Appendix- I

Questionnarie No -1 (for the beneficiaries)

1. **Background of Respondents**

   Name : 

   Sex  
   Male   
   Female   

   Age : 

   Educational Qualification:  
   Illiterate   
   HSLC passed   
   HS passed   
   B.A/B.Sc/B.com   
   M.A/M.Sc/M.Com   

   Professional level

   Religion : 

   Caste : 

   Age :

   Marital Status  
   Married   
   Unmarried   

2. **Economic Empowerment**

   Occupation  
   Housewife   
   Student   
   Government Service   
   Business   
   Self employed   
   Farmer   
   Daily wage
Monthly income: Rs__________
Monthly income from other sources Rs__________

3. From which Panchayat you belong to:
4. Distance of the Block from your home:
5. Do you use the below items at home or at your workplace:

<table>
<thead>
<tr>
<th>Sl no</th>
<th>Items</th>
<th>Yes/No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Mobile</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Computer</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Internet</td>
<td></td>
</tr>
</tbody>
</table>

6. Do you have any idea of the development activities performed by the Block presently? (Yes/No)
7. The employment of electronic devices in order to run the service of the Development Block-

<table>
<thead>
<tr>
<th>Sl no</th>
<th>Queries</th>
<th>Yes/No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Provides information is what the user needs.</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>The information is useful to you</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Provides relevant information to user's need.</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>provides information on time</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Information is up-to-date</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Provides accurate information</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Information is written for users of different cultures and languages.</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Provides easy to understand information</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Provides information at the right level of detail</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Presents the information in an appropriate format</td>
<td></td>
</tr>
</tbody>
</table>
Questionnaire No-2 (for the Employee)

1. Background of Respondents

Name: 

Sex: Male 
Female

Age: 

Educational Qualification: Illiterate 
HSLC passed 
HS passed 
B.A/B.Sc/B.com 
M.A/M.Sc/M.Com 
Professional level

Religion: 

Caste: 

Age: 

Marital Status: Married 
Unmarried

8. Economic Empowerment

Occupation: Housewife 
Student 
Government Service 
Business 
Self employed 
Farmer 
Daily wage
IV

Monthly income: Rs_____________
Monthly income from other sources Rs_____________

9. When did you join the service?
10. Did you take any computer course before joining this service?
11. Do you have mobile, computer or any other ICT infrastructure at your workplace? (yes/no)
12. Are you satisfied with the present technologies provided to you by the authorities in order to run your business? (y/n)
13. Has the development Block is provided with you the computer facility (yes/no)
14. How many (number of computer working well in the development block office)
15. Is the development block office fully computerized (yes/no)
16. Does the development block office has separate buildings to place the computers (y/n)
17. Does the development block office has regular electricity connectivity (y/n)
18. Are ther air conditioning facilities in the rooms (y/n)
19. Does the government provide new software from time to time to the development block authorities (y/n)
20. Do you face difficulties to operate those (y/n)
21. Do you get special training to operate those softwares (y/n)
22. Categories the level of Speed of the services offered by the development block through electronic media according to your own choice (mark as /)

<table>
<thead>
<tr>
<th>Services</th>
<th>Slow</th>
<th>Medium</th>
<th>Fast</th>
<th>Need to improve</th>
</tr>
</thead>
<tbody>
<tr>
<td>Official records maintenance</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Data entry</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bill Entry</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IAY registration</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MGNREGA data maintenance</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Job card issuing</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash book entry</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
23. Do you have any public information centre in the development Block..(y/n)
24. which public information centre do you have  (mark as ✓)
   a) common service centre(CSC) ☑
   b) community information service(CIC) ☑

25. what are the problems faced by the development block in running the activities through
electronic media- (mark 1,2,3,4)

<table>
<thead>
<tr>
<th>Queries</th>
<th>Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>infrastructure (electricity, internet connection, separate buildings for computer cells)</td>
<td></td>
</tr>
<tr>
<td>technical (non availability of trained person, maintenance)</td>
<td></td>
</tr>
<tr>
<td>manual (lack of efficiency, supervision)</td>
<td></td>
</tr>
<tr>
<td>financial (shortage of money)</td>
<td></td>
</tr>
</tbody>
</table>
Questionnaire No- 3 (for the beneficiaries)

1. Background of Respondents
   Name :  
   Sex : Male  
   : Female  
   Age  :  
   Educational Qualification  
   Illiterate  
   HSLC passed  
   HS passed  
   B.A/B.Sc/B.com  
   M.A/M.Sc/M.Com  
   Professional level  
   Religion  :  
   Caste  :  
   Age  :  
   Marital Status  
   Married  
   Unmarried  

2. Economic Empowerment
   Occupation  
   Housewife  
   Student  
   Government Service  
   Business  
   Self employed  
   Farmer  
   Daily wage  
   Monthly income :  Rs__________
   Monthly income from other sources  Rs__________

3. From which panchayat you belongs to:

4. Distance of the block from your home :
5. Why do you come to the Block Office?

<table>
<thead>
<tr>
<th>Sl no</th>
<th>Queries</th>
<th>Click the appropriate one with ✓</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>I need informations</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>I have a problems to solve</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>I need financial assistance to carry my business</td>
<td></td>
</tr>
</tbody>
</table>

6. Do you come here before for the same purpose? (Yes/no)
7. Do you know that there is a community information centre (CIC) in your Block? (Yes/no)

8. Are you employed under MGNREGA scheme? (yes/no)
9. As a beneficiary, do you facing any problem regarding MGNREGA specially, name entry, job Card issue, payment etc (yes/no)
10. If yes, then what is it (As the office inform you)? (technical/ manual)
11. How was the response? (good/ bad/ average)
12. What amount of time did it take for the processing in case of you? (A short span of time / a long span of time)
13. Did you ever have to wait for technical problem? (yes/no)
14. If yes, then how many times?

15. Are you associated with IAY Scheme? (Yes/no)
16. As a beneficiary, do you facing any problem regarding IAY (yes/no)
17. If yes, then what is it? (As the office inform you)? (Technical/ manual)
18. How was the response? (good/ bad /average)
19. What amount of time did it take for the processing in case of you? (a short span of time / a Long span of time)
20. Did you ever have to wait for technical problem? (yes/no)
21. If yes, then how many times?
22. Are you receiving pension under OLD AGE PENSION scheme? (Yes/no)
23. As a beneficiary, do you facing any problem regarding OLD AGE PENSION scheme. Specially, name entry, payment etc (yes/no)
24. If yes, then what is it (As the office informs you)? (Technical/ manual)
25. How was the response ? (Good/ bad /average)
26. What amount of time did it take for the processing in case of you? (a short span of time / a Long span of time)
27. Did you ever have to wait for technical problem? (Yes/no)
28. If yes, then how many times?

29. Do you feel that present computerization in the Block Office is able to sort out your grievances quickly? (Yes/no)
30. What option will you prefer to run the scheme of MGNREGA or IAY or OLD AGE PENSION Scheme. (mark as √)
   ➢ Manual
   ➢ Computerisation
31. Employment of electronic devices in order to run the service of the development block Proves to be (mark as √)
   ➢ Impressive
   ➢ Good
   ➢ Average
   ➢ Bad
   ➢ Need to improve