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## ABSTRACT

ICT encompasses both the internet-enabled sphere as well as the mobile one powered by wireless networks. It also includes antiquated technologies, such as landline telephones, radio and television broadcast -- all of which are still widely used today alongside cutting-edge ICT pieces such as artificial intelligence and robotics. ICT is sometimes used synonymously with IT (for information technology); however, ICT is generally used to represent a broader, more comprehensive list of all components related to computer and digital technologies than IT. The list of ICT components is exhaustive, and it continues to grow. Some components, such as computers and telephones, have existed for decades. Others, such as smartphones, digital TVs and robots, are more recent entries.

Even discussions on electronic governance, or e-governance, might sound like misplaced priority in present-day Nepal when, in general, the brick-and-mortar governance itself is making a volte-face. Nepal ranks 137 among 193 countries in the e-governance development index (EGDI) in a world that excelled in e-governance over the last 30 years by using information and communication technology (ICT). The United Nations defines e-governance as “the application of ICT in government operations, achieving public ends by digital means”. Therefore, e-governance has the twin objectives of paperless and speedy public policy decisions through bureaucratic processes and operations and efficient and effective service delivery to citizens and businesses. The end goal is good governance by every level of government. e-governance-enabled public service delivery has increasingly become a pipe dream for all and sundry. Long queues of people in front of the Passport Department, vehicle registration offices and a waiting list of about a million across the country to obtain a driving licence are only a few examples that manifest very inefficient, if any, use of ICT by even resourceful government offices.

## 1. INTRODUCTION

Electronic Governance is the application of Information and Communication Technologies (ICTs) for delivering government services through the integration of various stand-alone systems between Government-to-Citizens (G2C), Government-to-Business (G2B), and Government-to-Government(G2G) services. It is often linked with back-office processes and interactions within the entire government framework. Through e-Governance, government services are made available to the citizens in a convenient, efficient, and transparent manner. In the scenario nowadays organization use E-Governance system. Citizen, today has access to faster and cost-effective online platforms for planning so all the system should be through online. New technologies have offered flexibility and choices during activities such as taking all the Metropolitan City, Municipality, Rural Municipality services online. Similarly, potential citizen can read and take reviews and feedback online only. There have been several research on general e-governance adoption in developing countries but very few have focused on the Rural Municipality sector. It is widely recognized that the factors impacting e-governance adoption differ greatly for every industry.

**Dordi Rural Municipality** is one of the local level rural municipalities of Lamjung District, of its 8 local municipalities. It has 9 wards and according to census 2011, 18,392 people live in here. It has 350.93 square km area. It was established on **2073 B.S.** They offer the services like vital registration (birth certification, death certification, migration certification), collection of revenue of property, business firms. Its center is in the office of the previous Nauthar V.D.C. We went to the office of **Dordi Gaupalika** situated in Nauthar Sera, Lamjung. where we asked questions about Adaptation of E-governance in office and Organizational activities, and ICT implementation. we talked to the Chief Administrative Officer of the office **Mr. Hemraj Kafle**, about all sorts of questions listed below.

## **1.1 BACKGROUND OF THE STUDY**

Identification of ICT and use in Nepal and in government sector with the aim of creating jobs, updating server and work load, and sharing and maintaining system developing, protecting and promoting server in the office. With the passage of time, it seems that the name of the worker is also changing according to the expansion At present, there are 9 Ward Office namely Bharte, Archalbot, Shree Manjang, Nauthar, Pachok Dhodeni, Phaleni, Bansar, Hile Taksar and all the 9 offices are practicing the Implementation of E-Governance system In Providing Services.

## **1.2 Problem of the statement**

- Nepal has seen significant growth in the use of technology in the past 20 years.
- Although, the government is slow to integrate into e-governance,
- Even though there is an intense use of mobile technologies, the internet and social media the country is still not ready for the EG.
- The EGDI status of Nepal shows that the country is still in its premature stage for E-governance implementation.
- Moreover, there persists very limited awareness among the people regarding the concept, use, and principles of E-governance.
- Besides, there exists even the more reluctant behavior of government officials with the verge of fragile political instability.

## **1.3 Purpose of the Study**

The world is changing and is becoming more reliant on ICT devices. The main purpose of this study is to observe the level of integration of these ICT devices in government organization and the services they provide.

## 1.4 Objectives of the Study

The major objectives of this case study are as follows:

- ☐ To observe the implementation of ICT devices in Governmental works.
- ☐ To identify the challenges and roadblocks in this implementation process.
- ☐ To find the route to possible success strategy.

## 1.5 Research Methodology

The research methodology for this case study involves a combination of qualitative and quantitative approaches to gather data and analyze the current situation of e-governance in dordi rural municipality office.

The following research methodologies has been implemented :-

- **Interview:** including government officials, administrators, and IT experts, are interviewed to gain insights into their perspectives on implementation of e-governance.
- **Surveys:** Surveys are conducted among office staff and citizens to assess their experiences, opinions.
- **Literature Review:** A thorough review of existing literature, research papers, and case studies on e-governance in Nepal and other countries are conducted.

## 1.6 RESEARCH DESIGN AND METHODOLOGY

### 1.6.1 Research Methodology

The research methodology is one of the principal tools while conducting research. It incorporates the fundamental philosophy of research methodology, the research approach, strategy, choice and time period. The research philosophy, approach, strategy, data collection and analysis techniques that were used in this research are discussed in this topic.

### **1.6.2 Research Plan and Design**

The use of explanatory research has been conducted during the preparation of this case study. The finding of this research is entirely based on the primary data collected from the interview of a ranked government official. There is no implementation of statistical tools for this case study.

### **1.6.3 Description of Sample**

An interview was conducted for the collection of the required data. The study was conducted to find the current status of Implementation of E-Governance in governmental sector from a trusted source. Their expertise was taken into account while creating a broad questionnaire of 4 questions. The responses were informative and reflective of the current status of our country's policies and initiatives.

### **1.6.4 Research Questions**

1. What are the ICT devices and applications in use in the organization?
2. How accessible are software, information and services to Citizens?
3. What are the services provided by this organization?
4. What is the model of operation for the future?
5. Role of Municipalities?

### **1.6.5 Research Findings**

Information was abundant from the interview from the questionnaire above. The findings from the said interview have been filtered and major information has been extracted for the reading convenience as follows:

1. As the workload is heavy and personnel in the organization are required to handle multiple tasks and deal with multiple people at an instance there is fair use of computers. They use Hotline Services for providing better service to citizens. These adoptions in new technology have made job handling easier, faster and more reliable. Though they use multiple computers, the data is dealt with the traditional filing method. This approach has been the Achilles heels for the organization as it seeks to integrate a large amount of data into the country's data pool.

2. The users can visit <https://dordimun.gov.np/> to find information and notices about the organizational activities, visit dates, form fill-ups, etc. This site provides comprehensive information about the facilities provided by this organization.

3. The main goal of this organization is to have the proper software (currently under development & contracted by the government of Nepal) for digital data integration and proper E-governance strategies can be implemented. G2G, G2C & G2B are some of the important aspects this organization is looking forward to integrating as the industry is becoming ICT dependent. These steps will allow the easy authentication and regulation of old and new users. And also will make it easier for E-tourism integration, where every part of the organizational activity will be done digitally.

4. In Nepal, municipalities serve as essential local governance bodies. They play a crucial role in infrastructure development, urban planning, waste management, sanitation, education, health services, and promoting local tourism.

## **2. Findings, Conclusion and Recommendations**

### **2.1 Conclusion**

These organizations in each province are great services to the citizens. Although the work towards its integration is slow and traditional methods are still in practice, there are great initiatives placed for a better tourism approach.

### **2.2 Findings**

This study has outlined some major factors contributing to the challenges faced in the implementation of e-governance. While the digital divide does make a good portion of it, the major challenges lie in the inability to get better software and system created for it. The lack of coordination between the Central Ministry and the provincial offices is also another cause for no significant improvement.

## **Objective 1**

To observe the implementation of ICT devices in Governmental organization Even though we saw multiple computers on the desk of the personnel, only one computer on the reception table is of main use. It is primarily used to monitor and publish notices on the website. It is also used to accept the forms filled by users from home. It provides the functionalities like trekking id card generation and hotel registration form fill-ups. During our visit, we found out the minimal use of ICT devices in comparison. The bulk of the work is still done using traditional approaches and visiting the organization is a must.

## **Objective 2:**

To identify the challenges and roadblocks in this implementation process. The lack of proper software is the primary reason for the poor implementation of ICT devices and functionalities in this organization. Most of the workforce is of the New Generation and understands the positives of using these devices and functionalities. But lack of proper software is hindering the day-to-day activities and leading the organization towards the use of the traditional approach each step of the way. there is no central database for the data to be digital so the traditional filing and record-keeping approach is making this organization slow and time-consuming. Information gathering can also be cumbersome as the site is not regularly updated as it uses a static cataloging approach where the only developer of the site can change core and main.

## **Objective 3:**

To find the route to possible success strategy In this digital age where everything is done online government and organizations should adapt to new requirements. Digital data, proper E-governmental functionalities, and personnel with proper knowledge of ICT devices are required for the proper functionality of e-tourism. Integrating these services will surely help in the advancement of functionalities in this organization.



## 2.3 Challenges

- **Lack of Strategic Plans:**
  - Many rural municipalities lack well-defined e-governance strategies and roadmaps.
  - Without clear plans, it becomes challenging to align technology initiatives with local development goals.
- **Change Management:**
  - Transitioning to e-governance requires changes in processes, mindset, and organizational culture.
  - Resistance to change from traditional practices can hinder successful implementation.
- **Budget Constraints:**
  - Rural municipalities often face budget limitations.
  - Allocating funds for e-governance infrastructure, training, and maintenance can be difficult.
- **Weak Infrastructure:**
  - Inadequate ICT infrastructure (such as internet connectivity, power supply, and hardware) in rural areas.
  - Reliable infrastructure is essential for seamless e-service delivery.
- **Digital Literacy:**
  - Limited digital literacy among local government officials, staff, and citizens.
  - Training and awareness programs are necessary to enhance digital skills.
- **Leadership Support:**
  - Lack of strong leadership commitment to drive e-governance initiatives.
  - Support from elected representatives and administrative heads is crucial for success.
- **Security and Privacy Concerns:**
  - Ensuring data security, privacy, and protection against cyber threats.
  - Safeguarding citizen information while providing online services.

- **Equitable Access:**
  - Bridging the digital divide by ensuring equitable access to e-services.
  - Addressing disparities related to gender, age, and socio-economic factors.
- **Underinvestment in Connectivity:**
  - Inadequate investment in connectivity infrastructure (broadband, mobile networks).
  - Sustainable connectivity is essential for expanding e-governance reach.
- **Integration with Existing Systems:**
  - Integrating e-governance systems with existing manual processes.
  - Ensuring seamless data flow and interoperability.
- **Localization and Customization:**
  - Adapting e-governance solutions to local languages, contexts, and needs.
  - Customizing software for specific rural requirements.
- **Awareness and Participation:**
  - Creating awareness among citizens about available e-services.
  - Encouraging active participation and feedback from the community.
- **Sustainability and Maintenance:**
  - Ensuring long-term sustainability of e-governance projects.
  - Regular maintenance, updates, and technical support are critical.
- **Political Interference:**
  - Political interference in e-governance projects can disrupt their implementation.
  - Maintaining autonomy and professionalism is essential.

## 2.4 Limitations

The possible limitation of the data we gathered are:

- 1) Universal public Internet access and dynamic IT applications-oriented literacy is a far-fetched theory.
- 2) Reliability of the digitally published information when rules, regulations, and requirements get changed on daily basis remains questionable.

## **2.5 Future Recommendations**

There are tons of further research that could be carried out. Proper integration of ICT devices and utilization of digital data is the primary factors. This research has only given the idea of E-Governance in Nepal, its importance being paramount for developing country like Nepal; many of our organizational limitations can be realized through further research.

## **3. References**

E-Governance. (2017), Department of IT, Some Previous Case Study Project, Wikipedia , E-Governance adoption in developing country like Nepal, Dordi Rural Municipality office ,Dordi Rural Municipality Website <https://dordimun.gov.np/>