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THRIKKAKARA, KERALA -21 | **AUTONOMOUS**
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**" A STUDY ON CUSTOMER SATISFACTION TOWARDS E-
GOVERNANCE THROUGH AKSHAYA CENTRES "**

Dissertation submitted to Mahatma Gandhi University in partial fulfilment of the requirements for the award of degree Bachelor of Arts (Economics)

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CERTIFICATE

This is to certify that Srevanya Simon and Aryadevi P K of III BA Economics have successfully completed their dissertation entitled "**A study on customer satisfaction towards E-governance through Akshaya centres**" during the academic session of 2023-2024.

The project has been accomplished under the direction and guidance in partial fulfilment and the requirements for the award of degree of Bachelor of Arts(Economics) of the Mahatma Gandhi University.

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DECLARATION

This declaration is made on behalf of Srevanya Simon and Aryadevi p k , final-year BA Economics students at Bharata Mata College Autonomous, Thrikkakara, with respect to the dissertation we submitted for the award of a Bachelor of Arts in Economics, with the title "**A study on customer satisfaction towards E-governance through Akshaya centres**"

As far as we are aware, this work is devoid of any content that has been published before, written by a different individual, or that has been partially acknowledged for the award of any other degree or diploma from the university or another higher education institution-with the sole exception of the instances in which proper recognition has been given within the text.

Srevanya Simon

Aryadevi P K

Place: Thrikkakara

Date:

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CHAPTER 1

INTRODUCTION

1.1 Introduction

The Akshaya project was first implemented by the Government of Kerala in November 2002 by Dr APJ Abdul Kalam . It was launched with the aim of ensuring that at least one person in every family becomes computer literate. The e-governance services provided by the Government of Kerala are known as the Akshaya project, which was introduced to help people in each state explore the benefits of information and communication technology (ICT). E-governance services enable people to participate in the decision-making process of the government, ensuring transparency and accountability in all its activities. The primary aim of the Akshaya project is to provide e-literacy to at least one member of each household. Additionally, the project includes government-to-citizen (G2C) services such as e-payment and e-filing.

Information and communication technology can effectively be used by developing countries to improve the standard of living. Many programs worldwide have been implemented to bridge the digital divide and enhance the usage of ICT by the general public. The Akshaya project is one such initiative, which established thousands of multipurpose community technology centers called Akshaya centers across Kerala. It focuses on various aspects of information and communication, e-transactions, e-learning, and e-governance. It is one of the early community-based ICT initiatives by Kerala IT Mission.

India, as a major upcoming country, is presently launching major e-governance projects with the aim of improving government processes and connecting the government with people, as well as maintaining interactions within civil society. However, in India, a developing country, there remains uncertainty as to whether e-governance will improve the quality of life of the population. According to the Government of India, the government has formulated the National e-Governance Plan (NeGP), which aims to cover all important areas relating to e-governance policy, infrastructure, finance, project management, government process re-engineering, capacity building, training, awareness, and assessment, among others.

Apart from the central and state governments, Akshaya centers act as instruments in the empowerment of rural areas and economic development, leading to increased economic growth and the creation of indirect and direct employment in the state. By focusing on various aspects of e-learning, e-governance, e-transactions, etc., the project leads to changes in the social, political, and economic scenarios of the state.

1.2 Significance Of The Study

The significance of the study lies in the development of an E-governance system aimed at enhancing public services through information technology. Rural development is pivotal for a country's overall progress. With the introduction of E-governance, rural communities can access services accurately and promptly, thereby reducing bureaucratic hurdles and corruption. Transitioning to digital transactions and documentation streamlines processes, unlike the inefficiencies of traditional government offices, which are prone to corruption, political influence, and personal agendas. This study highlights how E-governance facilitates direct interactions with the government, saving time, effort, and costs for citizens. It uniquely assesses the current status of E-governance, examines citizen awareness of E-government services offered through Akshaya centers, evaluates customer satisfaction levels with E-governance services, and identifies challenges in E-governance implementation.

1.3 Research Problem

The research problem centers on customer satisfaction with E-governance services provided through Akshaya centers. The efficiency of services relies on customer satisfaction, yet many individuals lack awareness of E-governance through these centers due to limited understanding of its significance. Moreover, a significant portion of rural areas encounters challenges with internet access. To foster better development and achieve future goals, proper digital literacy is essential.

1.4 Statement Of Problem

The Government of Kerala established Akshaya centers in 2002. The decision to develop this project, aimed at centralizing all e-governance and technology-related services, was made after the government noticed that e-governance initiatives were not very successful in Kerala due to a lack of technology awareness in the state. It was introduced to provide effective computer education in Kerala and increase digital literacy. The main reason for setting up information technology centers was the lack of internet services in rural areas. Through the development of Akshaya centers, the Government of Kerala has taken a step towards bridging the urban-rural divide.

1.5 Objectives

1. To analyze the overall satisfaction and experience of customers utilizing e-governance services at Akshaya Centres.
2. To evaluate the level of awareness among customers regarding the e-governance services offered through Akshaya Centres.
3. To identify any challenges or barriers faced by customers while availing e-governance services and suggest potential improvements.

1.6 Research Methodology

Methodology refers to a system of methods used in a particular area of study or activity. The methods used in research include observation, survey, interview, experiments, and analysis of secondary data. Research methodology includes quantitative research, qualitative research, fundamental research, etc.

Based on the formulated objectives, the following steps are taken to conduct the study...

- ❖ **Source of Data:** The study is conducted based on primary sources of data to obtain information.
- ❖ **Primary Data:** Primary data is the first source of data collected for the study. In this study, primary data is used to analyze customer satisfaction towards the e-governance through Akshaya centers.
- ❖ **Secondary Data:** Secondary data is second-hand data obtained from published and unpublished sources such as magazines, journals, and various websites.
- ❖ **Sampling Method:** The method used in this research is convenient sampling method. Convenient sampling method entails collecting data from population members who are conveniently available to participate in the study.
- ❖ **Population:** The population of the study encompasses all customers of Akshaya centers.
- ❖ **Sample Size:** 107 samples are randomly chosen for the study. A survey is conducted using a questionnaire to serve as a representation of the total population. The sample size for the study is fixed at 107.

1.7 Tools Of Analysing

Microsoft Excel is a data analysis application used to clean, sort, filter, and visualize data to generate tables, charts, and graphs for better understanding. The questionnaire is created using Google Forms, which provides survey results in the form of charts and graphs.

CHAPTER 2

LITERATURE REVIEW

1. AL HUJРАН ET AL (2013)

They combined the constructs of TAM with new constructs like consumer satisfaction, including service quality and trustworthiness, to create a new model influencing consumers' adoption of e-government services in Jordan. Their study indicates that PU, PEOU, citizen satisfaction, and trustworthiness are major predictors of intention, accounting for 54.6% of the change in citizen interaction for the usage of e-governance services. This study demonstrates that citizens' intention to use e-governance is mostly influenced by their satisfaction.

2. AZAM ET AL (2013)

They developed and combined a model using UTAUT and initial trust, outlining factors supporting the adoption of e-government services in Pakistan. Their study indicates that performance expectancy, social influence, and trust positively influence the behavioral intention for the usage of e-governance services.

3. NIKITA YADAV AND V.B. SINGH (2012)

Their opinion highlights the significance of e-governance, claiming it as one of the most striking developments of the internet era. According to their paper, "E-Governance: Past, Present, and Future in India," they identify the global shift towards increased information technology by governments, which emerged during the 1990s with the advent of the World Wide Web. However, they differ on the launching of e-governance projects and the increase in electronics imports. The Government of India established the Department of Electronics in 1917.

4. POONAM PRIYANKA P AND P. VERMA (2014)

Both shed light on e-governance in different states of India, discussing challenges, struggles with e-governance projects, and finding effective governance solutions. They also set targets for e-governance under the twelfth five-year plan.

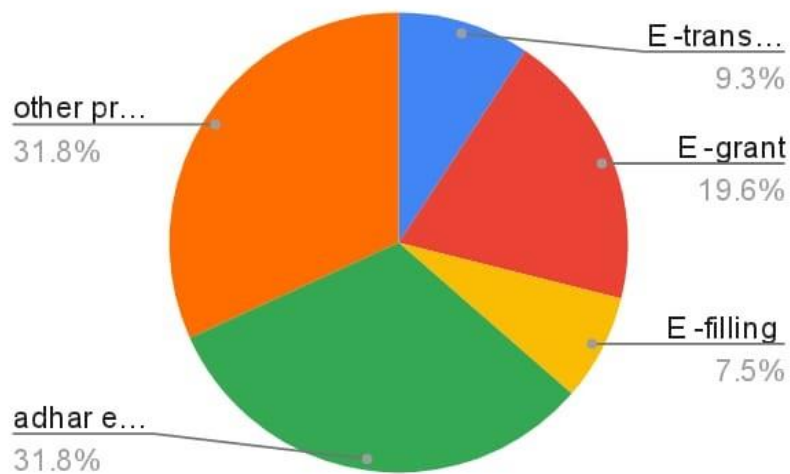
5. SANGEETHA (2015)

She conducted a study on the impact of Akshaya centers in extending digital services in Thrissur district, Kerala, India, using both quantitative and qualitative data. The study observed that entrepreneurs play a major role in the survival of Akshaya centers, which strive to balance social objectives with financial sustainability objectives.

CHAPTER 3 : DATA ANALYSIS AND INTERPRETATION

The data below was collected through primary investigation on customer satisfaction with E-Governance services provided by Akshaya centres. We prepared a questionnaire for this purpose. The data we gathered can be valuable for future studies on Akshaya centres and related E-Literacy programs. It is presented in the form of a pie chart based on the questionnaire.

3.1 Analysing purpose of Akshaya centres



Data source : Primary Data Survey

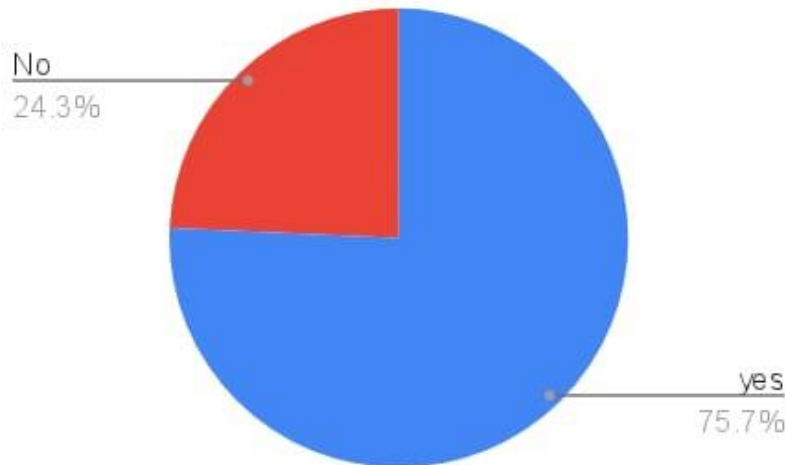
(Table: 3.1 : Analysing the purpose visiting Aksha centres)

PURPOSE	RESPONSE PERCENTAGE
E-Transactions	9.3%
E-Grant	19.6%
E-Filling	7.5%
Aadhaar Enrollment	31.8%
Other Program	31.8%

The information above indicates that Akshaya centres serve various purposes. Mostly, people utilize these centres for Aadhaar enrollment, alongside other services such as E-Transactions, E-Grant / Applications for Scholarships and E-Filing. Akshaya centres offer convenient access to essential government services for the community, the table also indicates that the less used purpose is E-Filing, which is the process of submitting tax returns electronically. VAT dealers who lack internet access may utilize the free service through Akshaya centres in Kerala. The table explains the reduced usage of Akshaya centres for E-Filing because people mostly use their own mobile phones instead of visiting these centres.

3.2Analysing The Computer Literacy Rate

The Akshaya centres were launched with the goal of making at least one person in every family computer literate. So, this data is essential for raising awareness of e-governance through Akshaya centres.



Data source : Primary Data Survey

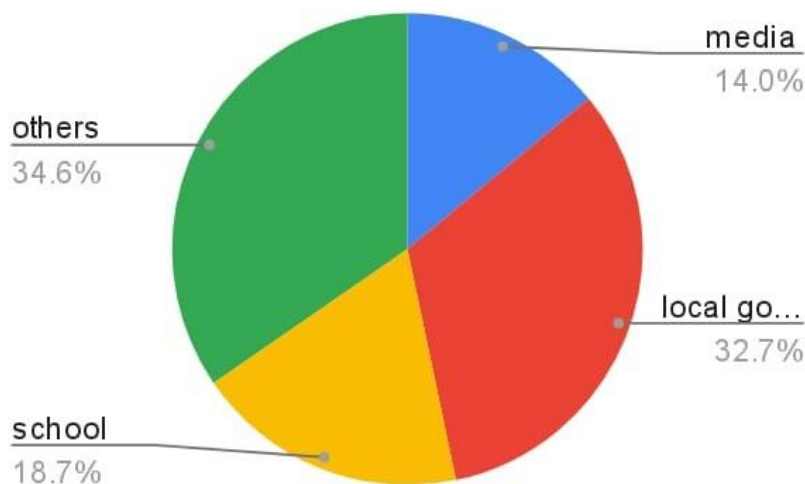
(Table: 3.2 : Analysing The Computer Literacy Rate)

COMPUTER LITERATE	RESPONSE PERCENTAGE
Yes	75.7%
No	24.3%

Above table (3.2) explains the computer literacy rate of people. Most of the people in our society are computer literate (75.7%), while the non-literacy rate is 24.3%. Since many individuals work in IT platforms and related jobs, it is essential to understand computer technology features. As mentioned above, the primary goal of Akshaya centres is to make at least one person in every family computer literate. This initiative could help Akshaya centres improve their programs and services.

3.3 Analysing Akshaya Centre’s information sources

We have to explain where we got the source of information about Akshaya centres. As we all know, Akshaya centres are present in schools for the applications of e-grants, scholarships, and other services. Various sources are helpful to learn more about the Akshaya centres. Here, we explain various sources.



Data source : Primary Data Survey

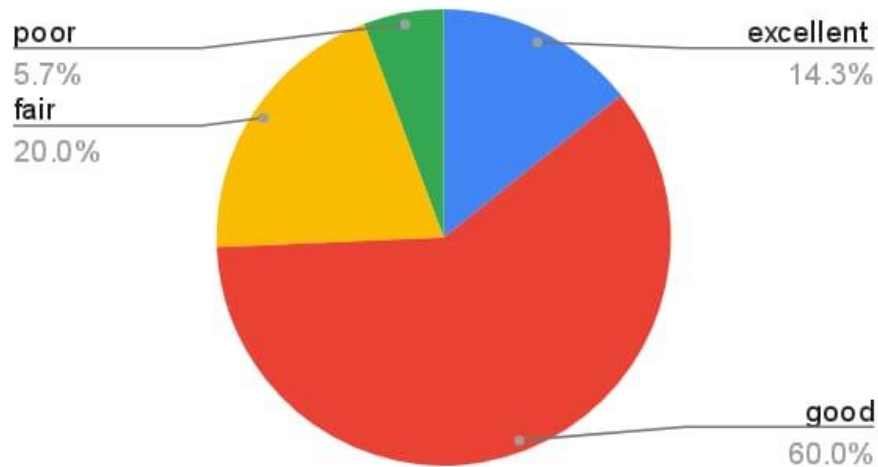
(Table: 3.3 : Analysing Akshaya Centre’s information sources)

SCOURCES	RESPONSE PERCENTAGE
Media	14.0%
Local Government Office	32.7%
School	18.7%
Other	34.6%

Above table (3.3) explains that information about Akshaya centres is obtained through various sources. People mostly use other sources (34.6%) to acquire knowledge about Akshaya centres. These other sources include family, friends, and society. Local government offices (32.7%) also play a crucial role in providing information about Akshaya centres, while media (14%) and schools (18.7%) also contribute to knowledge about Akshaya centres. These sources effectively help to provide efficient information about Akshaya centres.

3.4 Analysing The Objectives of Akshaya Centres

The next one is very important. We need to know the objectives of Akshaya centres while acquiring knowledge. The main objective of Akshaya centres is to make at least one person in every family computer literate.



Data source : Primary Data Survey

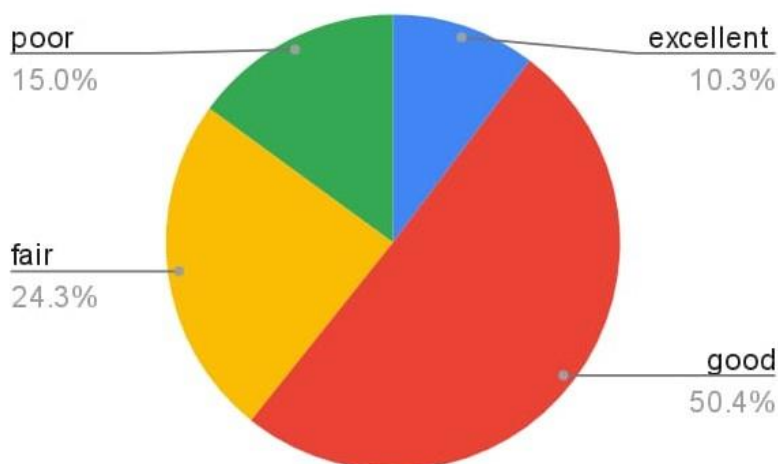
(Table: 3.4 : Analysing The Objectives of Akshaya Centres)

Quality Level	RESPONSE PERCENTAGE
Excellent	14.3%
Good	60.0%
Fair	20.0%
Poor	5.7%

The table indicates that 60% of people are well aware of the objectives of Akshaya centres, while 14.3% are very familiar. Additionally, 20% of people have a fair understanding of these objectives. Only 5.7% of people are unaware of them. It is also beneficial for people to explore the benefits of information and communication technology. E-governance is facilitated by allowing people to participate in the government's decision-making process, thus ensuring transparency and accountability.

3.5 Analysing The Behavior Staff

An efficient Akshaya center is consist of efficient staffing and efficient infrastructure. the quality level of services provided by Akshaya centres is depends on the behavior of their staff.



Data source : Primary Data Survey

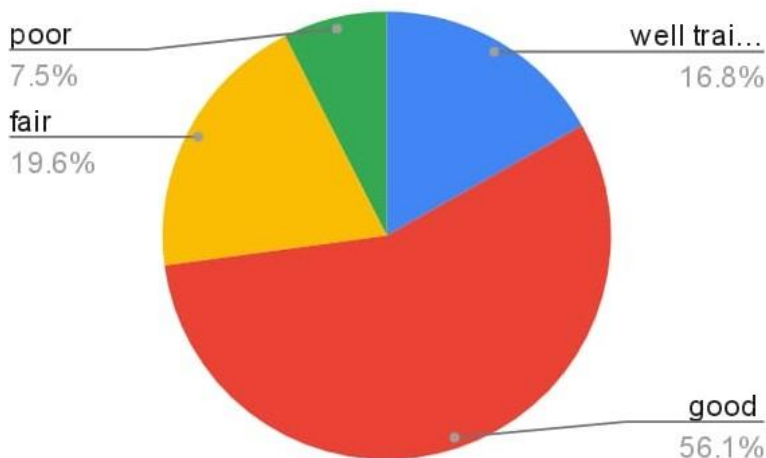
(Table: 3.5 : Analysing The Behavior Staff)

BEHAVIOR LEVEL	RESPONSE PERCENTAGE
Excellent	10.3%
Good	50.4%
Fair	24.3%
Poor	15.0%

The table indicates that the majority of people appreciate the good behavior of staff (50.5%), with 10.3% noting excellent behaviour and 24.3% expressing a fair opinion. Additionally, 15% of people mentioned poor behavior among staff at Akshaya centres. When staff members are well-behaved, people are interested in visiting those centres for e-governance services. Conversely, if they are not well-behaved, people lose interest in utilizing Akshaya centres for e-governance services. Therefore, it is crucial for staff to exhibit good behaviour and provide efficient services to garner better feedback on their programs. Improving staff behavior can attract more people to their centres instead of other Akshaya centres.

3.6 Analysing The Training of Staff

The efficiency of service depends on the training and experience of the staff. Well-trained staff can attract more people to their centres because efficient staff can easily provide their services in less time through their experience and efficiency.



Data source : Primary Data Survey

(Table: 3.6 : Analysing The Training of Staff)

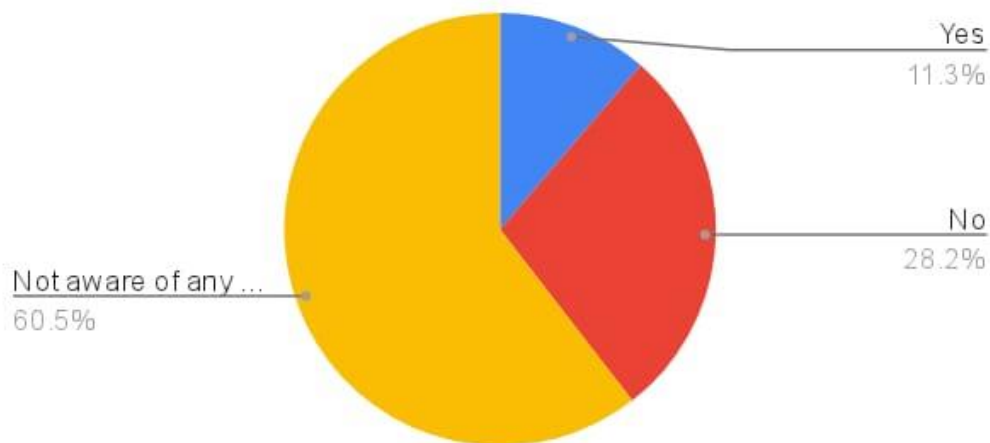
TRAINING OF STAFF	RESPONSE PERCENTAGE
Well Trained	16.8%
Good	56.1%
Fair	19.6%
Poor	7.5%

In Table 3.6 the responses indicate that only 16.8% of staff are well-trained, while 56.1% of staff are competent due to their training and experience. Additionally, 19.6% of staff have acquired training and experience to a fair extent, and finally, 7.5% of staff are not well-trained.

Most Akshaya centres operate with trained staff because, as we discussed, the training and good behavior of staff can attract more people to their centres. If they are not adequately trained, it will consume more time and lead to the provision of inefficient services.

3.7 Analysing The E-Literacy Class And Also E-Analysing The Attending Rate

Most of the Akshaya centres are conducting E-Literacy classes because the goal of Akshaya centres is to make at least one person in every family computer literate. This question is essential to understand the importance of e-literacy classes conducted by Akshaya centres in our society.

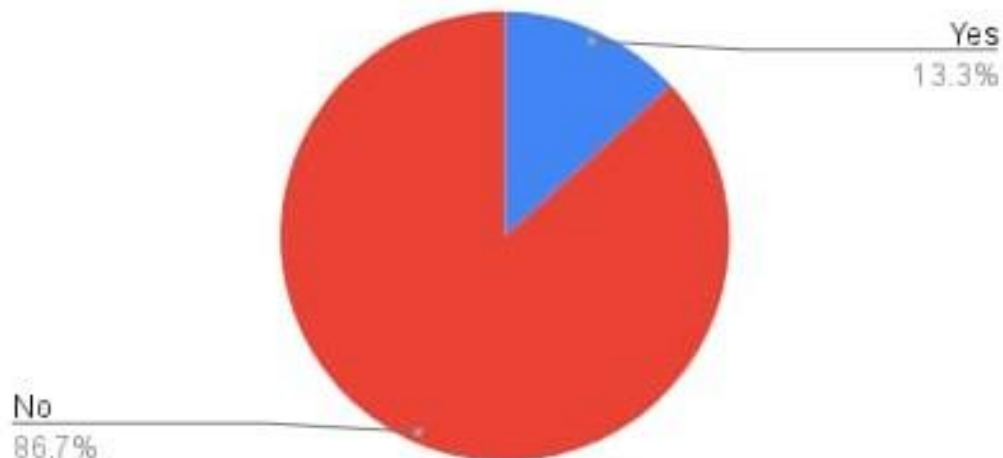


Data source : Primary Data Survey

(Table: 3.7.1 : Analysing The E-Literacy Class)

E-LITERACY CLASS	RESPONSE PERCENTAGE
Yes	11.3%
No	20.2%
Not Aware Of Any E-Literacy Class	60.5%

Here We Also Analyses The Attending Rate Of E- Literacy Classes Of People



Data source : Primary Data Survey

(Table: 3.7.2 : E-Analysing The Attending Rate)

ATTENDED	RESPONSE PERCENTAGE
Yes	30.3%
No	86.7%

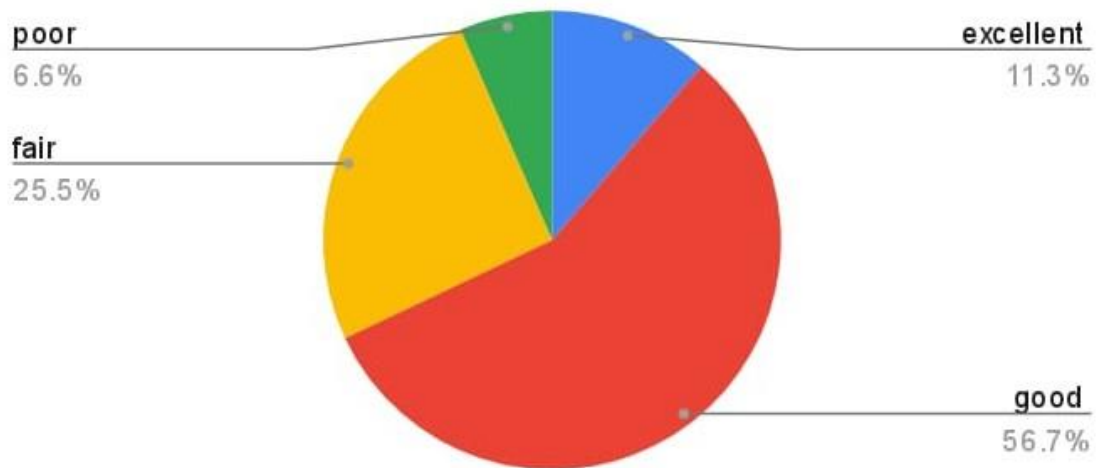
The table (3.7.1) clearly specifies that most people are not aware of the E-literacy classes (60%) provided by Akshaya centres, and 28% of people are not attending any E-literacy classes. Only 11.2% of people have attended E-literacy programs provided by Akshaya centres.

For more information, Akshaya E-literacy programs were first introduced in Malappuram district. The government of Kerala aims to improve the computer literacy rate of the state by conducting unique programs, especially in weaker society. The table (3.7.2) explains that only 13.3% of people attended E-literacy class by the Akshaya centres, and 86.7% of people have not attended any E-literacy programs. So, the government of Kerala has to improve E-literacy programs through Akshaya centres.

In the past, we had to spend a day to pay for utility services like telephone, water, and power after traveling miles and waiting in long queues for hours. But today, everything happens within seconds at the click of a mouse. Akshaya centres have been able to make 3.15 million people E-literate through E-literacy programs.

3.8 Analysing The Quality Level Of Services

The efficient service of Akshaya centres depends on the behavior of staff and better infrastructure facilities, so it is important to improve the behavior of staff and efficient computer equipment.



Data source : Primary Data Survey

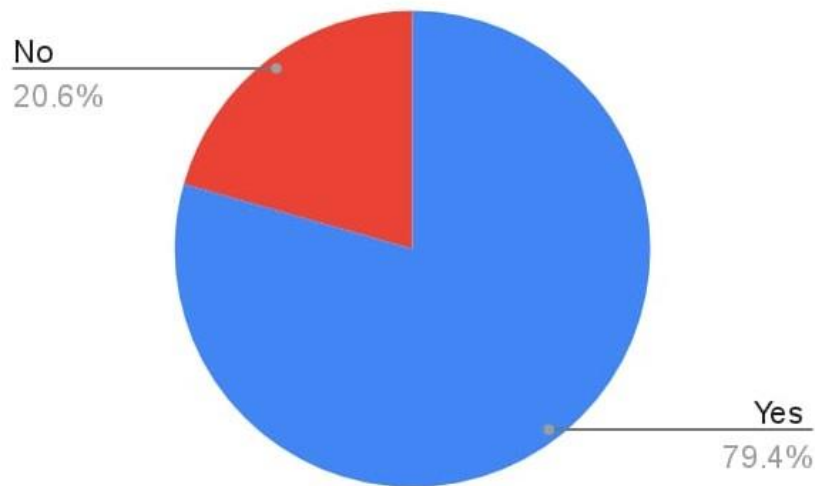
(Table: 3.8 : Analysing The Quality Level Of Services)

QUALITY OF SERVICES	RESPONSE PERCENTAGE
Excellent	11.3%
Good	56.7%
Fair	25.5%
Poor	6.6%

The table 3.8 explains that 11.4% of people have opinions on the excellent service of Akshaya centres. Most people experience good service at Akshaya centres, with 25.6% expressing fair opinions on the services. Only 6.1% of people received poor service at Akshaya centres. The table explains that most Akshaya centres provided good service to the public through various features.

3.9 Analysing the time of services

The efficiency of service is depending on the behaviour of staff and Especially the time consuming for providing services.



Data source : Primary Data Survey

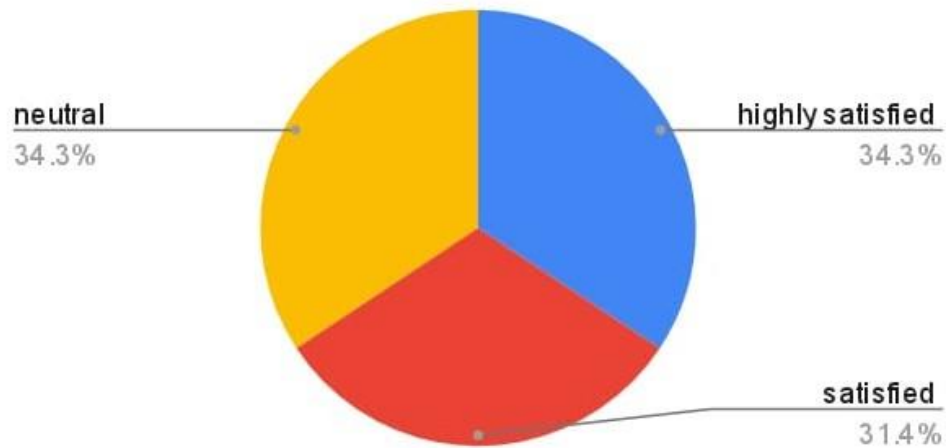
(Table: 3.9 : Analysing the time of services)

TIME CUNSUME	RESPONSE PERCENTAGE
Yes	79.4%
No	20.6%

The table 3.9 shows that 79.4% of people are of the opinion that most of the Akshaya centres take too much time to avail services, leading to inefficiency. Conversely, 20.6% of people experienced less time consumption while availing services.

3.10 Analysing The Satisfaction Of Customer

The main question of our research is the satisfaction level of customers while availing e-governance services through Akshaya centres. It is important to know the customer opinions about the services of Akshaya centres and the satisfaction level of their own experiences.



Data source : Primary Data Survey

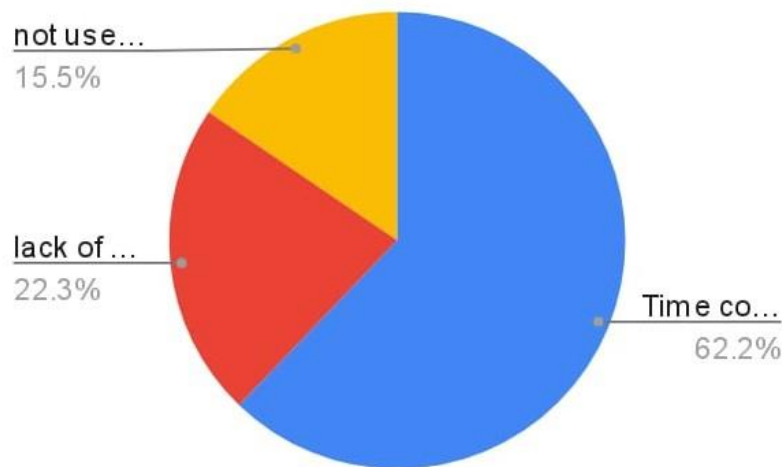
(Table: 3.10 : Analysing The Satisfaction Of Customer)

SATIFACTION LEVEL	RESPONSE PERCENTAGE
Highly Satisfied	34.3%
Satisfied	31.4%
Neutral	34.3%

The table specifies that 34.3% of people are highly satisfied with the services of Akshaya centres, while 31.4% are satisfied. Additionally, 34.3% are neutral about their satisfaction level. It's important to note that no one is dissatisfied with the services. Despite the common problems faced while availing services at Akshaya centres, the responses indicate that the majority of people are satisfied with them.

3.11 Analysing The Problem Of Akshaya Centres

The satisfaction level of people towards Akshaya centres depends on the quality of services. The quality level of services is based on the infrastructure and behavior of staff. To find the satisfaction level, we have to analyze the problems faced by people while availing services at Akshaya centres.



Data source : Primary Data Survey

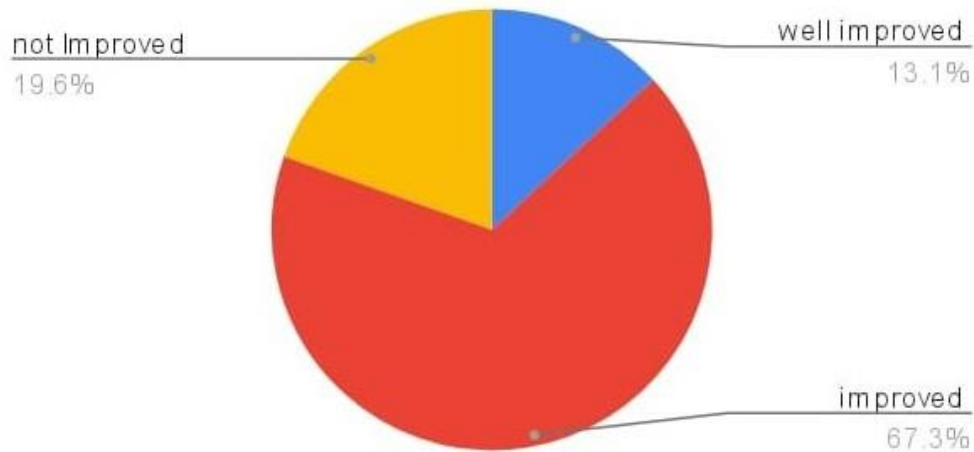
(Table: 3.11.1 : Analysing The Problem Of Akshaya Centres)

PROBLEMS	RESPONSE PERCENTAGE
Time consuming	62.2%
Lack of staff	22.3%
Not user friendly	15.5%

The table indicates that the majority of respondents cited time consumption (62.2%) as the main issue. This is attributed to staff inefficiency in providing services. Another problem faced by people is the lack of staff (22.3%). With only two or three staff members per center, there are delays in service provision, leading some to seek services at other centres for efficiency. Additionally, the absence of user-friendly computer equipment (15.5%) is a significant drawback. The lack of computer equipment can result in delays in providing information and services.

3.12 Analysing The Improvement

People can give opinions and suggestions for acquiring better service at Akshaya centres, so it is important to note that the opinions of people may influence the future programs of Akshaya centres.



Data source : Primary Data Survey

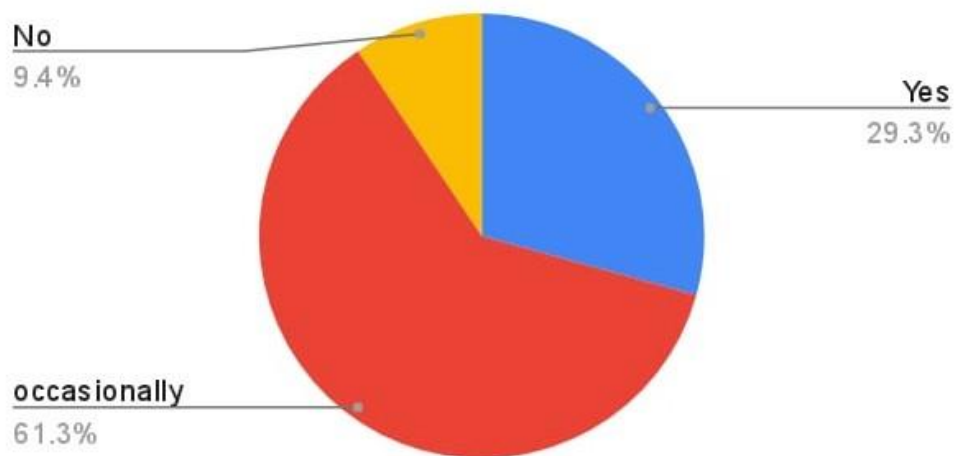
(Table: 3.12 : Analysing The Improvement)

IMPROVEMENT	RESPONSE PERCENTAGE
Well Improved	13.1%
Improved	67.3%
Not Improved	19.6%

67.3% have literally improved the services of Akshaya centres because most of the e-governance transactions are carried out by these centres, allowing us to easily access information and services for a specified charge. The services of Akshaya centres have recently improved due to better infrastructure. 13.1% of people have expressed positive opinions regarding the improvement of Akshaya centres, while 19.6% believe that Akshaya centres have not improved much. It is important to note that the services of Akshaya centres vary from one center to another, as each Centre operates according to its available infrastructure and related programs.

3.13 Analysing Fulfillment Of Needs

The main aim of every Akshaya Centre is to fulfill the urgent needs of people, such as e-transactions, application for scholarships, e-filing, and other needs.



Data source : Primary Data Survey

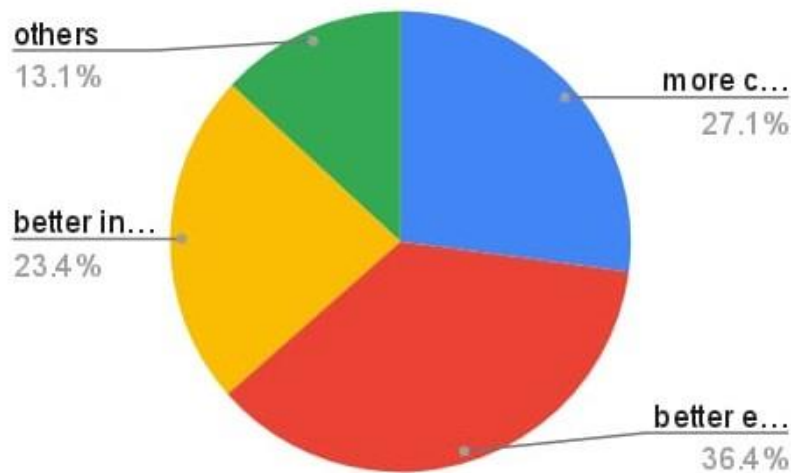
(Table: 3.13 : Analysing Fulfillment Of Needs)

FULFILLING NEADS	RESPONSE PERCENTAGE
Yes	29.3%
Occasionally	61.3%
No	9.4%

The majority of people say that Akshaya centres occasionally 61.3% fulfill public needs, and 29.3% are fulfilled by the Akshaya centres alone. Only 9.4% of people are disappointed with the services of Akshaya centres while fulfilling their needs.

3.14 Analysing The Suggestions Of Public

Our research is based on the satisfaction of customers towards e-governance through Akshaya centres. So, it is important to add public suggestions about the service of Akshaya centres. It will help them to provide more efficient services through their various features.



Data source : Primary Data Survey

(Table: 3.14 : Analysing The Suggestions Of Public)

SUGGESTIONS	RESPONSE PERCENTAGE
More Computers	27.1%
Better Employees	36.4%
Better Infrastructure	23.4%
Other	13.1%

36.4% of people suggested better employees. As we all know, the lack of staff may lead to delays in providing services. 27.1% opined that most of the Akshaya centres do not have the required computer equipment. By using necessary computer equipment, it leads to more efficient services and a time-saving process. 23.4% opined for better infrastructure such as scanning of documents taking finger prints and 13.1% of people opined for other factors like queue management and more power facilities.

To boost the overall service of Akshaya centres, our satisfaction level must be increased. The satisfaction level depends on efficient staff, efficient computer equipment, and other facilities. Akshaya centres may face these problems, and some centres are not financially developed because most people conduct e-transactions through their own mobile phones.

FINDINGS, SUGGESTIONS AND CONCLUSION

4. Introduction

Research findings are important for several reasons. First and foremost, they contribute to the advancement of knowledge in various fields, helping to expand our understanding of the world around us. Additionally, research findings can have practical applications, leading to the development of new technology, improved policies, and better solutions to societal challenges. They also serve as a foundation for further research, allowing other researchers to build upon existing knowledge and explore new avenues of inquiry.

This study serves as an initial exploration into differentiated instruction. Nevertheless, it's essential to approach the findings cautiously due to the potential bias of the participants, who were more inclined to modify their teaching methods, thus restricting the applicability of the findings. Moving forward, future studies could explore strategies to address resistance to implementing differentiated learning, thereby enhancing our understanding of effective practices for its successful integration.

A robust conclusion in a research paper holds significance for multiple reasons. Firstly, it serves to encapsulate the primary points and discoveries, thereby reinforcing the central argument or thesis. Moreover, a compelling conclusion has the potential to leave a lasting impact on the reader, underlining the importance of the research and its possible ramifications. Furthermore, it provides a platform to suggest avenues for further research or to propose real-world applications of the findings.

The study "customer satisfaction towards E-governance through Akshaya centres is carried out based on the following specific objectives.

1. To analyse the overall satisfaction and experience of customers utilising E-governance at Akshaya centres
2. To evaluate the level of awareness among customers regarding the e-governance services offered through Akshaya centres.
3. To identify any challenges or barriers faced by customers while availing e-governance services and suggest potential improvement.

Here, we used the convenience sampling method. Convenience sampling relies on data collection from population members who are conveniently available to participate in the study.

107 samples are randomly chosen for conducting this study. A survey using a questionnaire is conducted, taken as a representation of the total population. The sample size for the study is fixed at 107.

Using proper statistical technique, the results obtained from the questionnaire were examined. Here, we used various statistical techniques like percentages, tables, and diagrams.

4.1 FINDINGS

➤ **4.1.1 To analyses the overall satisfaction and experience of customers utilising E - governance services at Akshaya centres**

- ❖ Majority of people are satisfied with the services of Akshaya centres but they are not fully satisfied.
- ❖ Satisfaction level depends on the quality of services. Majority of people experienced better services(good- 56.1%)especially in urban areas.
- ❖ The services of Akshaya centres improved(67.3%)but not well improved the backward places are still faced the problem of less improvement (19.6%).
- ❖ And 60.7% Akshaya centres fulfilled the urgent needs of customers.

➤ **4.1.2 To evaluate the level of awareness among customers regarding the e-governance services offered through Akshaya centres**

- ❖ Majority of people used Akshaya centres for the purpose of Aadhaar enrollment and other programs.
- ❖ but the awareness level among customers is not much improved.
- ❖ people in our society 75.7% of people are computer literate. But most of customers can't utilising the E-literacy programs through Akshaya centres because of less awareness.86.7% of people are not attended any E-literacy classes.
- ❖ most of the people have no knowledge about the objectives and goals of Akshaya centres.

➤ **4.1.3 To identify any challenges or barriers faced by customers while availing e governance services and suggest potential improvement**

- ❖ majority of people facing the problem of time consuming, power failure and low queue
- ❖ The quality of services depends on the behavior and training of staff. people opinionated that the behavior of staff is good but not very well.
- ❖ The training level of staff is not much well it may lead to delay in providing services
- ❖ Not user-friendly computer equipments leads to make more time consuming.
- ❖ To solve this problem, we have to improve the facilities like better staffs and better infrastructure and efficient computer equipments.

4.2 SUGGESTIONS

- ❖ Conduct More programs to know the awareness of e governance And also the Importance of Akshaya centres.
- ❖ Initiate more e literacy Classes to improve the computer literacy rate.
- ❖ create a strategy for well behavior and training among staff.
- ❖ Majority of people face the problems while availing services such as Time consuming, arrogant behavior of staff, power failure, awaiting of queue, lack of staff and absence of computer equipments. provide more financial support for the development of these facilities .appoint more staff and more power facilities efficient digital devices and charge minimum for services. It leads to manage the time for Akshay services.

4.3 CONCLUSION

Based on the findings, it's evident that while there is a degree of satisfaction among customers utilizing E-governance services at Akshaya centers, there are notable areas for improvement. The majority of customers express satisfaction with the services, particularly in urban areas, but it's clear that the services are not meeting the expectations of all users. Despite improvements in service quality, there are still disparities, with some backward areas experiencing less progress.

Awareness about the services offered by Akshaya centers remains a concern, as many customers are unaware of the objectives, goals, and available E-literacy programs. This lack of awareness contributes to underutilization of services, despite a significant portion of the population being computer literate.

Challenges faced by customers include time-consuming processes, attributed to inadequate staff training and non-user-friendly computer equipment. While customers generally perceive staff behavior positively, there's room for improvement in staff training to enhance service efficiency.

In conclusion, addressing these challenges requires a multifaceted approach. Improving staff training, enhancing infrastructure, and upgrading computer equipment are essential steps to streamline service delivery. Moreover, increasing awareness among the population about available services and E-literacy programs is crucial to maximize utilization. By implementing these improvements, Akshaya centers can better meet the needs and expectations of customers, ultimately enhancing the effectiveness of E-governance services.

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QUESTIONNAIRE

Questionnaire

(1) What is your name?

(2) What is your gender?

- Male
- Female
- Others

(3) What is your purpose of visiting Akshaya centres ?

- E transactions
- E filling
- Aadhaar enrollment
- E grand/scholarship application
- Other programs

(4) Are you a computer literate?

- Yes
- No

(5) How did you know about Akshaya centres?

- Media
- Local govt
- School
- Others

(6) Do you know the objectives of Akshaya centres?

- Excellent
- Good
- Fair
- Poor

(7) How was the behavior of the staff of Akshaya centres?

- Excellent
- Good
- Fair
- Poor

(8) Are the staff of Akshaya centres are well trained?

- Well trained
- Good
- Fair
- Poor

(9) Are there any E-literacy classes in your Akshaya centres?

- Yes
- No
- Not aware of any literacy classes of Akshaya centres.

If yes, have you attended any E-literacy classes?

- Yes
- No

10) What is the quality level of services provided by Akshaya centres?

- Excellent
- Good
- Fair
- Poor

(11) Does Akshaya centres take too much time?

- Yes
- No

(12) Satisfaction level towards the services provided by Akshaya centres?

- Highly satisfied
- Satisfied
- Neutral
- Dissatisfied

(13) The problems while availing services of Akshaya centres?

- *Time consuming
- *Lack of staff
- *Not user friendly
- Computer equipment

(14) Do you think the quality of the Akshaya centres services have been improved?

- Well improved
- Improved
- Not Improved

(15) Do they Fulfilled your urgent needs?

- Yes
- Occasionally
- No

(16) Do you have any suggestions for the improvement of Akshaya centres?

- More computer
- Better employment
- Better infrastructure
- Others
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