage performance of employees must be involved in goal setting, using technology (Kagaari, Munene and Mpeera, 2010). Technological tools can be particularly helpful to complete the performance planning process when manager and employee do not work out of the same location (Joshi, 2014). The essential components of defining, facilitating, and encouraging performance are even more critical in a virtual work environment than in a traditional one (Cascio, 2003). The importance of developing clear, objective goals is promoted in the absence of frequent face-to-face communication between the subordinate and supervisor (Manoochehri and Pinkerton, 2003; Ellison, 1999; Illegems and Verbeke, 2004)). Instead of spending time asking people to “please fill out their talent forms”, HR uses data generated from cloud technology to gain insights that drive strategic discussions (Stone, Stone-Romero and Lukaszewski, 2003). Digitalization of performance management not only provides better data, but also “positively influences management processes and strategic development” (Tambo and Gabel, 2014). Performance management technology is critical not just as a business intelligence system, but also as an analytical online process, a data warehouse and a simulation tool (Ballard et al., 2005; Tambo, Olsen and Bækgård, 2012; Smith and Kavanagh, 2008).

8. Conceptual framework

Figure 2 displays a model to illuminate the role of IT in government delivery system. If IT support is provided properly, the efficiency can be increased in the performance of government. Each employee with training of IT and adequate IT support can give his/her performance in better way and its synergy effects can be seen in total government performance.

8.1 Conceptual framework for effectiveness of government delivery service to people

Figure 2. Conceptual review of how government delivers services to people



9. Objective

The objective of this article is to explore how the government employees perceive government effort towards information technology. Some specific objectives are:

1. First specific objective is to explore how technical staffs perceive the efforts of the government towards technology.
2. The next specific objective is to explore how non-technical staffs perceive the efforts of the government towards technology.

10. Method

The research design is qualitative as well as quantitative. Sources of information are primary and secondary both. Sampling used is random from all types of government offices: parliament, executive, judiciary, constitutional, and security, equally. A total 300 responses were collected through semi-structured questionnaire: 160 non-technical employees and 140 technical employees. Follow-up for the response was made to the respondent making delay to respond at the first specified 15 days' time, so 100% responses were received. Descriptive and inferential statistics were used to analyze and describe data.

11. Results and discussion

11.1 Reliability statistics

The reliability statistics show Cronbach's Alpha. 896 for 38 numbers of items responded by 300 respondents.

11.2 Profiles of respondents

Table 6 displays the demographic profile of respondents. The respondents were selected randomly from each type of government organizations: legislation, executive, judiciary, constitutional and security. Regarding gender there is more percentage of male employees in technical but females are more in percentage in non-technical jobs. Number of male respondents is more than females. The age group 20-30 has dominated the responses, and this group is more in technical works. Regarding interest technical employees stated social work as first priority and study as second priority, whereas in non-technical employees stated study as first priority and social work second priority of interest. Regarding qualification bachelor degree holders are more in both technical and in non-technical employees.

Table 6. Demographic profile between technical and non-technical employee

Group	Nature of employee		Total	
	Non-technical	Technical		
Age group	20-30	(42)67	(55)77	(48)144
	31-40	(35)56	(29)41	(32)97
	41-50	(18)28	(14)20	(16)48
	50-60	(6)9	(1)2	(4)11
Total	(100)160	(100)140	(100)300	
Gender	Female	(41)66	(19)27	(31)93
	Male	(59)94	(81)113	(69)207
Total	(100)160	(100)140	(100)300	
Qualification	Secondary	(34)55	(12)17	(24)72
	Bachelor	(41)66	(76)106	(57)172
	Master	(24)39	(12)17	(19)56
Total	(100)160	(100)140	(100)300	
Interest	Games	(0)0	(5)7	(2)7
	Music and dance	(3)5	(9)13	(6)18
	Social media	(1)1	(0)0	(0)1
	Social work	(29)46	(50)70	(39)116
	Study	(49)79	(29)40	(40)119
	Traveling	(18)29	(7)10	(13)39
Total	(100)160	(100)140	(100)300	
Designation	Non-Officer Second	(60)80	(21)29	(36)109
	Non-officer First	(46)80	(79)111	(62)191
Total	160	140	100(300)	

Source: Field work

11.3 IT training provided

Table 7 gives the information about IT training provided to the employees.

Table 7. IT training received by the employees on different subjects

Package	Technical (140)		Non-technical (160)		Technical in excess training
	Yes	%	Yes	%	+/-
Office	67	52.1	43	26.9	25.2
Database	32	22.9	16	10	12.9
Accounting	16	11.4	13	8.1	3.3
IT management	18	12.9	19	11.9	1
Email, internet	52	37.1	42	26.3	10.8
Networking	23	16.4	14	8.8	7.6
Social media	33	23.6	33	20.6	3
others	13	9.3	14	8.8	0.5

Source: Field work

The Table 7 displays the percentage of people received different IT training packages. Mostly office package was provided and 52.1% of technical employees and 26.9% of non-technical employees received this training. 22.9% of technical employees got data base package whereas only 10% of employees received this. 11.4% of technical employees received accounting package whereas such training receivers in non-technical are 8.1% only. In the overall, technical employees got more training.

11.4 Benefits from the training

Table 8 gives the information about the benefits received from the training.

Table 8. Perception of employees about IT benefits in their work

	Technical		Non-technical	
	Responses	Percent	Responses	Percent
Time saving	107	76.4	110	69%
Easiness	13	9.3	31	19%
Transparency	1	0.7	10	6%
Authentic	15	10.7	7	4%
Economy in price	4	2.9	2	1%
Total	140	100	160	100%

Source: Field work

To the answer of the question what benefits employees receive through the application of IT in their jobs, mostly respondents answer 'they save time'. 76% of technical and 69% of non-technical employees said they save time from utilizing IT. 9.3% of technical and 19% of non-technical replied IT makes easiness in work. IT can increase authenticity was opined by 10.0% of technical employee whereas such answer was received from only 4% of non-technical employees.

11.5 Responses based on nature of jobs

A list of 38 statements regarding IT practices was given to respondents to put their ranking from 5 to 1, according to 'must agree' to 'must disagree'. The average of the ranking on each statement is displayed in Table 9. In almost all of the statements, except 'networking among the sections of the office is required', there is no significant difference between the opinions of technical and non-technical employees in their ranking due to the effect of nature of job: technical and non-technical. ($p \leq .05$) The Table 9 reveals this. This is based on t-test.

11.6 Responses based on gender

The analysis is done based on gender too. This analysis shows except two statements: (1) We have lack of sufficient act, laws related to e-governance, and (2) the horizontal structure of service delivery is effective than vertical in e-governance, in all 38 statements there seem no differences among the female respondents and male respondents. This is based on t-test.

11.7 Responses based on age

Respondents differed in the opinion of data security is the serious most challenge in regard to service delivery from e-service. This is revealed by ANOVA one way.

11.8 Responses based on academic qualification

Employee perception towards the opinions of IT practices is found different significantly in a number of statements. This is revealed by ANOVA one way by qualification. They are (1) E-service helps create conducive environment in the implementation of government planning, (2) There shall be uniformity in the government services and the credibility of the public administration towards people would increase, (3) Anti-virus, data backup and effective password should be used to protect the computer data, (4) Data security is the serious most challenge in regard to service delivery from e-service, (5) Illegal work through the use of computer, mobile, telephone and other electronic devices is cybercrime, (6) Cybercrime has appeared as one of the serious problems in the 21st century, (7) The cases of cybercrime rate have rapidly increased in Nepal at present, (8) Data security is the most serious challenge in regard to service delivery from e-service, (9) Illegal work through the use of computer, mobile, telephone and other electronic devices is cybercrime, (10) The cases of cybercrime rate have rapidly increased in Nepal at present, (11) Service delivery has become easier due to e-bidding in the office and (12) Services have become easier due to official's e-recruitment process.

11.9 Correlational analysis

The correlational analysis of level academic qualification of employees and ranking to IT practices of the government shows that, on the listed statements given above, there is positive correlation. This means respondents with higher qualification tended ranking more to 12 of the statements out of 38 statements. For other 26 statements there seem no significant differences due to level of academic qualification.

11.10 Classification of questionnaire items

Basically questions were divided into two categories. What practices are there and what should be there based on the preliminary survey with 50 employees. And later it was segregated into 38 items where distributed to 400 employees divided into technical and non-technical employees.

Table 9. Opinion of technical and non-technical employee regarding IT practices and its utility in the country

SN	Group statistics	Group statistics		
		mean of non-technical (160)	mean of technical(140)	Overall mean (300)
1	We have lack of sufficient act, laws related to e-governance.	3.8	3.84	3.82
2	Use of information technology is satisfactory in office.	3.13	3.14	3.15
3	Sufficient training has been given to officials on IT.	2.39	2.56	2.47
4	Recruitment of skilled human resource on information technology is needed for civil personnel.	4.11	4.22	4.16
5	There are sufficient human resources to provide electronic service.	2.72	2.6	2.66
6	Personnel's expertise on electronic service should be made a basis for their promotion.	3.59	3.79	3.69
7	Existing office environment should be improved to provide electronic service.	4.12	4.21	4.16
8	Available information technology equipment are effective in the office.	3.19	3.12	3.16
9	The online and offline services being delivered from the office are effective.	3.25	3.04	3.15
10	Networking among the sections of the office is required.	4.37	4.12	4.25
11	The ongoing software have been giving effective services.	3.41	3.39	3.41
12	The service buyers are satisfied with the services being delivered from the office.	3.22	3.18	3.20
13	The use of electronic service helps reduce cost and time of the office.	4.29	4.33	4.32
14	Sufficient budget and office chief play crucial roles to make office IT-friendly.	4.29	4.14	4.22
15	The horizontal structure of service delivery is effective than vertical in e-governance.	3.87	3.85	3.88

SN	Group statistics	Group statistics		
		mean of non-technical (160)	mean of technical(140)	Overall mean (300)
16	The officials having knowledge and skill about IT can easily share their knowledge to the colleagues.	3.4	3.44	3.42
17	To fully implement the e-governance, participation of government as well as the service seekers is highly essential.	4.34	4.26	4.31
18	The e-service helps provide quality, impartial, transparent and apply zero-tolerance.	4.27	4.17	4.22
19	There shall be uniformity in the government services and the credibility of the public administration towards people would increase.	4.13	4.08	4.11
20	Anti-virus, data backup and effective password should be used to protect the computer data.	4.42	4.32	4.37
21	After the IT-friendly office, the officials pass their time by using social sites (Facebook, Twitter).	3.16	3.23	3.19
22	The government officials should apply special precaution while using social network (Facebook, Twitter and others).	4.21	4.11	4.17
23	In social sites (Facebook, Twitter and others), unofficial statement, photo sharing and video likes and shares should be completely banned.	4.02	3.86	3.94
24	Data security is the serious most challenge in regard to service delivery from e-service.	4.33	4.21	4.28
25	E-service helps create conducive environment in the implementation of government planning.	4.33	4.14	4.24
26	Illegal work through the use of computer, mobile, telephone and other electronic devices is cybercrime.	4.44	4.37	4.41
27	Cybercrime has appeared as one of the serious problems in the 21st century.	4.44	4.26	4.36
28	The cases of cybercrime rate have rapidly increased in Nepal at present.	4.23	4.19	4.22
29	Nepal's legal provision is not clear about the punishment to the criminal on cybercrime.	3.74	3.67	3.71
30	A stringent law should be drafted and implemented to curb cybercrime in Nepal as well as create awareness among the IT users.	4.36	4.21	4.29
31	The Government of Nepal, Departments, Offices, Constitutional bodies and other agencies' websites have been updated time to time to provide information.	3.26	3.45	3.35
32	The fact of misuse of IT from civil personnel has been reported.	3.19	3.36	3.27
33	The civil personnel generally don't conceal the information of their offices.	3.09	3.26	3.17
34	Systematic change is needed to effectively deliver electronic services from the offices.	4.24	4.13	4.19

SN	Group statistics	Group statistics		
		mean of non-technical (160)	mean of technical(140)	Overall mean (300)
35	E-Governance is the symbol of good governance.	4.31	4.28	4.30
36	e-Procurement from the offices has ensure effective public service delivery.	3.95	3.95	3.95
37	Service delivery has become easier due to e-bidding in the office.	4.06	3.96	4.01
38	Services have become easier due to official's e-recruitment process.	3.87	4.01	3.94

Source: t-test from IBM SPSS 25

11.11 Responses ranked analysis

In the analysis of Table 9 there can be classified three types of response upon practices of IT in the organizations.

1. Statement that responded high (<4) by technical only is 'Services have become easier due to official's e-recruitment process'.
2. Statement that responded high (<4) by non-technical only is 'In social sites (Facebook, Twitter and others), unofficial statement, photo sharing and video likes and shares should be completely banned'.
3. Practices ranked lower by both technical and non-technical employees are: (i) 'Sufficient training has been given to officials on IT' and (ii) 'There are sufficient human resources to provide electronic service'.
4. Statement that responded high (<4) by both nontechnical and technical employees are:
5. Recruitment of skilled human resource on information technology is needed for civil personnel.
6. Existing office environment should be improved to provide electronic service.
7. Networking among the sections of the office is required.
8. The use of electronic service helps reduce cost and time of the office.
9. To fully implement the e-governance, participation of government as well as the service seekers is highly essential
10. The e-service helps provide quality, impartial, transparent and apply zero-tolerance.
11. There shall be uniformity in the government services and the credibility of the public administration towards people would increase.
12. Anti-virus, data backup and effective password should be used to protect the computer data.
13. Illegal work through the use of computer, mobile, telephone and other electronic devices is cybercrime.
14. In social sites (Facebook, Twitter and others), unofficial statement, photo sharing and video likes and shares should be completely banned.
15. Data security is the serious most challenge in regard to service delivery from e-service.
16. E-service helps create conducive environment in the implementation of government planning.
17. The government officials should apply special precaution while using social network (Facebook, Twitter and others).
18. Cybercrime has appeared as one of the serious problems in the 21st century.
19. The cases of cybercrime rate have rapidly increased in Nepal at present.
20. A stringent law should be drafted and implemented to curb cybercrime in Nepal as well as create awareness among the IT users.

21. Service delivery has become easier due to e-bidding in the office.
22. Systematic change is needed to effectively deliver electronic services from the offices,
23. E-Governance is the symbol of good governance.

12. Policy implications

Policy makers must understand that unless people of right skills are not employed success of the policies framed by administrators and managers is hardly obtained. From the opinion it is suggested that sufficient skilled people with IT knowledge should be employed so that they are rich about their jobs and skills through the information. Another suggestion is employees must be provided with sufficient training to enhance their performance. The responses show there is some lacking in these two aspects.

13. Conclusion

There is no doubt that IT enhances performance of individual. Government of Nepal has made little investment in IT, altogether half of the employees have not received IT training from their employer. However, there are lots of works to be performed by the employees in the newly changed provincial system of the country. People are expecting lots, for which fast delivery of services from the government is most. But the knowledge of tools and techniques has not been imparted to the employees. This is the IT that gives information about the modern job process and side by side IT is used as instrument to do jobs. For instance, internet brings updated information about the situation and at the same time office packages and database packages help to analyze the data of the needs of the customers and deliver the services to the customers. The analysis reveals that perception of technical and non-technical employees does not differ regarding IT use and practices of the country.

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