Quiz Contest

To check Entry level behaviour for participants on the session: “Services Identification & Prioritization in the context of e Gov”
Q Nos 1 : What is e-Governance?

It is the transformation of government to provide Efficient, Convenient & Transparent
Ans Nos 1 : What is e-Governance?

It is the transformation of government to provide Efficient, Convenient & Transparent GOVERNMENT SERVICES
Q Nos 2 : What is e-Governance?

It is the transformation of government to provide Efficient, Convenient & Transparent GOVERNMENT SERVICES to the Citizens & Businesses through ________________________________________
Ans Nos. 2: What is e-Governance?

It is the transformation of government to provide Efficient, Convenient & Transparent GOVERNMENT SERVICES to the Citizens & Businesses through Information & Communication Technologies.
Q Nos 3 : What is a Government service?

- Government Service is the ‘action or process of serving’ or ‘an act of assistance’ or ‘a system providing a ______’.
Ans Nos 3 : What is a Government service?

Government Service is the ‘action or process of serving’ or ‘an act of assistance’ or ‘a system providing a public need.’
There are two types of Government services:

In the first place there are the Information Services:

- Includes those services that solely provide ‘information’ to customers and does not involve processing of any transactions or documents.

- Information services have relatively simple back-office operations and can be easily be
Answer Nos 4: Fill in the blanks

- There are two types of Government services:
  - In the first place, there are the Information Services:
    - Includes those services that solely provide ‘information’ to customers and does not involve processing of any transactions or documents.
    - Information services have relatively simple back-office operations and can be easily be e-Governance enabled.
In the second place there are Transactional services

- which includes those services where customers require specific actions to be taken by the department.

- Transactional services mandate a higher degree of ___________________ and more complex ___________________ than informational services.
Answer Nos 5 : Fill in the blanks

- In the second place there are Transactional services
  - which includes those services where customers require specific actions to be taken by the department.
  - Transactional services mandate a higher degree of customer interaction and more complex delivery operations than informational services.
Government service quality consists of

(6) ____________________________

(7) ____________________________

(8) ____________________________

(9) ____________________________
Answer Nos 6 -9

- Government service quality consists of
  
  (6) The physical product
  (7) The time taken to deliver it
  (8) The cost of getting the service
  (9) Customer experience or service delivery
The Value of Time

The last four lines of Rudyard Kipling’s poem “If”

If you can fill the unforgiving minute

With sixty seconds’ worth of distance run,

Yours is the Earth and everything that’s in it,

And—which is more—you’ll be a Man, my son!
Question Nos 10 - 12

- E Gov services prioritization is needed to:

(10) ________________________________

(11) ________________________________

(12) ________________________________
Answer Nos 10 - 12

- E Gov services prioritization is needed to:
  
  (10) Demonstrate early results

  (11) Minimize the impact and maximize the results

  (12) Utilize the limited resources
Re-inforcement of the quiz

(1) What is e Governance?
(2) What is a Government service?
(3) What are the two types of Government service?
(4) What does Government service quality consist of?
(5) Why is e Gov service prioritization needed?