A Research Report on

Knowledge and Application of E-Governance in Pokhara-27, Nepal

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Eighth Semester

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2023

Acknowledgments

I would like to extend my deepest gratitude to Mr. Yuba Raj Tripathi, my course coordinator, for their invaluable guidance, constructive feedback, and unwavering support throughout this research. Your expertise and insights have been instrumental in shaping this study.

I would also like to express my heartfelt appreciation to my friends for their assistance in research completion.

I also appreciate all the respondents and informants for their time towards the research.

-Aaditya Kshetri

Abstract

This research aimed to investigate the knowledge and application of e-governance in Pokhara-27, Nepal. Through a detailed survey with a sample of 60 residents from diverse demographics, the study sought to understand the level of awareness, sources of information, and the actual utilization of e-governance services. Demographic factors like age, gender, education, and occupation played a pivotal role in influencing digital literacy and the acceptance of e-governance platforms.

Our findings suggest that while a segment of the population is aware of e-governance, a significant proportion remains unaware that the online services they use fall under the domain of e-governance. Major challenges identified include lack of internet access, understanding difficulties, concerns about data privacy, and a pervasive lack of trust in online systems. Although e-governance itself is not the primary issue, its implementation is hampered by several barriers, primarily stemming from a lack of digital literacy.

Based on these insights, the report concludes that for successful e-governance adoption in Pokhara-27, there is an urgent need for comprehensive digital literacy campaigns, infrastructure improvement, and efforts to build trust in online systems. The report also offers a set of recommendations for both policymakers in Pokhara-27 and future researchers in the domain of e-governance.

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CHAPTER ONE: INTRODUCTION

1.1 Background of the study

The advent of information and communication technologies (ICTs) has revolutionized governance systems worldwide. E-governance, the utilization of ICTs in government processes, has the potential to enhance transparency, efficiency, and citizen participation in decision-making. E-governance initiatives encompass a wide range of activities, including the use of digital platforms for service delivery, electronic record management, online citizen engagement, and data-driven decision-making. These initiatives aim to streamline government processes, improve service delivery, and promote democratic governance.

E-Governance in Nepal: Nepal, as a developing country, has recognized the importance of e-governance and has made significant efforts to adopt and implement e-governance initiatives. The Government of Nepal has launched various projects and policies to promote the use of ICTs in public administration, with the objective of increasing efficiency, reducing corruption, and enhancing citizen engagement. The National Information Technology Policy, e-Government Master Plan, and Digital Nepal Framework are some notable policy frameworks that outline the vision and strategies for e-governance implementation in the country.

E-Governance in Pokhara: Pokhara, a major ward in Nepal, is known for its scenic beauty, vibrant tourism industry, and economic significance. As a rapidly growing ward, Pokhara faces governance challenges related to service delivery, urban management, and citizen participation. Recognizing the potential of e-governance, the local government in Pokhara has initiated several e-governance projects and interventions to enhance governance practices and improve public services. These initiatives include the digitization of administrative processes, online citizen service portals, and the use of technology for data management and decision-making.

Research Gap and Rationale: While e-governance initiatives have been implemented in Pokhara, there is a need to assess the knowledge and application of e-governance

comprehensively. Existing studies and evaluations often focus on broader national-level perspectives, overlooking the specific context of cities like Pokhara. Understanding the level of knowledge, awareness, and implementation of e-governance in Pokhara is crucial for identifying gaps, challenges, and opportunities for improvement. This research proposal aims to fill this gap by conducting a comprehensive study on the knowledge and application of e-governance in Pokhara, Nepal.

This research is significant as it will provide insights into the current state of e-governance in Pokhara and contribute to the existing body of knowledge on e-governance in the specific context of a rapidly developing ward in Nepal. The findings of this study can guide policymakers, government officials, and other stakeholders in Pokhara to make informed decisions regarding the implementation and enhancement of e-governance initiatives. By identifying challenges and recommending improvements, this research can contribute to better governance practices, increased citizen participation, and improved service delivery in Pokhara.

The advent of information and communication technologies (ICTs) has revolutionized governance systems worldwide. E-governance, the utilization of ICTs in government processes, has the potential to enhance transparency, efficiency, and citizen participation in decision-making. Pokhara, a prominent ward in Nepal, has witnessed notable advancements in adopting e-governance initiatives. However, there is a need to assess the knowledge and application of e-governance in Pokhara comprehensively.
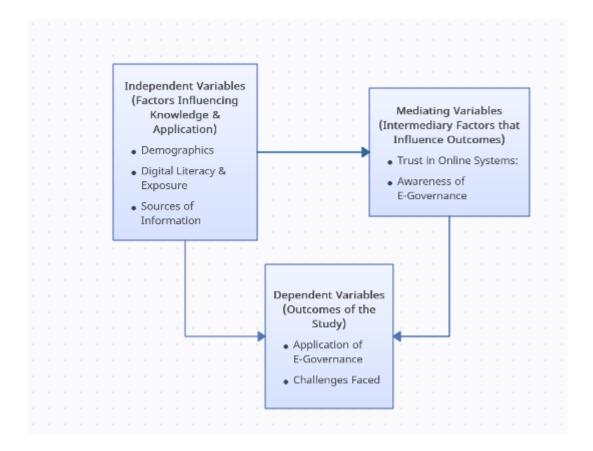
Fig: Conceptual Framework of the Research

1.2 Statement of Problem

This research proposal aims to investigate the current state of knowledge and application of e-governance in Pokhara, identify challenges and gaps, and provide recommendations for improving e-governance initiatives in the specific context of the ward.

1.3 Objectives of the study

The sole objective of the research is to "To evaluate the extent of e-governance Practice in Pokhara -27". Specific objectives of the research are:

- To know the knowledge about e-governance in Pokhara-27.
- To know about application of e-governance practices in Nepal.

1.4 Significance of the study

This research is significant as it will provide insights into the current state of e-governance in Pokhara and contribute to the existing body of knowledge on e-governance in the specific context of a rapidly developing ward in Nepal. The findings of this study can guide policymakers, government officials, and other stakeholders in Pokhara to make informed decisions regarding the implementation and enhancement of e-governance initiatives. By identifying challenges and recommending improvements, this research can contribute to better governance practices, increased citizen participation, and improved service delivery in Pokhara.

- It will contribute to the existing body of knowledge on e-governance by focusing on the specific context of Pokhara.
- The findings will assist policymakers and government officials in Pokhara-27 in identifying areas that require improvement and investment in e-governance initiatives.
- The recommendations generated from this research can guide the formulation of policies and strategies for enhancing e-governance practices in Pokhara -27, ultimately leading to better public service delivery and citizen engagement in the ward.

1.5 Limitations of the study

- Resource Constraints: Conducting research on a low budget presents certain limitations. The availability of financial resources may restrict the scope of the study, limiting the sample size, travel capabilities, and access to advanced research tools or software. These limitations should be considered when interpreting the results and generalizing the findings to a larger population.
- Time Constraints: As a student conducting research at the bachelor's level, there may be time constraints that limit the duration and depth of the study. It is important to acknowledge that the research may not be able to explore all aspects of e-governance in Pokhara comprehensively within the given timeframe.

- Sampling Limitations: Due to resource constraints, the sample size and representation may be limited, potentially affecting the generalizability of the findings. The research may focus on a specific subset of government officials, policymakers, and citizens in Pokhara, which may not fully represent the diverse perspectives and experiences of the entire population.

- Researcher's Expertise: Conducting research at the bachelor's level implies that the researcher may have limited experience and expertise compared to more advanced academic levels. This may impact the research design, data collection methods, and data analysis techniques employed. The limitations arising from the researcher's level of expertise should be acknowledged and considered when interpreting the findings.

- External Factors: The research may face unforeseen external factors that could impact the research process and outcomes. These factors could include changes in the political or administrative landscape, technological advancements, or other contextual variables that may affect the implementation and effectiveness of e-governance initiatives in Pokhara.

- Scope Limitations: Given the constraints of a low-budget research project, it may not be possible to cover all aspects of e-governance comprehensively. Certain areas, subtopics, or specific initiatives may be excluded due to limitations in resources, time, or expertise. It is important to acknowledge these scope limitations when interpreting the findings and drawing conclusions.

- Validity and Reliability: Conducting research on a low budget and at the bachelor's level may pose challenges to ensuring high levels of validity and reliability. Despite efforts to maintain rigor, limitations in resources and expertise may impact the quality and robustness of the research. It is important to be mindful of these limitations when interpreting the results.

- Ethical Limitations: Ethical considerations, such as informed consent, confidentiality, and privacy protection, will be upheld to the best of the researcher's abilities. However, resource limitations may restrict the extent to which ethical guidelines can be followed, potentially introducing limitations in data collection and analysis.

It is important to acknowledge these limitations transparently, as they may impact the research outcomes and the generalizability of the findings. Awareness of these limitations will

help readers and stakeholders contextualize the research and interpret the results appropriately.

CHAPTER TWO: LITERATURE REVIEW

E-governance has gained significant attention as a means to enhance governance practices worldwide. This section presents a review of the literature on e-governance in Nepal, focusing on its adoption, challenges, and opportunities.

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.

But, for Nepal, 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.

Despite repeated claims of successive governments of all political hues that in several areas like registration where companies can be registered online, and e-procurement protocols and platforms and consolidated e-identification like the Nagarik app are usable, the beneficiaries are still forced to be physically present at the concerned offices to obtain these services. The country experienced a disastrous failure in implementing the e-learning mode for students of all levels during the Covid-19 pandemic. The Central Bureau of Statistics chose to deploy door-to-door enumerators with pencil and paper instead of making the best use of the state-of-the-art ICT and digital platforms in the recent national census. A very ambitious integrated accounting software, SuTRA (Sub-national Treasury Regulatory Application), originally

designed as online compliance, was later relaxed to be (also) offline and now faces the challenge of non-utilization and increasing non-compliance. These are accurate reflections of the tardy pace of adoption of e-governance in Nepal, almost in every sector.

Nepal's effort

It's been two decades since the Asian Development Bank supported Nepal in the Governance Reform Program (2001). A study report on the importance and rationale of paperless government was prepared by the then joint secretary in the Ministry of General Administration Deependra Bahadur Thapa. Nepal also enacted essential laws required for operationalizing e-governance. The Electronic Transaction Act 2006, which theoretically legalized the digital signatures for "some" contracts and transactions, and the Information Technology Umbrella Act 2014 are key legal breakthroughs. The IT Policy 2010, ICT Policy 2015, e-Governance Master Plan (eGMP) 2007 and eGMP-II 2015 and 10 Year Master Plan 2011, among others, complemented these laws.

Nepal also experimented with different institutional frameworks. An independent Ministry for Science and Technology was set up as early as 1996, which was later merged with other ministries, later settling down as the Ministry of Education, Science and Technology. A High-Level Commission of Information and Technology (HLCIT) was intermittently formed and dissolved on a political whim. The Department of Information Technology was established in the early 2000s. But lack of integrated and coordinated approach among the government agencies has rendered these edifices appallingly ineffective. For example, a perpetual confusion among the policymakers whether the Department of IT should be under the Ministry of Communication or the Ministry of Science and Technology has essentially marred the efficiency of the Department, which is now, weirdly enough, under the communication portfolio.

Many useful recommendations encompassing legal, structural and operational aspects made by a high-level seminar in 2007 organized jointly by the Asian Development Bank, UNDP and Government of Nepal are still relevant but far short of implementation. Since then, about a dozen similar other studies/recommendations have also been shelved.

Despite many tall claims, Nepal's ranking in the EGDI and our own ground experience vindicate that the country has miserably failed to pick up even a moderate pace in adopting and implementing e-governance in a fashion that contributed to better economic efficiency. A clear lack of political will in enhancing good governance in general and internalizing the importance of e-governance, in particular, remains a significant bottleneck. This lackadaisical approach of the political class to transitioning into e-governance is not without a deep-rooted vested interest. Any meaningful move towards good governance would mean plugging the loopholes that politicians and bureaucrats are exploiting for rent-seeking and corruption. A full-proof automated system under e-governance will make the stream of their illegal income dry up. This is evident in the foiled e-procurement system despite several attempts to implement a fair and transparent bidding process. The e-service is now limited only to listing rather than completing the award of the contract.

Two other key hurdles, inadequate ICT infrastructure and poor digital literacy need to be addressed. Under-investment in connectivity and its sustainability is causing a severe IT infrastructure deficit. ICT services are ward-centric, exacerbating the digital divide between rural and urban (poor and rich) populations. Issues related to bandwidth, quality and security of services remain unresolved across services and geography. Despite the poleward about impressive penetration of mobile phones, personal computers and internet connectivity, knowledge and awareness about the services available electronically and how they are accessed is very limited. There is a clear trust deficit among the public that any tier of government is even likely to deliver "finally" usable services (and goods) through electronic platforms.

Dahal and Sah (2018) conducted a critical review of e-governance in Nepal and identified several key factors influencing its implementation. The study highlighted the importance of political commitment, infrastructure development, and campward building in ensuring the success of e-governance initiatives. The authors emphasized the need for comprehensive policies and strategies to address the challenges and maximize the opportunities presented by e-governance in Nepal.

Maharjan and Shrestha (2016) explored the challenges and opportunities of e-governance through a case study of Nepal. The study highlighted the lack of adequate infrastructure,

limited access to technology, and low digital literacy as major challenges hindering the effective implementation of e-governance initiatives. However, the authors also identified opportunities for leveraging e-governance to improve service delivery, increase transparency, and promote citizen engagement in Nepal.

Manandhar and Sthapit (2019) conducted a comparative study to assess the adoption and challenges of e-government in government agencies in Nepal. The study revealed variations in the adoption and implementation of e-governance across different agencies, indicating the need for standardized approaches and coordination. The authors identified challenges such as limited budget allocation, resistance to change, and inadequate training and awareness as barriers to successful e-governance implementation.

Ojha (2016) examined e-governance in Nepal and emphasized the importance of understanding the adoption process and associated challenges. The study highlighted the need for effective leadership, organizational culture change, and citizen-centric approaches in e-governance initiatives. The author emphasized that addressing the challenges requires a comprehensive understanding of the unique context and characteristics of Nepal.

Shrestha (2018) discussed the initiatives and challenges of e-government in Nepal. The study identified issues such as insufficient ICT infrastructure, lack of legal frameworks, and limited awareness among government officials and citizens as hindrances to the effective implementation of e-governance. The author stressed the importance of building partnerships, enhancing digital literacy, and establishing robust governance frameworks to overcome these challenges. Thapa (2017) assessed the progress and challenges of e-governance in Nepal. The study highlighted the positive impact of e-governance initiatives in improving service delivery, reducing corruption, and enhancing citizen participation. However, challenges such as limited financial resources, inadequate technical expertise, and the digital divide were identified as key barriers to the wider adoption and effective implementation of e-governance in the country.

The e-Governance Master Plan (eGMP) of Nepal represents a pivotal strategy in leveraging Information and Communication Technologies (ICTs) for efficient governance and enhanced service delivery. With a time frame spanning from 2015 to 2019, the plan aims to optimize

resource utilization while minimizing costs, fostering transparency, and promoting healthy competition. Against the backdrop of a predominantly agricultural economy, Nepal has been progressively diversifying its sectors, with tourism and IT-based industries gaining prominence.

The plan underscores the transformative impact of widespread mobile phone adoption, a trend that underscores the need for mobile technology integration to amplify citizen engagement. At its core, the eGMP seeks to transcend conventional software silos, transitioning towards a cohesive ecosystem that fosters interoperability among government departments. This shift aligns with the overarching objective of enhancing service delivery efficiency and creating citizen-centric solutions.

An essential facet of the eGMP involves revisiting prior policies and legal frameworks that have shaped Nepal's ICT landscape. The Information Technology Policy of 2000, the Telecommunications Act of 1997, and the Electronic Transactions Act of 2006 have provided the bedrock for the country's foray into the realm of ICT and e-governance. These regulatory underpinnings have paved the way for subsequent developments, offering a comprehensive framework for growth and innovation.

A notable aspect of the eGMP's analysis pertains to the expansion of telecommunications services within Nepal. By 2014, the penetration of voice telephony services had surged to 88.49%, coupled with a 30.69% internet penetration rate. This surge in accessibility has contributed to heightened ICT awareness and usage among citizens. The challenge for the government lies in capitalizing on this surge to implement integrated systems, thereby streamlining operations and maximizing resource allocation.

The eGMP's trajectory is also influenced by its predecessor, the E-Governance Master Plan of 2007-2011. While the initial plan, crafted in collaboration with the Korea IT Industry Promotion Agency (KIPA) and the High-Level Committee for Information Technology (HLCIT), encountered challenges in full endorsement, it laid the groundwork for critical initiatives. Projects like the Government Integrated Data Center (GIDC) and various e-Government applications were forged from this phase, shaping Nepal's ongoing journey toward enhanced governance.

As the eGMP envisions a dynamic and integrated e-Government landscape, it accentuates the importance of creating synergies between telecommunications growth, policy frameworks, and lessons gleaned from past master plans. This synthesis is essential to ushering in a future where the government's commitment to efficient, transparent, and citizen-centered service delivery can be realized. By optimizing telecommunications advancements, aligning with robust regulatory frameworks, and learning from past endeavors, Nepal is poised to forge a path towards a more digitally empowered and efficient governance paradigm.

In summary, the reviewed literature indicates that while e-governance initiatives have been introduced in Nepal, several challenges persist. These challenges include limited ICT infrastructure, low digital literacy, inadequate budget allocation, resistance to change, and lack of standardized approaches. However, the literature also highlights opportunities for leveraging e-governance to improve service delivery, increase transparency, and promote citizen engagement. Addressing the challenges and maximizing the opportunities require comprehensive policies, adequate infrastructure, capability building, and a strong commitment from stakeholders.

CHAPTER THREE: RESEARCH METHODOLOGY

3.1. Research Area

The research area is totally random within Pokhara metropolitan ward 27 like public spots, gathering, colleges etc.

3.2 Research Design

This research was employed with a mixed-methods approach, combining qualitative and quantitative methods. The qualitative phase involved in-depth interviews with key stakeholders, including government officials, policymakers, and IT professionals in Pokhara. The quantitative phase included a survey to gather data on the level of knowledge and awareness of e-governance among citizens in the ward.

3.3 Sampling

The research was adopted a random sampling technique. Government departments, agencies, Youths and citizens in Pokhara 27 will be selected as representative samples based on their relevance and accessibility. A total of 60 respondents was taken from which responses were not rejected.

3.4 Data Collection

Qualitative data was collected through face-to-face interviews, while quantitative data was gathered through a structured survey questionnaire specific to Pokhara-27. The collected data was analyzed using appropriate statistical and thematic analysis techniques.

3.5 Ethical Consideration

- Ensuring participant confidentiality and obtaining informed consent.
- Adhering to ethical guidelines and maintaining the privacy and anonymity of participants.
- Conducting the research with sensitivity and respect for individuals dealing with addiction and mental health issues.

3.7 Method of Data Analysis

All the collected quantitative data was edited, filtered and entered in SPSS for the analysis. Descriptive statistic was used for further analysis. Output was showed by using frequency, percentage, cross tabulation, mean, minimum value and maximum value.

CHAPTER FOUR: DATA ANALYSIS AND PRESENTATION

This chapter presents the observations of research conducted. Results are discussed in the form of tables below.

4.1 Demographic Profile of the Respondents
Given table 4.1 explains the age, gender, education and Occupation of the respondents:

Table 4.1: Demographic Profile of the Respondents

Variables		Frequency	Percentage (%)
Age group(years)	18-25	28	46.6
Mean= 31.9	26-35	12	20
Min = 19	36-45	6	10
Max=53	46-55	14	23.3
Sex	Male	41	68.3
	Female	19	31.6
Education	No Formal Education	5	8.34
	Primary	10	16.6
	Secondary	34	56.7
	Higher Secondary	11	18.3
Occupation	Government Services	6	10
	Students	26	43.3
	Business owner	8	13.3
	Private Employee	16	26.6
	Retired	4	6.6

- **Age Group:**

  18-25 Years: The majority of the respondents fall under this age bracket, representing 46.6% of the total. This suggests that younger individuals are more represented in the survey.

  26-35 Years: This age group comprises 20% of the respondents, indicating a moderate representation of mid-aged young adults.

  36-45 Years: Only 10% of the respondents fall in this age bracket, showing a smaller representation of this age group in the survey.

  46-55 Years: Representing 23.3% of the respondents, this age bracket has a significant presence in the survey, but not as much as the 18-25 age group.

  General Note: The average age of respondents is 31.9 years, with the youngest respondent being 19 years old and the oldest being 53 years old.

- **Sex:**

  Male: The majority of respondents are male, representing 68.3% of the total, indicating a male-heavy sample.

  Female: Females represent almost a third (31.6%) of the respondents, suggesting that while they're represented, there's a disparity in gender distribution in the survey.

- Education:

  No Formal Education: A small portion (8.34%) of the respondents haven't had any formal education.

  Primary: 16.6% of the respondents have received primary education.

  Secondary: Over half of the respondents (56.7%) have a secondary education level, making it the most common education level among respondents.

Higher Secondary: 18.3% of respondents have received a higher secondary level of education.

- Occupation:

Government Services: 10% of the respondents are employed in government services.

Students: A significant portion (43.3%) are students, which aligns with the age distribution showing a large percentage of respondents between 18-25 years.

Business owner: 13.3% of the respondents own a business.

Private Employee: Over a quarter of respondents (26.6%) are employed in the private sector.

Retired: A small percentage (6.6%) of the respondents are retired.

- **Key Insights:**

The survey has a strong representation from the younger age group, especially those between 18-25 years. This might imply that the views and knowledge represented might lean towards the younger demographic.

The majority of the respondents have either secondary or higher secondary education. This might indicate a relatively educated sample, potentially influencing the results on knowledge and application of e-governance.

The high number of students in the survey correlates with the high percentage of younger individuals and those with secondary or higher secondary education.

4.2 Knowledge of E-Governance

Information on responses of respondents regarding their knowledge about E-governance is explained below:

Table 4.2 Information on Knowledge of E-Governance

Variables		Frequency	Percentage (%)
Heard about E-governance	Yes	22	36.6
	No	38	63.3
Understanding of E-Governance	No	30	50
	Basic	22	36.6
	Good	6	10
	Complete	2	3.3
Source of E-Governance	Television	6	10
	Radio	0	0
	Newspapers	12	20
	Online Platforms	17	28.3
	Friends or family	2	3.3
	Others	23	38.3
E-Governance Promotes	Yes	21	35
Transparency	No	10	16.6
	Unsure	29	48.3
Protection of Personal Data	Yes	3	5
	No	9	15
	Unsure	48	80

- **Heard about E-Governance**

Over a third (36.6%) of respondents, which is close to 2 out of every 5 people surveyed, have heard about e-governance. This means that slightly less than half of the respondents are aware of the term. Conversely, almost two-thirds (63.3%) or approximately 6 out of every 10 respondents haven't heard about e-governance.

- **Understanding of E-Governance:**

No Understanding: Half of the respondents (50%) do not understand what e-governance is.

Basic Understanding: Just over a third (36.6%), or close to 2 out of every 5 respondents, have a basic understanding of e-governance.

Good Understanding: 1 in 10 respondents (10%) have a good grasp of the concept.

Complete Understanding: A very small portion, about 1 in 50 respondents (3.3%), have a complete understanding of e-governance.

- **Source of E-Governance Knowledge:**

Television: 1 in 10 respondents (10%) got to know about e-governance through TV.

Radio: Interestingly, none of the respondents learned about e-governance from the radio.

Newspapers: 1 in 5 respondents (20%) were informed about e-governance through newspapers.

Online Platforms: Over a quarter (28.3%) or nearly 3 out of every 10 respondents discovered e-governance via online platforms.

Friends or Family: A small portion, about 1 in 50 respondents (3.3%), heard about e-governance through friends or family.

Others: Over a third (38.3%), or close to 4 out of every 10 respondents, were informed from other sources not listed.

- **E-Governance Promotes Transparency:**

Yes: Over a third (35%) or approximately 1 in 3 respondents believe that e-governance promotes transparency.

No: A little over 1 in 6 respondents (16.6%) don't think e-governance leads to transparency.

Unsure: Almost half (48.3%) or nearly 1 in 2 respondents are unsure about whether e-governance promotes transparency.

- **Protection of Personal Data through E-Governance:**

Yes: Only 1 in 20 respondents (5%) feel their personal data is protected through e-governance.

No: 1 in 6 respondents (15%) believe their personal data isn't secure with e-governance.

Unsure: A vast majority, 4 out of every 5 respondents (80%), are unsure about the data protection aspect of e-governance.

Key Insights:

- While the awareness of e-governance exists among respondents, there's a clear indication that comprehensive understanding is sparse.
- Traditional media like newspapers are still relevant sources of information for a significant portion of respondents, but online platforms seem to be leading in this context.
- Despite potential benefits, there's a significant uncertainty among respondents regarding the transparency and data protection aspects of e-governance, indicating a need for more awareness campaigns or clarifications on these fronts.

4.3 Application of E-governance

Variables		Frequency	Percentage (%)
Use of E-governance	Yes	31	51.6
	No	29	48.3
Used Services	Tax payment	20	33.33
	Registration	0	0
	e-voting	0	0
	Digital Complaint	10	16.6
	Accessing Public Documents	13	21.6
	News and Notices	25	41.6
	Others	5	8.3
Rating Ease of Use	Very Difficult	2	3.33
	Difficult	16	26.6
	Neutral	19	31.6
	Easy	13	21.6
	Very Easy	10	16.6
Main benefit of	Faster Services	26	43.3
E-Governance	Reduced Corruptions	6	10
	More Transparency	6	10
	Easier Access to Services	9	15
	Don't Know	13	21.6
Challenges while using	No Access to Internet	21	35
	Difficulty understanding	30	50
	No Computer or device	22	36.6
	Concerns about Data piracy	2	3.3
	Lack of trust in online systems	42	70

This section covers the usage of E-Governance services by the respondents. Below are the interpretation of the table on the application of e-governance among the respondents:

- **Use of E-Governance**

Yes: Over half (51.6%) of the respondents, which translates to roughly 1 in 2 people, have used e-governance.

No: Slightly less than half (48.3%), or almost 1 in 2 people, have not used e-governance.

- **Used Services**

Tax Payment: About 1 in 3 respondents (33.33%) have used e-governance for tax payments.

Registration & e-Voting: Interestingly, no respondents have used e-governance for registration or e-voting.

Digital Complaint: About 1 in 6 respondents (16.6%) have filed a digital complaint via e-governance platforms.

Accessing Public Documents: Slightly over 1 in 5 respondents (21.6%) have used e-governance to access public documents.

News and Notices: Close to 2 in 5 respondents (41.6%) use e-governance to access news and notices.

Others: A small fraction, roughly 1 in 12 respondents (8.3%), have used other e-governance services not listed.

- **Rating Ease of Use**

Very Difficult: A small fraction, 1 in 30 respondents (3.33%), find e-governance platforms very difficult to use.

Difficult: Over a quarter, or 1 in 4 respondents (26.6%), find these platforms difficult.

Neutral: Nearly 1 in 3 respondents (31.6%) have a neutral opinion about the ease of use of e-governance platforms.

Easy: Slightly over 1 in 5 respondents (21.6%) find e-governance platforms easy to navigate and use.

Very Easy: About 1 in 6 respondents (16.6%) find these platforms very easy to use.

- **Main Benefits of E-Governance**

Faster Services: Over 2 in 5 respondents (43.3%) believe that e-governance provides faster services.

Reduced Corruptions & More Transparency: 1 in 10 respondents (10%) see reduced corruption or increased transparency as the main benefit of e-governance.

Easier Access to Services: 1 in 7 respondents (15%) think that e-governance offers easier access to services.

Don't Know: Over 1 in 5 respondents (21.6%) are uncertain about the primary benefits of e-governance.

- **Challenges While Using E-Governance**

No Access to Internet: Over 1 in 3 respondents (35%) face challenges due to lack of internet access.

Difficulty Understanding: Half of the respondents (50%) or 1 in 2 people find e-governance systems challenging to comprehend.

No Computer or Device: Over 1 in 3 respondents (36.6%) lack the necessary devices or computers to access e-governance platforms.

Concerns about Data Piracy: A small fraction, 1 in 30 respondents (3.3%), have concerns regarding data piracy.

Lack of Trust in Online Systems: A significant portion, 7 out of 10 respondents (70%), lack trust in online systems, indicating a major challenge in the acceptance and widespread use of e-governance platforms.

- **Key Insights**

While a good portion of respondents have used e-governance, the adoption isn't universal, and nearly half haven't used it.

Most users tend to access services like tax payment, news and notices, and public documents. However, there's an apparent gap in using e-governance for tasks like registration and e-voting.

Although some respondents find the platforms easy or very easy to use, a significant portion finds it difficult or remains neutral, suggesting improvements in user experience might be necessary.

Trust in online systems remains a major hurdle, with a vast majority expressing concerns. This, coupled with the technical challenges like internet access and device availability, poses challenges for the broader adoption of e-governance.

CHAPTER FIVE: SUMMARY AND CONCLUSION

E-Governance is recognized globally as a tool to enhance governmental efficiency, ensure more transparency, and provide better services to the citizens. Our survey in Pokhara-27 provides intriguing insights into the adoption, understanding, and challenges surrounding e-governance in the region.

Awareness vs. Application

Over half of the respondents (51.6%) have used e-governance services. This demonstrates a substantial level of e-governance application among the populace.

However, when asked about their knowledge of e-governance, only 36.6% said they had heard of the term, and a mere 13.3% claimed to have a good to complete understanding. This significant discrepancy suggests that while many use the digital services, they might not recognize these services as falling under the umbrella of e-governance.

Digital Literacy and Challenges

The challenges faced by users paint a clearer picture. Half of the respondents (50%) find the e-governance system challenging to understand, pointing towards a lack of digital literacy or a lack of user-friendly interfaces. The fact that over one-third (36.6%) do not have a computer or the necessary device, and 35% do not have access to the internet, further accentuates this point.

A striking 70% expressed a lack of trust in online systems. This lack of confidence could stem from a combination of insufficient knowledge about online safety protocols and past experiences, or general skepticism about digital transformations.

E-Governance Services

The services most commonly used, such as tax payment (33.33%) and news and notices (41.6%), are perhaps those that citizens encounter most frequently in their daily lives. Yet, services like e-voting and registration have seen zero utilization. This could be due to the lack of awareness about these services or the lack of digital literacy to execute these tasks online.

The main benefits recognized by users focus largely on faster services (43.3%). However, a significant 21.6% remain uncertain about the primary benefits of e-governance, reinforcing the idea that while they might use the services, they do not necessarily attribute the benefits they enjoy to e-governance.

Conclusion

E-Governance in Pokhara-27 is not inherently the problem. The data shows that the digital services are being used, albeit possibly without the full understanding that they are part of a broader e-governance initiative. The challenges are not with the concept of e-governance itself but rather with its implementation.

To bridge the evident gaps, emphasis should be placed on:

- Improving digital literacy among the citizens.
- Making e-governance platforms more user-friendly and accessible.
- Running awareness campaigns to ensure citizens recognize and trust e-governance services.

The goal should be a more informed populace that not only uses digital services but also understands, trusts, and appreciates the broader vision of e-governance.

CHAPTER SIX: RECOMMENDATIONS

For Pokhara Ward 27 Officials:

- Enhanced Digital Literacy Programs

Organize community-based digital literacy workshops, ensuring that participants gain a clear understanding of e-governance tools and their benefits.

Collaborate with schools and colleges to introduce e-governance as a topic within the curriculum.

- User-friendly Platform Design

Revamp the e-governance platforms to make them more intuitive and user-friendly. Ensure that platforms are accessible on various devices, including mobile phones.

Provide local language support to ensure wider accessibility and comprehension.

- Public Awareness Campaigns:

Initiate campaigns that highlight the services under the e-governance umbrella, so users can clearly associate the benefits they experience with e-governance.

Utilize local media, including radio and newspapers, to reach the elderly population and those less familiar with online platforms.

- Infrastructure Enhancement:

Collaborate with telecommunications companies to improve internet connectivity in underserved areas.

Establish community e-centers equipped with computers and internet, especially in areas where residents lack personal devices or internet access.

- Building Trust:

Offer cybersecurity awareness programs, educating residents about safe online behaviors and how e-governance platforms protect their data.

Implement and advertise rigorous data protection standards, demonstrating the system's safety and reliability.

- Feedback Mechanism:

Implement a feedback mechanism within the e-governance platform to continuously collect citizens' opinions, ensuring the system evolves based on user needs and preferences.

For Researchers:

- Continuous Monitoring and Study

Regularly survey the populace to monitor the adoption rate, understanding, and challenges of e-governance, ensuring up-to-date data informs policy decisions.

Study the adoption and challenges of e-governance in other wards or regions to gain a comparative perspective and identify best practices.

- Collaboration with Government

Collaborate closely with ward officials, providing insights and data that can guide improvements in e-governance implementation.

Assist in evaluating the effectiveness of digital literacy and awareness programs, providing feedback for improvement.

- Research on Technology Integration

Investigate newer technologies and methodologies that could enhance e-governance platforms, such as AI chat bots for support or virtual reality tours for certain services.

Examine global best practices in e-governance and recommend suitable models for Pokhara Ward 27.

- Address the Digital Divide

Conduct in-depth research on the digital divide within the ward, understanding the socio-economic or demographic factors that might impede e-governance adoption.

Recommend targeted interventions based on this research.

In conclusion, a collaborative effort between Pokhara Ward 27 officials, the community, and researchers can significantly enhance e-governance adoption and effectiveness. Continuous feedback, technological advancement, and a commitment to education and trust-building are pivotal to this endeavor.

QUESTONNAIRE

We are students of Pokhara University conducting our research on Knowledge and Application of E-Governance in Pokhara-27. All the information provided will be solely used for educational purpose and kept highly confidential.

Demographics (जनसांख्यिकी):

1. Name (नाम) :
2. Age (उमेर) :_____
3. Gender (लिङ्ग) : Male / Female / Other (पुरुष / महिला / अन्य)
4. Education Level (शिक्षा स्तर):

        a) No Formal Education (औपचारिक शिक्षा छैन)

        b) Primary प्राथमिक

        c) Secondary (माध्यमिक)

        d) Higher Secondary (उच्च माध्यमिक)

5. Occupation (पेशा):

        a) Government Service (सरकारी सेवा)

        b) Student (विद्यार्थी)

        c) Business owner (व्यवसाय मालिक)

        d) Private employee (निजी कर्मचारी)

        e) Retired (सेवानिवृत्त)

Knowledge of E-Governance (ई-गभर्नेन्सको ज्ञान):

1. Have you heard about E-Governance? (के तपाईंले ई-गभर्नेन्सको बारेमा सुन्नुभएको छ?)

  a. Yes (छ)

  b. No (छैन)

2. How would you rate your understanding of E-Governance? (ई-गभर्नेन्सको बारेमा आफ्नो बुझाइलाई कसरी मूल्याङ्कन गर्नुहुन्छ?)

  a) No understanding (बुझाइ छैन)

  b) Basic understanding (आधारभूत बुझाइ)

  c) Good understanding (राम्रो बुझाइ)

  d) Complete understanding (पूर्ण बुझाइ)

3. From which source did you first learn about E-Governance? (तपाईले पहिलो पटक ई-गभर्नेन्सको बारेमा कुन स्रोतबाट सिक्नुभयो?)
   a) Television (टेलिभिजन)
   b) Radio (रेडियो)
   c) Newspapers (पत्रपत्रिकाहरू)
   d) Online platforms (websites, social media) (अनलाइन प्लेटफर्महरू (वेबसाइटहरू, सामाजिक मिडिया)
   e) Friends or family (साथी वा परिवार)
   f) Other (please specify)
      अन्य (कृपया निर्दिष्ट गर्नुहोस्): _____

4. Do you believe that E-Governance can make administrative processes more transparent? (के तपाई ई-गभर्नेन्सले प्रशासनिक प्रक्रियालाई अझ पारदर्शी बनाउन सक्छ भन्ने विश्वास गर्नुहुन्छ?)
   a) Yes (छ)
   b) No (छैन)
   c) Unsure (थाहा छैन)

5. Are you aware that E-Governance platforms use encryption and other security measures to protect your personal data? (के तपाईलाई थाहा छ कि ई-गभर्नेन्स प्लेटफर्महरूले तपाईको व्यक्तिगत डेटा सुरक्षित गर्न इन्क्रिप्सन र अन्य सुरक्षा उपायहरू प्रयोग गर्छन्?)
   a) Yes (छ)
   b) No (छैन)
   c) Unsure

Application of E-Governance:

1. Have you ever used any E-Governance services? (के तपाईले कहिल्यै कुनै ई-गभर्नेन्स सेवाहरू प्रयोग गर्नुभएको छ?)
   a) Yes (छ)
   b) No (छैन)

2. If yes, which E-Governance service(s) have you used? (Check all that apply)
   (यदि हो भने, तपाईले कुन ई-गभर्नेन्स सेवा (हरू) प्रयोग गर्नुभएको छ?)
   a) Online tax payment (अनलाइन कर भुक्तानी)
   b) Online registration (like birth, marriage) (अनलाइन दर्ता (जस्तै जन्म, विवाह)

c) E-voting (ई-भोटिंग)

d) Digital complaint or feedback to local authorities (स्थानीय अधिकारीहरूलाई डिजिटल उजुरी वा प्रतिक्रिया)

e) Accessing public documents online (सार्वजनिक कागजातहरू अनलाइन पहुँच गर्दै)

f) News and Notices (समाचार र सूचनाहरू)

g) Others (please specify) अन्य: _____

3. How would you rate the ease of use of the E-Governance services you've accessed?
(तपाईंले पहुँच गर्नुभएका ई-गभर्नेन्स सेवाहरूको प्रयोगको सहजतालाई तपाईं कसरी मूल्याङ्कन गर्नुहुन्छ?)
   a) Very difficult (धेरै गाह्रो)
   b) Somewhat difficult(केहि गाह्रो)
   c) Neutral (तटस्थ)
   d) Somewhat easy (केहि सजिलो)
   e) Very easy (धेरै सजिलो)

4. In your opinion, what is the main benefit of E-Governance?
(तपाईंको विचारमा ई-गभर्नेन्सको मुख्य फाइदा के हो?)
   a) Faster services (छिटो सेवाहरू)
   b) Reduced corruption (कम भ्रष्टाचार)
   c) More transparency (अधिक पारदर्शिता)
   d) Easier access to services (सेवाहरूमा सहज पहुँच)
   e) Don't know (थाहा छैन)

5. What challenges have you faced while using E-Governance services? (Check all that apply)
(ई-गभर्नेन्स सेवाहरू प्रयोग गर्दा तपाईंले कस्ता चुनौतीहरूको सामना गर्नुभएको छ?)

   a) No access to internet (इन्टरनेटमा पहुँच छैन)
   b) Difficulty understanding the process (प्रक्रिया बुझ्न कठिनाई)
   c) No computer or device access (कुनै कम्प्युटर वा उपकरण पहुँच छैन)
   d) Concerns about data privacy (डाटा गोपनीयता बारे चिन्ता)
   e) Lack of trust in online systems (अनलाइन प्रणालीहरूमा विश्वासको कमी)
   f) Others (please specify) अन्य : _____

Feedback and Future Prospects (प्रतिक्रिया र भविष्यका सम्भावनाहरू)

1. What would make you more likely to use E-Governance services in the future? (तपाईलाई भविष्यमा ई-गभर्नेन्स सेवाहरू प्रयोग गर्ने सम्भावना के हो?)

2. Would you prefer attending a workshop or training session on E-Governance to better understand and use the services? (सेवाहरू अझ राम्ररी बुझ्न र प्रयोग गर्नको लागि के तपाइँ ई-गभर्नेन्समा कार्यशाला वा प्रशिक्षण सत्रमा भाग लिन रुचाउनुहुन्छ?)
   a) Yes (छ)
   b) No (छैन)

3. Any additional comments or suggestions for improving E-Governance in Pokhara-27? (पोखरा-२७ मा ई-गभर्नेन्स सुधार गर्न कुनै थप टिप्पणी वा सुझावहरू छन्?)

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