A Study on Peoples' Perception About Comforting Services in e-Governance Centres at Kovilpatti and Its Environs

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Abstract

Electronic Governance is an uplift for traditional government activities in a new platform i.e., computer applications with the world wide website network. Transparency and the good governance with the simplicity of work is the great objective of this e-Governance program. The success of e-Governance depends upon the people's perception about the utilization of e-Governance services as a beneficiary. This paper discusses and presents a part of the pilot study about the people's perception about comforting services in e-Governance centre at kovilpatti and its environs with 75 respondents classified under the factor analysis. Further, the study helps to find the impact in various areas for further improvement in rendering services through e-Governance centres in kovilpatti and its environs.

Keywords

E-Governance   Transparency   Technology   Perception   Spiritual intelligence