

Appendix- I

Questionnaire No -1 (for the beneficiaries)

1. Background of Respondents

| | | |
|----------------------------|--------------------|---|
| Name | : | |
| Sex | Male | <input style="width: 100%;" type="checkbox"/> |
| | Female | <input style="width: 100%;" type="checkbox"/> |
| Age | : | |
| Educational Qualification: | Illiterate | <input style="width: 100%;" type="checkbox"/> |
| | HSLC passed | <input style="width: 100%;" type="checkbox"/> |
| | HS passed | <input style="width: 100%;" type="checkbox"/> |
| | B.A/B.Sc/B.com | <input style="width: 100%;" type="checkbox"/> |
| | M.A/M.Sc/M.Com | <input style="width: 100%;" type="checkbox"/> |
| | Professional level | <input style="width: 100%;" type="checkbox"/> |
| Religion | : | |
| Caste | : | |
| Age | : | |
| Marital Status | Married | <input style="width: 100%;" type="checkbox"/> |
| | Unmarried | <input style="width: 100%;" type="checkbox"/> |

2. Economic Empowerment

| | | |
|------------|--------------------|---|
| Occupation | Housewife | <input style="width: 100%;" type="checkbox"/> |
| | Student | <input style="width: 100%;" type="checkbox"/> |
| | Government Service | <input style="width: 100%;" type="checkbox"/> |
| | Business | <input style="width: 100%;" type="checkbox"/> |
| | Self employed | <input style="width: 100%;" type="checkbox"/> |
| | Farmer | <input style="width: 100%;" type="checkbox"/> |
| | Daily wage | <input style="width: 100%;" type="checkbox"/> |

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. Do you use the below items at home or at your workplace :

| Sl no | Items | Yes/No |
|-------|----------|--------|
| 1 | Mobile | |
| 2 | Computer | |
| 3 | Internet | |

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-

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

Questionnaire No-2 (for the Employee)

1. Background of Respondents

| | | |
|----------------------------|--------------------|--------------------------|
| Name | : | |
| Sex | Male | <input type="checkbox"/> |
| | Female | <input type="checkbox"/> |
| Age | : | |
| Educational Qualification: | Illiterate | <input type="checkbox"/> |
| | HSLC passed | <input type="checkbox"/> |
| | HS passed | <input type="checkbox"/> |
| | B.A/B.Sc/B.com | <input type="checkbox"/> |
| | M.A/M.Sc/M.Com | <input type="checkbox"/> |
| | Professional level | <input type="checkbox"/> |
| Religion | : | |
| Caste | : | |
| Age | : | |
| Marital Status | Married | <input type="checkbox"/> |
| | Unmarried | <input type="checkbox"/> |

8. Economic Empowerment

| | | |
|------------|--------------------|--------------------------|
| Occupation | Housewife | <input type="checkbox"/> |
| | Student | <input type="checkbox"/> |
| | Government Service | <input type="checkbox"/> |
| | Business | <input type="checkbox"/> |
| | Self employed | <input type="checkbox"/> |
| | Farmer | <input type="checkbox"/> |
| | Daily wage | <input type="checkbox"/> |

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 governement provided 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 eletronic media according to your own choice (mark as ✓)

| Services | Slow | Medium | Fast | Need to impove |
|------------------------------|------|--------|------|----------------|
| Official records maintanance | | | | |
| Data entry | | | | |
| Bill Entry | | | | |
| IAY registration | | | | |
| MGNREGA data maintanance | | | | |
| Job card issuing | | | | |
| Cash book entry | | | | |

| | | | | |
|---------------------------------|--|--|--|--|
| Audit report | | | | |
| Old age pension | | | | |
| Residential certificate issuing | | | | |
| Computer training | | | | |

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)

| Queries | Values |
|--|--------|
| infrastructure (electricity, internet connection, separate buildings for computer cells) | |
| technical (non availability of trained person,maintenance) | |
| manual (lack of efficiency,supervision) | |
| financial (shortage of money) | |

Questionnaire No- 3 (for the beneficiaries)

1. Background of Respondents

| | | |
|---------------------------|--------------------|--------------------------|
| Name | : | |
| Sex | :Male | <input type="checkbox"/> |
| | :Female | <input type="checkbox"/> |
| Age | : | |
| Educational Qualification | Illiterate | <input type="checkbox"/> |
| | HSLC passed | <input type="checkbox"/> |
| | HS passed | <input type="checkbox"/> |
| | B.A/B.Sc/B.com | <input type="checkbox"/> |
| | M.A/M.Sc/M.Com | <input type="checkbox"/> |
| | Professional level | <input type="checkbox"/> |
| Religion | : | |
| Caste | : | |
| Age | : | |
| Marital Status | Married | <input type="checkbox"/> |
| | Unmarried | <input type="checkbox"/> |

2. Economic Empowerment

| | | |
|-----------------------------------|--------------------|--------------------------|
| Occupation | Housewife | <input type="checkbox"/> |
| | Student | <input type="checkbox"/> |
| | Government Service | <input type="checkbox"/> |
| | Business | <input type="checkbox"/> |
| | Self employed | <input type="checkbox"/> |
| | Farmer | <input type="checkbox"/> |
| | Daily wage | <input type="checkbox"/> |
| 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?

| Sl no | Queries | Click the appropriate one with $\sqrt{}$ |
|-------|--|---|
| 1 | I need informations | |
| 2 | I have a problems to solve | |
| 3 | I need financial assistance to carry my business | |

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 benificary, 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