

**PERCEPTION OF PEOPLE ON SERVICE
DELIVERY WITH REFERENCE TO NATIONAL
IDENTITY CARD**

**A Dissertation submitted to the Office of the Dean, Faculty of
Management in partial fulfillment of requirements for the Degree of
Master of Philosophy (M.Phil)**

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Plagiarism Check Report

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ACKNOWLEDGEMENTS

First of all, I would like to express my sincere gratitude to my supervisor Professor Dr. Rajib Bikram Rana, who provides me invaluable guidance, motivation and encouragement to complete this thesis.

My heartfelt thanks goes to professor Dr. Narendra Raj Paudel, Head of the Department, Central Department of Public Administration for his continuous support for doing the best throughout the study and encouragement to complete the thesis. I also would like to express my sincere thanks to Central Department of Public Administration family for the knowledge and the environment.

My special heartily thanks to my beloved wife Suprabha Dhungel Khanal for the unconditional love and belief in me that made possible for me to undertake and complete the study. The patience, love and support of loving sons Aaditya Khanal and Aayan Khanal during my study, was the foundation of my confidence.

I feel very fortunate to have my friends, Mr. Ajay Krishna Parajuli and Mr. Sudil Ghimire for the continuous encouragement and inspiration, throughout the study, to pursue the dream. Without your team work, the study would have been incomplete.

Last but not the least, my indebtedness and gratitude to all the individuals, who helped me to shape the research of this magnitude, can hardly be expressed in words.

Thanking You,
Sunil Khanal

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ABBREVIATION AND ACRONYMS

AD	:	Anno Domino
ADB	:	Asian Development Bank
ARC	:	Administrative Reform Committee
CC	:	Citizen Charter
CDPA	:	Central Department of Public Administration
DCC	:	District Coordination Committee
DDC	:	District Development Committee
GON	:	Government of Nepal
GRP	:	Governance Reform Program
ICT	:	Information Communication and Technology
ID	:	Identity
LG	:	Local Government
LGOA	:	Local Government Operation Act
LSGA	:	Local Self Governance Act
NID	:	National Identity
NPA	:	New Public Administration
NPG	:	New Public Government
NPM	:	New Public Management
OECD	:	Organization for Economic and Co-operation and Development
OPA	:	Old Public Administration
PA	:	Personnel Administration
PSD	:	Public Service Delivery
SD	:	Service Delivery
SPSS	:	Statistical Package for Social Science
TU	:	Tribhuvan University
UNDP	:	United Nations for Development Program
WB	:	World Bank

ABSTRACT

This research study aims to better understand what citizens think regarding national identity card and its concern with public service delivery. This is done through the analysis of responses of the service providers and service receivers and it is associated with the usage of national identity card.

Nepal has been actively working on establishing and improving its national identity card system to enhance governance, security, and citizen services. The administration expects that this system will enhance the country's legal framework and foster good governance. This study aims to pinpoint the necessity of a digital identification infrastructure for ensuring better law enforcement and governance in Nepal.

The research design was carried out by using quantitative and qualitative analysis method. Mostly the primary data were used for analysis but some secondary data also were used for the fulfillment of objectives. This study was based on the descriptive and evaluative method. Primary data was collected through convenience sampling method.

To conclude present study has identified that government is more focused on efficient service delivery as well as effective enforcement of law by using of national identity card. The use of national identity card is indeed increasing day by day. In conclusion, Nepal requires a digital National ID system with robust data protection, clear implications and applications for service delivery, support for law enforcement, and due regard for citizens' rights to privacy and freedom.

CHAPTER I

INTRODUCTION

1.1 Background of the Study

The delivery of common goods and services is a principal function of the state and government, signifying a process where designated organizations must supply goods and services to the intended population. The state plays a role in offering welfare to its citizens. It acts as the system or mechanism that distributes the benefits of organizations in the form of goods and services. Service delivery is one of the government's most crucial functions, which can be enhanced through various means such as policy development, law enactment, and establishment of regulatory mechanisms, standardization, and oversight of services offered by other sectors.

Nepal has initiated e-governance practices for effective service delivery, better law enforcement and achieving good governance. ICTs are a powerful tool to address the root issues. Economic impoverishment is often related to market inefficiencies associated with poor market information, while poor governance is often related to low levels of community awareness of government activities – all these are information related, as are the skills to act on information itself. Government's effectiveness often relies on the public trust that they own. Public trust is owned by sound distribution systems, rule of law, immediate relief and response in disasters, adequate social security schemes, and public institutions functioning for the betterment of the livelihood of its citizens. Service delivery is the act of providing a service to customers or clients, involving all activities, tasks, and interactions needed to fulfill a service commitment and meet the recipients' needs or expectations. Key aspects and considerations of service delivery include: Identifying customers' specific needs and requirements is crucial before creating a service delivery strategy. Developing a service delivery model that details the provision of the service, including steps, resources, and timelines. Ensuring the service meets or surpasses the quality standards customers expect, considering factors like reliability, responsiveness, assurance, empathy, and tangibles, according to the SERVQUAL model. Maintaining clear and effective communication throughout the service delivery process to manage expectations, provide updates, and resolve any arising issues. Regularly

monitoring service delivery performance to ensure it meets objectives and making necessary adjustments to enhance efficiency and effectiveness. Seeking customer feedback to measure satisfaction and identify areas for service delivery improvement. Utilizing technology to improve service delivery, streamline processes, and enhance communication and accessibility for customers. Collaborating with all stakeholders involved in the service delivery chain for seamless coordination and execution. Effective service delivery is vital for organizations to cultivate customer satisfaction, loyalty, and trust, necessitating a meticulous plan.

Many countries have a vital registration policy of successfully implementing in their country and some countries are even using it successfully. National and local governments around the world are embarking on electronic government – are putting services and information online, automating processes to make it efficient and interacting electronically with their citizens. A national identity card is a digital solution to a person's identity verification. As it is a digital feature, it is of great importance in the modern age as it can be interconnected with the public service and various governmental purposes.

Department of National Identity card and registration is the first legal authority to establish “Personal Incident” work as well as two very popular programs of the government of Nepal, under social security. It has been responsible for distributing multi-purpose “National Identity Cards” to establish “cash flow” and digital identities of individuals.

Service delivery in national identity card distribution outlines the specific processes and activities necessary to effectively distribute cards to eligible citizens. It refers to a systematic and efficient process of issuing cards within a country, encompassing all stages from application intake to card production and distribution, ensuring citizens receive their cards accurately and promptly. The procedure includes citizens submitting applications, providing required documentation, and undergoing verification steps. Authenticity of applicant information is checked to confirm eligibility for a national identity card. Applicant data is handled and processed securely to produce accurate identity cards.

The generation of identity cards, whether physical or electronic, is based on verified applicant information. The logistics of delivering identity cards to applicants may involve mailing, collection points, or other methods. Support and assistance are provided to applicants throughout the process, addressing inquiries and resolving issues quickly. Continuous monitoring of the distribution process helps track progress, identify bottlenecks, and report on metrics such as issuance rates and turnaround times. Adherence to legal and regulatory requirements for identity card issuance is ensured, along with data security and confidentiality. Objective of National Identity Card in terms of service delivery are as follows:

Efficiency: Streamlining processes to reduce delays and optimize resource use.

Accuracy: Guaranteeing identity cards are issued with correct, current information.

Accessibility: Ensuring applicants have convenient access to receive their identity cards.

Customer Satisfaction: Fulfilling citizen expectations with effective communication and service.

1.2 Statement of the Problem

Federalism is the one of the best form of the decentralization, after the formation of the constitution of Nepal (2072) federalism is implemented within this, for the betterment of the government, for the timely and equitable justice and for to address the peoples voice and choices for the quality service delivery. Public bodies have an authority and are responsible for delivering the basic services to the people in faster, easier and in more efficient way.

Though the concept of effective public service delivery & good governance is developed after the restoration of democracy in 2007 BS Government of Nepal could not manage it well enough, to establish the proper coordination and for the equitable justice government of Nepal has made plan & policies related to the National identity card. The research questions are as follows.

- a) What is the perception of people on public service delivery with reference to National ID card?
- b) What type of difficulties faced by citizen while getting the National Identity card?

1.3 Objectives of Study

The primary objective of the study is to analyze the perception of people on public service delivery with reference to National identity card. The other specific objectives are as follows.

- a) To examine future plan including in issuing of National Identity Card
- b) To assess the difficulties faced by the citizen to get National Identity Card.

1.4 Significance of the Study

National Identity Cards (NID) carry significant implications and benefits for governments and citizens alike. NIDs are vital for citizens to access a range of services from both government and private sectors, including healthcare, education, social welfare programs, and voting rights. A service delivery system that functions well ensures fair access to these services, fostering citizen empowerment and inclusion. Streamlined service delivery processes cut bureaucratic delays, improve operations, and optimize resource distribution within agencies issuing identity cards. Such efficiency aids in achieving service delivery goals and cutting administrative expenses. Proper management of identity card issuance requires strong practices in data collection, verification, and storage. Analyzing service delivery helps maintain data integrity, reduce identity fraud, and secure citizen information. Law enforcement agencies rely on national identity cards to confirm individual identities, uphold national security, and fight crime and terrorism. Effective service delivery guarantees the availability of accurate identity information when necessary.

NID promote financial inclusion by allowing citizens to open bank accounts and access financial services like credit, which are key for economic growth and reducing poverty. Efficient service delivery ensures that NIDs reach all eligible citizens, including those in remote or underserved communities, thus supporting social equity and development.

Research on service delivery offers insights into the strengths and challenges of identity card systems, providing empirical data that helps policymakers craft targeted improvements to service outcomes. A well-functioning service delivery system is crucial for the effective distribution and management of National Identity Cards.

Government of Nepal has recently launched National ID System by piloting it first in Panchthar, a district at the eastern hills of Nepal. After the distribution in Panchthar district, the Government of Nepal has taken the program forward to expand across the country. Few studies have been conducted on the National Identity card. From this research it could be find that the accountability, responsibility of the government in the case of delivering of National Identity card. Thus accountability, responsibility and the satisfaction of people can measure the efficiency and effectiveness of the service delivery and status of good governance. Which may help to get attention to the governmental offices, Not only this, this research also exposes the necessity of unified National Identity card. The study also highlights the issues and challenges associated with various identity cards issued by government offices, along with suggestions for improving service delivery. The conclusions and recommendations derived from the research findings can aid decision-makers in comprehending the array of problems linked to the National Identity Card. Ultimately; this study could pave new paths for future researchers to conduct further studies in this field.

1.5 Limitation of the Study

This thesis represents a small-scale study conducted as a supplementary requirement for the M.Phil degree in public administration. The limited number of respondents is also acknowledged as a limitation of the study. This thesis concerns the limited area. It gives more emphasis on the National Identity Card, Even though it has few limitations.

The research is dedicated to examining the public service delivery of the National Identity Card (NID). By concentrating on this particular sector, the study seeks to conduct an in-depth analysis of the NID service's provision to the public. This targeted approach facilitates a comprehensive examination of the service's procedures, obstacles,

and efficacy, providing perspectives that broader studies covering multiple services might overlook.

It is crucial to recognize that the study's geographical scope is confined, as the research was carried out in a limited or specific locale. This confinement implies that the study's results and conclusions may not be universally relevant across different areas or jurisdictions where the NID service operates. Local administrative methods or infrastructure conditions unique to the study area could affect the research's findings and suggestions.

The study also concedes limitations concerning the viewpoints of the respondents. It does not consider the individual biases of respondents or external elements that could have swayed their responses during the survey. This concession is vital as it points out possible inconsistencies in the collected data. Ignoring these aspects could mean the study's results do not entirely capture the intricacies and subtleties of public attitudes and experiences with the NID service.

1.6 Organization of the Study

Organization of the study describes about the chapter plan about the whole research from start to end. Broadly a component of the organization of the study is to provide a map that may guide readers through the reading and understanding of the dissertation. Specially, a component organization of the study is briefly established how each chapter is constructed. In this research organization of the study is divided into five chapters.

First Chapter is about the introduction and background of the study. This chapter includes introduction of the study, statement of the problem, objective of the study, limitation of the study and organization of the study.

Second chapter is about the literature review. A literature review provides a thorough summary of the existing research on a given topic. The literature review surveys scholarly articles, books and other sources relevant to a particular area of research. It gives a theoretical base for research and help to determine the nature of research. This chapter includes: concept and definition of the service delivery, historical background

about service delivery and past findings about the identity cards issued by the government of Nepal.

Third chapter is about the research methodology. Research methodology is a process used to collect information and data for the purpose of the research. The methodology includes research techniques for present and historical information. This encompasses research design, data sources, population and sample size, data processing, and data analysis procedures.

Fourth chapter is about the presentation and data analysis. Data analysis is a process of developing questions through the examination and interpretation of data. This chapter mainly focused on Organization of data into tables, graphs or charts in logical and statistical conclusion. This chapter analyzes the objectives of the thesis using a specific research methodology.

Fifth chapter is about the summary, findings and conclusions. Summary is a record of main points of the research it summarizes the whole research and summary provides the brief overview of the whole study. Research findings is the principal outcomes of the research and conclusion means the finally sum up it is the end of the chapter which used to introduce some final comments, suggestions.

CHAPTER II

LITURATURE REVIEW

2.1 Background

The concept of service delivery originated with the state and government, aiming to create an efficient, accountable, and citizen-centric administration. This emerged in the 1980s, and in 1982, the Prime Minister of England, Margaret Thatcher, established the "Next Steps Agency," which contributed to reducing inefficiency, poor management, and unresponsiveness in administration.

“Service is an activity or series of activities of more or less intangible nature that normally but not necessarily take place in interaction between customer and service employees and physical or goods for and the system of service provider which are provides as solutions to customer problem” (Gronroos 1990).

National identity card of Nepal is a federal level identity card with unique identity number for each person that can be obtained by citizens of Nepal, based on their biometric and demographic data. The government of Nepal will make arrangements for the use of biometric smart card with photo. The collection and management of citizen identity information in public service environments within democratic countries have remained largely unchanged. (Caplan et.al. (eds), 2001, Pollitt, 2009, pp. 198-218, and, Taylor et.al. 2007, pp. 161-164).

“All activities delivered by the government for the fulfillment of the needs that society requires are known as public services” (Anwaruddin, 2005:537). The administration of citizen identity data in the delivery of public services requires individuals to reveal their personal information to the government. This is done by completing a paper form, attaching it with officially sanctioned identification documents, and handing over these documents to a representative of the service-providing entity.

Public administration, particularly governments, primarily provides three types of services.

- i. Administrative services encompass a variety of formal documents, including national identity cards, certificates for vital events registration, driving licenses, and more.
- ii. Goods and services that address diverse needs, such as food distribution, daily necessities, telephone installation, drinking water supply, and electricity networks, are also included.
- iii. Additionally, facilitating services cover various public amenities like education, healthcare, mail delivery, and transportation (Anwaruddin, 2005:538). Public service differs from public goods in that public goods are characterized by excludability and divisibility (Froholm and Oppenheimer, p. 33).

Public service organizations have established their own files and registers to manage citizen identity information pertinent to specific public service relationships. Moreover, numerous democratic nations have enacted laws to safeguard long-term access to government-held records. This legal mandate compels public service agencies to generate and preserve public records, including citizen identity information, for the required duration (Lips et al., 2010). Consequently, as each public service interaction between a citizen and a public service organization is underpinned by various forms of citizen identification and identity management, the governance of citizen identity information across different government entities often entails a mosaic of disparate and sometimes incompatible methods, tools, and systems (Fishenden, 2005). Commonly, (digital) IDM is understood and defined as “the set of rules, procedures and technical components that implement an organization’s policy related to the establishment, use, and exchange of digital identity information for the purpose of accessing services or resources (Birch, 2007).”

Public service is a vital facility or commodity that is integral to the livelihood and well-being of society and the individual. It serves as a channel between the government and its citizens, delivered through governmental administrative mechanisms. Public services sustain to the needs of individuals and organizations, offering essential functions like security, defense, adherence to the rule of law, community aid, necessary utilities, job opportunities, and communication and technology support, among others. Collectively,

public services include all activities carried out by the state, as well as goods and services provided to meet the general public's needs and wants.

It seems appropriate to present Adam Smith's views on public service. According to Smith, "all those public institutions and public works that are characterized by the fact that their profits can never be repaid by investment or it is a public function, which is the kind that cannot be repaid by investment." Therefore, individuals or groups of individuals cannot build or maintain it. " We can also say that public service is the service provided by the service provider i.e. government or state to the service recipient i.e. public or general people.

The public service in any country of the world represents the machinery of government through which public policies are formulated and implemented. Public service achieves this function by converting government policies and programs into tangible goods and services for the consumption of the citizenry.

2.2 Concept of E-governance and Good Governance

Digital governance is facilitated by digital technologies, i.e., different combinations of information, communication, and the other connectivity technology (Bhardwaj, El Sawy, Pavlou, & Venkatraman, 2013). The UN defines e-governance as "the employment of the internet and the world-wide-web for delivering government information and services to the citizen." E-governance encompasses various components such as public key infrastructure, enterprise architecture, e-service delivery, e-education, national identity cards, government portals, and integrated data and training centers.

The World Bank describes e-governance as "the use by government agencies of information technologies (such as Wide Area Networks, the internet, and mobile computing) that have the ability to transform relations with citizens, businesses, and other arms of government." The role of e-governance in leveraging ICTs to modernize government operations, enhance service delivery, promote transparency and accountability, foster citizen engagement, and drive inclusive development. It emphasizes the transformative potential of digital technologies in improving governance outcomes and meeting the evolving needs of citizens in the digital age. E-governance underscores

the transformative potential of digital technologies in modernizing and democratizing governance, making it more efficient, transparent, accountable, and inclusive. It represents a shift towards a more citizen-centric approach to governance, enabled by the widespread adoption of ICTs in public administration.

According to the International Telecommunication Union (ITU), e-governance is “the use of ICTs (information and Communication Technologies) in the public sector, and covers a broad range of activities that includes the provision of information and services to citizens, interaction with business and industry, and the conduct of government functions.” E-governance emphasizes the strategic use of ICTs in all facets of government operations to improve service delivery, transparency, accountability, and citizen engagement. ICTs are essential tools for modernizing governance and promoting more effective and responsive public administration.

The Asian Development Bank (ADB) defines e-governance as “the application of ICT for delivering government services, exchange of information, communication transaction, integration of various stand-alone system and services between government-to-citizen (G2C), government-to-business (G2B), government-to-government (G2G) as well as back-office processes and interactions with in the entire government framework.” E-governance underscores the strategic deployment of ICTs to modernize governance practices, enhance public service delivery, foster transparency and accountability, empower citizens, and promote inclusive and sustainable development across Asia and beyond. It focuses ICTs as essential enablers of efficient, responsive, and citizen-focused governance in the digital age.

The swift growth of digital technologies has opened avenues for novel organizational structures, enabled by the enhanced exchange of data and knowledge among individuals and organizations. The advancement of ICT and e-government allows for the relocation of government services from official buildings to locations more accessible to the public, enhancing the effectiveness and efficiency of internal government administration.

The UNDP defines good governance as “the exercise of economic, political, and administrative authority to manage a country’s affairs at all levels. It comprises the

mechanisms, processes, and institutions, through which citizens and groups articulate their interest, exercise their legal rights, meet their obligations, and mediate their differences.” Over the past two decades, governance has transformed into a more problem-solving oriented subject within local, national, and global political and developmental dialogues, aiming to enhance service delivery and increase transparency, accountability, predictability, and participation. From a humanitarian perspective, governance is essential for impoverished developing countries as it leads to systemic enhancements and focuses on "functional rather than structural aspects" (Dhungel, 2002).

Panday (2001) describes governance as a complex, multifaceted concept that intertwines political, technical, and ethical dimensions. While the technical aspect focuses on resource efficiency and outcomes, the political aspect concerns the legitimacy and participatory nature of governance. The World Bank (2000) defines that good governance is “the manner in which power is exercised in the management of a country’s economic and social resources for development.” It highlights dimensions such as accountability, effectiveness, and transparency in governance processes. The World Bank identifies three elements of effective governance: the nature of the political regime, the approach to managing a country's social and economic resources for development, and the government's capacity to devise, establish, and implement policies.

The IMF defines good governance as “the process by which decisions are made and implemented.” It stresses the importance of accountability, transparency, rule of law, and effective public sector management.” Good governance underscores the importance of ethical, transparent, accountable, and participatory governance practices. It emphasizes the role of effective management, rule of law, and inclusivity in promoting sustainable development and improving the well-being of societies worldwide.

The OECD (2017) defines good governance as “the systems and processes that guide and steer public policy development and implementation in ways that ensure efficiency, effectiveness, accountability, and the rule of law.” Good governance emphasizes the importance of a comprehensive framework that promotes transparency, accountability, responsiveness, fairness, effectiveness, and ethical conduct in government operations. It

aims to foster trust in public institutions, enhance democratic governance, and contribute to sustainable economic and social development. Good governance has been thought of consisting three components, or levels, ranging from the most to the least inclusive: systemic, political and administrative (Jain, 2009)

The African Union (AU) views good governance as “the exercise of authority, direction and control of a nation, institution or organization in a manner that is participatory, transparent and accountable.” Good governance approach that seeks to involve citizens, operate openly, and maintain responsibility to foster trust, legitimacy, and effective management within nations, institutions, or organizations.

2.3 Evolution of Digital Identity

The advancement of digital identification is rapidly moving beyond conventional methods towards more sophisticated and secure techniques. Digital identification is the electronic verification and establishment of a person's or entity's identity. It commonly utilizes digital data, including biometric details, personal information, or distinctive identifiers, to confirm an individual's identity

Digital identification is growing in significance across various sectors, including online banking, e-commerce, and government services. It facilitates secure and streamlined transactions, minimizes the risk of fraud, and offers users a convenient and uninterrupted experience.

Digital identification has experienced a significant evolution, altering how individuals verify their identities online. Initially, identification and password systems were the main methods of authentication. The introduction of biometric authentication was a major breakthrough in digital identification. Biometrics utilizes distinctive physical characteristics such as fingerprints, facial features, or iris patterns to confirm a user's identity. This form of data offers a more secure and convenient mode of user authentication, given the challenge in replicating or counterfeiting these unique attributes. Digital identity platforms have been developed to offer a centralized solution for managing and authenticating individuals' identities. These systems simplify the process of identity verification across various online services, minimizing the necessity for repetitive identity checks and improving overall efficiency.

Block-chain technology has paved the way for decentralized identity solutions. These block-chain-based systems utilize the technology's distributed and unalterable characteristics to give individuals sovereignty over their digital identities. They ensure transparency, privacy, and security, diminishing the dependence on centralized entities for identity authentication.

The concept of self-sovereign identity (SSI) is becoming increasingly popular. It provides individuals with full control over their digital identities, enabling secure sharing of personal data with chosen entities. SSI improves privacy and minimizes the risk of data breaches by permitting individuals to control access to their identity attributes.

Verifiable credentials represent a significant advancement. They utilize cryptographic techniques to create tamper-proof digital attestations of identity attributes. These credentials can be presented to relying parties for verification purposes without disclosing sensitive personal details, thereby enhancing security and privacy in the process of identity verification.

Lastly, artificial intelligence (AI) technologies, including machine learning and computer vision, are becoming integral to identity verification processes. AI-powered systems are capable of analyzing biometric data, detecting fraudulent activities, and enhancing the accuracy and efficiency of verifying identities..

2.3.1 Traditional Identity Verification Methods

Traditional identity verification methods encompass a range of approaches, including personal identification documents, knowledge-based authentication, and biometric authentication, each serving as key components in the verification process.

1. Government –issued ID cards: This includes passports, driver’s licenses, and national identity cards that are issued by government and contain personal information, such as name, address, and date of birth.
2. Utility bills or bank statements: These are used to verify an individual’s address and are often required as a form of secondary identification.
3. Biometric data: This includes fingerprints, facial recognition, and retinal scans, which are used to confirm a person’s identity based on unique physical features.

4. Personal questions: This involves asking a series of personal question to confirm an individual's identity, such as their mother's maiden name or the name of their first pet.
5. Credit checks: This involves reviewing an individual's credit history to verify their identity and gain insight into their credit-worthiness.

Traditional identity verification methods, while longstanding, face challenges related to security, privacy, and efficiency. Physical documents, for instance, are susceptible to loss or theft, and personal data is at risk of being exposed during data breaches. Moreover, these methods can be time-consuming and cumbersome, especially for remote transactions.

2.3.2 Block Chain Supports Digital Identification

Block-chain technology underpins digital identification by offering a secure, decentralized, and tamper-proof method for storing and sharing personal data. In a block-chain-based digital identification system, each individual receives a unique digital identity that is logged on the block-chain network. This identity undergoes verification and authentication using a mix of biometric data and additional personal details, such as a government-issued ID or passport.

After establishing a digital identity, users can utilize it to access various services and applications, including banking, healthcare, and government offerings. They maintain control of their personal data and have the option to share it with authorized entities when necessary.

The block-chain network's decentralized nature means it has no single point of failure, making it resistant to hacking and tampering. Each block within the block-chain is secured cryptographically, ensuring the data on the network remains unalterable and can only be changed through collective agreement or consensus among the network participants.

Overall, block-chain technology offers a secure, efficient, and decentralized approach to digital identification, potentially enhancing user privacy, security, and convenience.

2.4 Global Digital Governance

The proliferation of digital technologies has expanded the opportunities for data and knowledge exchange (Hanelt, Bohnsack, Marz, & Antunes Marante, 2021; Verhoef et al., 2021; Vial, 2019), Digital and internet technologies are pervasive in modern life and enable the near-limitless generation, storage, and exchange of private data and information. Global digital governance encompasses the norms, institutions, and standards that shape the regulation around the development and use of these technologies. Digital governance has long-term commercial and political implications. Therefore, it is essential to gain a deeper understanding of the governance mechanisms and options that cater to the requirements of the digital era.

The enablement of large-scale digital exchanges increasingly depends on digital governance, which utilizes algorithmic protocols to automate aspects of control, coordination, incentives, and trust. (Hanisch, Theodosiadis, & Teixeira, 2022; Vaia, Arkhipova, & DeLone, 2022) Digital governance is a framework for establishing accountability, roles, and decision making authority for an organization's digital presence, which means its websites, mobile sites, social channels, and any other internet and web-enabled products and services. Having a well-designed digital governance framework minimizes the number of tactical debates regarding the nature and management of an organization's digital presence by making clear who on your digital team has decision-making authority for these areas;

Digital governance facilitates the creation of verification mechanisms for transactions, such as oracles and consensus protocols, which are integral to block-chain networks (Al-Breiki, Rehman, Salah, & Svetinovic, 2020; Zheng, Xie, Dai, Chen, & Wang, 2017). Digital tools and platforms empower individuals by offering broad access to information and fostering global connections. Where available, citizens utilize technology to ensure government accountability, while governments use it to enhance transparency, accountability, and inclusiveness.

Artificial intelligence (AI)-supported analysis can facilitate automatic verification of accounting data, thereby raising early red flags and improving firm oversight (Commerford, Dennis, Joe, & Ulla, 2022; Möhlmann, Zalmanson, Henfridsson, &

Gregory, 2021). Both public and private sectors are creating innovative solutions for critical issues, such as enhancing public services, developing e-marketplaces, promoting fiscal transparency, and combating fraud. Yet, these digital technologies may pose significant risks to democratic systems and exacerbate poverty for those disadvantaged by the digital divide. Institutions lacking accountability may exploit digital technologies for their own agendas. Rapidly evolving technologies can surpass legal protections and regulatory scrutiny, exposing individuals to cyber attacks, data breaches, and other forms of misuse.

The need for governance arises from the division of labor and the associated dissipation of information and control of inputs and outputs (Gulati & Singh, 1998; Puranam, Alexy, & Reitzig, 2014; Sundara murthy & Lewis, 2003). Global digital governance has been rising in response to a dual process of globalization and digitalization. Serving the innovation and application of digital technologies, global digital governance requires global cooperation to achieve economic benefits and cope with digital transformation challenges, covering issues, such as the internet, digital tax and trans-border data flow. Ultimately, this involves creating and capturing value through exchanges in the midst of competition and asymmetric information. (Gnyawali & Ryan Charleton, 2018).

E-governance in the context of developing countries provides an excellent opportunity for improving governance. The introduction of IT in the governance process has brought about a revolution in the quality of service delivered to its citizens (Paul, 2010). It has brought in:

- Transparency in the governing process;
- Saving of time and cost due to provision of services to the citizens through single window;
- Better decision making;
- Simplified office procedures;
- Reduction in corruption;
- Better office and record management;
- Improved attitude, behavior and job handling capacity of the dealing personnel.

E-governance is a paradigm shift over the traditional approaches in public administration, means rendering of government services and information to the public using electronic means. The objective of e-governance is to support and simplify governance for all parties; government, citizens and businesses. The use of ICT can connect all three parties and support processes and activities.

2.4.1 Digital Cooperation

Digital cooperation generally refers to collaborative efforts among stakeholders in the digital realm, including governments, businesses, civil society, and international organizations. It involves working together to address various challenges and opportunities presented by digital technologies. It helps to creating frameworks and regulations that facilitate the responsible use of digital technologies, ensuring they benefit societies while minimizing risks, collaborating to improve digital infrastructure such as broadband access and digital connectivity, especially in underserved areas, establishing norms and standards for data privacy, security, and interoperability across borders, enhancing digital skills and literacy among populations to ensure everyone can participate in and benefit from the digital economy, promoting innovation in digital technologies through research and development, and fostering an environment that supports startups and entrepreneurs, addressing global digital issues such as cyber security, digital trade, and intellectual property rights through international collaboration and agreements, ensuring that marginalized and vulnerable groups have equitable access to digital technologies and opportunities. Efforts on digital cooperation aim to harness the transformative potential of digital technologies while addressing challenges such as digital divides, privacy concerns, and cyber security threats. Organizations like the United Nations (UN) and its agencies, as well as various regional bodies and industry groups, often play a crucial role in facilitating these cooperative efforts.

On 11 June 2020, United Nations Secretary General Antonio Guterres presented a set of recommended actions for the international community to help ensure all people are connected, respected and protected in the digital age. The high-level panel on digital cooperation was convened by the UN Secretary –General to provide recommendations on how the international community could work together to optimize the use of digital

technologies and mitigate the risks and to advance proposals to strengthen cooperation in the digital space among governments, the private sector, civil society, international organization, academia, the technical community and other relevant stakeholders. And the report has three main sections;

‘Leaving No One Behind’ a landscape of how digital technology can support achievement the SDGs and how to ensure more inclusive digital economy;

“Individuals, Societies and Digital Technologies”; a review of issues related to human rights, human agency and security in the digital realm;

Mechanism for Global Digital Cooperation: “An analysis of current gaps and proposals for how to improve our global digital cooperation architecture”. It makes five sets of recommendations:

- Build an inclusive digital economy and society
- Develop human and institutional capacity
- Protect human rights and human agency
- Promote digital trust, security and stability
- Foster global digital cooperation

Digital technologies are rapidly transforming society, simultaneously allowing for outstanding advances in the human condition and giving rise to profound new challenges. Growing opportunities created by the application of digital technologies are parallel by stark abuses and unintended consequences. Digital dividends co-exist with digital divides. And, as technological change has accelerated, the mechanisms for cooperation and governance of this landscape have failed to keep pace. Divergent approaches and ad hoc responses threaten to fragments the interconnectedness that defines the digital age, leading the competing standards and approaches, lessening trust and discouraging cooperation.

2.4.2 Delivering Public service in the Digital Age

Providing public services that deliver on the polemical of digital technology and data presents a challenge for many governments. “Being digital” is not optional, but a core condition, for governments seeking to provide services that are user-driven, inclusive, resilient, innovative and trustworthy. Achieving digital government’s maturity requires

holistic, comprehensive transformation from within and throughout the machinery of government. This process entails transforming the culture, capabilities, and governance of organizations to foster user-centric methods, agility, and cohesive integration. The aim is to design and provide high-quality public services that cater to the requirements of citizens and businesses. The 'Going Digital' toolkit offers practical principles to assist policymakers and public officials in delivering public services that are suitable for the digital era.

A fundamental principle of the democratic social contract is the obligation of governments to advance the common good, bolster public trust, and protect the fundamental rights and welfare of people. Governments fulfill this duty by providing public goods in a responsive, equitable, inclusive, and sustainable manner. Public services are the main point of contact between citizens, businesses, and the public sector, shaping their experience of public governance. (G20/OECD, 2021). The shift towards digital technologies has significantly raised citizens' expectations of technology-enabled government services. This evolution in expectations presents fresh opportunities to enhance results for both residents and public officials, particularly when aligned with the governmental need to innovate and achieve more with fewer resources.

The "e-government" era led to governments transitioning online and automating internal processes, with the expectation that administrative efficiency would improve by reducing paper reliance and in-person service access. Although there were some enhancements, this shift to technology-driven solutions frequently adopted a digital-first strategy, which restricted service availability to solely online channels. Consequently, this inadvertently created new exclusion barriers for individuals without internet access or the required skills, and for those who require in-person assistance. Moreover, public sectors are also over-reliant on external suppliers and are experiencing a skills deficit within. This is a result of the digitalization rush. Outsourcing led to contracts that hindered ongoing improvement, resulted in significant service failures, and due to the relinquishment of public sector control over data and intellectual property, caused "vendor lock-in" irrespective of supplier performance. Consequently, electronic public services often failed to meet user needs and preferences, experienced lower-than-anticipated adoption rates, and fell short when compared to private sector experiences.

While "e-government" focused on moving analog and paper-based activities to the internet, "digital government" introduces a paradigm shift aimed at re-engineering and redesigning processes, along with the strategic use of technology in delivering services (Ubaldi et al. 2019). Digital government initiatives ensure that public services are designed and provided in a manner that makes the advantages of digital transformation accessible to everyone, including those dependent on face-to-face interactions. This involves an inward examination to address context and governance, as well as an outward focus on meeting user needs throughout their journey with a public service, regardless of whether it is delivered through mail, telephone, in-person, or via a digital device. (OECD, 2020). The potential for progress through the creative use of technology is immense. However, implementation demands a comprehensive reform program that tackles administrative, cultural, and technological challenges alike. The arguments presented make it evident that governance is not a panacea. Governments need to articulate their governance strategies clearly, focusing on fundamental aspects such as social structures, and cultural traditions. Furthermore, governance assessments should aim to identify the distinct trajectories of each country instead of measuring them against a uniform scale, which has been the prevalent method until now (Hyden, 2011, p. 7).

2.5 E-Governance and Public Service Delivery

The concept of governance covers a broad range of issues, often without uniform benchmarks to guide policy makers. Moreover, different elements of governance may come into play at different stages of development. E-government refers to the use of information technology, particularly the internet, to enhance the access to and delivery of government services to citizen, businesses, and other government entities. Governments worldwide are integrating information and communications technologies (ICT) in their public affairs management to manage and digitize their delivery of public services (Electronic Government for Developing Countries, 2008). When it comes to public service delivery, e-government plays a crucial role in public service delivery. It would benefit greatly from e-government to improve public service delivery (Heeks,2002; Chen, Chen, Ching, & Huang, 2007; Hamner & Qazi, 2009)One of the most important motivations behind such transformation stems from the potential of e-government to enhance the delivery of public services to promote greater transparency, accountability,

and responsiveness to citizen (Bwalya, 2009). E-government has created many opportunities by removing the barrier of geography and making government services accessible to all residents in remote areas without access to the internet.

Accessibility, efficiency, transparency, citizen engagement, service quality, cost-effectiveness, inclusivity and security and privacy are the common concern of public affairs management. E-government enhances public service delivery by leveraging technology to make government service more accessible, efficient, transparent, and citizen-centric. However, it is also requires careful planning, investment in infrastructure and continuous evaluation to ensure it meets its goal effectively.

2.6 National Identity Card

National identity card of Nepal is a federal level identity number for each person that can be obtained by citizens of Nepal, based on their biometric and demographic data. Established on 2075-06-28, the National Identity Card and registration is the first legal authority to establish “Personal Incident” work as well as two very popular programs of the Government of Nepal; under social security, it has been responsible for distributing multi-purpose “National Identity Cards” to establish “cash flow” and digital identities of individuals. All the three programs run in the identity and interest of the citizens are interrelated in one way or another and are currently based on technology. Therefore, the three programs that have been conducted in their own way have been run under the same umbrella with the establishment of the department. A “national identity card” is a digital solution to a person’s identity verification. As it is a digital feature, it is of great importance in the modern age as it can be interconnected with the public service and used for various purposes. Many countries have a policy of successfully implementing it in their country and some countries are even using it successfully. Achieving such a digital identity card for all citizens without discrimination is also conducive to national inclusion.

The government of Nepal will make arrangements for the use of biometric smart card with photo so that all Nepali citizens can use it as a national identity card even in the election through the annual policy and program and budget. As per the announcement that a separate central body will be set up for the implementation of this provision, the

National ID Management Center has been established on 2067-04-01 as the departmental level central body under the Ministry of Home Affairs. Yes and Later on 2075/06/28, it was decided to merge the Central and the Central Registration Department under the Ministry of Federal Affairs and General Administration and establish the Department of National Identity Card and Registration. In order to move the National Identity Card Program forward in procedural manner, the National Identity Card Management Strategic Plan 2075, the National Identity Card Distribution, the National Identity Card Distribution and National Identity Card Procedure, 2075 have been based on various decisions of the Council of Ministers. After the issuance of National Identity Card and Registration Act, legal basic has been created for it.

In the fiscal year 2075/76 BS, the national identity has been successfully tested by distributing national identity cards to the citizens of Panchthar district and the employee of Singh Durbar premises. In Panchthar district, Hon'ble Home Minister Ram Bahadur Thapa formally handed over the national identity card to 101- year old senior citizen Bhagwati Devi Bhandari. After the distribution in Panchthar District, the Government of Nepal has taken the program forward to expand across the country.

The following actions are being taken by the department regarding the implementation of the National Identity Card Program. Birth registration is a natural right of children. Ward office register permanent address and birth of a child within 35 days of birth. It is the duty of a citizen to register cases of birth, death, migration, marriage and divorce. Birth and death registration information can be given by the head of the family and in his absence the person who has reached 18 years of age of the family can give the information. It is the duty of a citizen to register cases of birth, death, migration, marriage and divorce.

Marriage notice must be given by both husband and wife. Spouses can file for divorce with a court decision. When registering a relocated only he and the person who has reached the age of 18 of the relocated family must give information.

2.7 Public Service Delivery System

Governments are established with distinct characteristics, with their primary purpose being to serve the populace. Products and services are classified as public or private depending on their attributes. Furthermore, they are distinguished by whether they are of

a collective or individual nature. Services that meet specific criteria are deemed public services (Gildenhuis, 1997).

The flow of public service is the process by which the government or the state provides services to the citizens in a fast, economical and effective manner, which can be guaranteed by the common man. It is the responsibility of the state to provide public services. In this context, the technology / method / mechanism to provide services, facilities, and goods to the general public is called delivery system. The delivery system is the mechanism for distributing the beneficial goods, services and facilities received from any organization. The delivery of public services meets the government's broad and particular obligations. The rise of democratic governance, liberalization, technological advancements, and other elements introduce complexity and amplify the responsibilities associated with delivering public services. There are no boundaries to the roles and responsibilities within public services. The role of public service is not limited by one's lifespan; it starts from the womb and extends beyond death. The roles played by public service are diverse and vital.

In Nepal, essential services such as basic infrastructure, commercial, and others are delivered at the public (government) level. Various policies, legal frameworks, institutional structures, and procedures are in place to systematize and enhance the effectiveness of basic service delivery. Despite these arrangements, the effectiveness of service delivery remains limited.

The government has been dedicated to administrative reform for an extended period to enhance the delivery of services to the public. Despite efforts to simplify and improve government operations, decentralize services, staff service centers with adequate and skilled personnel, and refine service delivery, the execution has been subpar, failing to fortify even the basic tenets of public service provision. Ineffectiveness in public service persists due to entrenched traditional mindsets, a deficit of positive attitudes within the administration, constrained resources, a lack of transparency, accountability, and responsibility, underutilization of information technology, insufficient client awareness, absence of advocacy groups, and the lack of straightforward and transparent procedures.

To deliver public services effectively, it is essential to engage with all users to understand their needs, priorities, and the level of service they expect, as noted by Riekert (2001: 84). Public authorities have the duty to adjust government settings and regard citizens as esteemed partners. Holding a position in public service signifies being a public servant rather than a public official. Riekert (2001: 85) emphasized certain aspects of service delivery that are crucial for providing effective and efficient service.

The government is responsible for assessing the demand for services and identifying obstacles to service delivery at all levels. It should strive to enhance service delivery across the board. In service provision, the government must acknowledge its shortcomings and failures and take steps to rectify them. Moreover, public officials should ensure service delivery is equitable and accessible to everyone.

2.7.1 Features and Characteristics of Public Services

The government regulates public services and adheres to a distinct set of regulations. Similarly, the private sector offers services, but with different priorities. Public services are designed to meet the needs of the public, whereas private services are tailored to client demands and profit motivates the private sector, whereas the public sector is motivated by the provision of service. Consequently, this leads to several distinctions between public and private services. Spicker (2009) identified four distinct characteristics of public services.

- Determination of public policy
- Service provision
- Consumer preferences
- Redistribution
- Public Service as a trust

Public service is fundamentally about serving the interests and welfare of the public or community as a whole, rather than individual or private interests. Public service encompasses a range of characteristics that distinguish it from other forms of employment or service. Some key characteristics of public service delivery are;

- Public services are delivered by the government and its agencies.

- • The provision of public services is a governmental responsibility.
- • Profit is not the objective of the state when offering public services.
- • Access to public services provided by the state is both a civil and human right.
- • Public services are intended to be equitable in theory.
- • Public service plays a role in the life of every citizen.
- • Public service is administered according to legal and established guidelines.
- • Recipients of public services may have a role in their distribution.
- • Investments in public service are not for profit generation.
- • Public service acts as a bridge between the government and citizens..

2.7.2 Importance of Public Services

The government's fundamental responsibility is to develop plans and programs that enhance the quality of life for its citizens. Public service delivery is the process by which government policies are implemented as services. A government is essential to serve the populace. The most compelling evidence of a government's existence and endurance is its ability to provide public services. The extent and quality of public services offered in response to the needs of citizens reflect the government's status and significance. Serving the public good is crucial for survival in today's society. Without government-provided social services, individuals would not feel valued as citizens. Providing social services is a key function of the public sector and is integral to public service delivery.

- Pertaining to the existence of the community or citizenry.
- Regarded as the principal responsibility of the state.
- Crucial for enhancing the trust of the populace in the government.
- Contributes to the legitimacy of the government's authority.
- Exemplary public service is indication of effective governance.
- An accountable and progressive government.
- The paramount duty of the state is to deliver essential services to its citizens.

- Attributes such as adequacy, timeliness, equity, equality, quality, economy, efficiency, and relevance are vital components of developmental progress.

2.7.3 Strengths and Weakness of Public Service Delivery System in Nepal

It is the duty of the state or government to improve the standard of living and individual liberties of its citizens. In a democratic setting, the public is the principal and public servants are the means of delivering services. By putting policies into effect, the government seeks to raise the standard of living for its citizens. In Nepal, improvements in NID service delivery can contribute significantly to national identity management, facilitate access to government services, promote transparency, and strengthen governance. Efforts to strengthen these aspects can enhance national identity systems' overall effectiveness and contribute to citizens' trust in government institutions. Following are the Strengths of public service delivery in Nepal.

- National identity card related services are accessible to all citizens across the country, including rural and remote areas, through various service points such as government offices, mobile registration camps, and online services.
- Maintaining accurate records and ensuring the reliability of national identity data to prevent fraud and identity theft. Robust verification processes and secure data management systems are crucial in this regard.
- Integrating national identity card issuance and verification with other public services such as healthcare, education, and social welfare programs to improve service delivery and reduce duplication.
- A citizen-centered service delivery system has been implemented.
- A Citizens' Charter has been established to ensure services are effective, swift, and cost-efficient, and a compensation charter has been introduced in offices.
- Mobile services have been periodically deployed to provide door-to-door services to citizens.
- An integrated service center has been inaugurated to offer a variety of services.
- Citizens' complaints are addressed, a public hearing system has been established, and initiatives like "Hello Government" have been organized.

- Services are now available in double shifts.
- Expedited monitoring of service delivery has commenced.

The primary responsibility of governments is to deliver services. It is crucial for any governments to provide their services equitably, transparently, effectively, and efficiently. Ensuring that clients receive professional service requires adherence to high standards of quality and ethics. Public service delivery, despite its noble goals and efforts, can face several weaknesses that hinder its effectiveness and impact. Some common weaknesses are as follows.

- The service has become more traditional and more process oriented.
- The service has become overly traditional and process-driven.
- The service mapping is inadequate.
- There is a lack of prioritization in service delivery.
- The service is inadequate and of low quality.
- There has been no effort to enhance the capacity and efficiency of service providers.
- Appropriate incentives for service providers are lacking.
- Service flow is not connected to the employee merit system.
- Resources are insufficient and not fully utilized.
- The relationship between service providers and clients is unreliable and strained.
- Service delivery lacks social inclusiveness.
- The citizens' charter is not being properly implemented.
- Service flow irregularities are present.
- Client-friendly physical infrastructure is lacking.
- Service providers are not responsive to complaints.
- The private sector is not fulfilling its social responsibilities.
- Power is being used improperly.
- There is a deficiency in transparency, accountability, and responsibility.
- Monitoring is not effective.

2.7.4 How to Make Public Service Delivery Effective

Effective public service delivery enhances public trust in government institutions, promotes social cohesion, and contributes to economic development and overall well-being. It is the ability of government agencies and institutions to efficiently and successfully meet the needs and expectations of the public. Governments are better positioned to address societal challenges, improve citizen outcomes, and achieve sustainable development goals. public service delivery could be effective by the following ways:

- The delivery system's focus should be on the citizens, not the producers of suppliers. It is essential to address the people's demands.
- The provision of goods, services, and facilities should center around citizens' satisfaction.
- Extensive involvement of the people is necessary wherever possible.
- Government officials must concentrate on outcomes that benefit the people, instead of being distracted by minor issues.
- Services should fulfill the people's needs rather than just being easily accessible.
- The people's needs, demands, and concerns require careful consideration and should be incorporated into the system.
- A straightforward and accessible grievance redressal system for citizens should be established, ensuring that results and achievements are prioritized.
- Engage as many stakeholders as possible to meet diverse needs and enhance efficiency.
- Service-providing public entities must be held accountable, with adequate resources and authority.
- Implement a holistic or integrated approach to maximize opportunities.
- Continuous improvement should be pursued with persistent enthusiasm and morale.

2.8 Conclusions

National identity cards play a crucial role in shaping a nation's governance, identity management, and service provision. The issuance and management of national identity cards are not merely administrative tasks but critical components of citizenship verification, access to rights and services, and national security. By providing individuals with a recognized identity, national identity card empower citizens to access government services, participate in electoral processes, and exercise their rights effectively. Streamlining the national identity card issuance process enhances government accountability and transparency, reduces administrative workload, and improves bureaucratic efficiency. Ensuring equitable access to service for all citizens, including marginalized groups, promotes social inclusion and reduces disparities in accessing essential services and opportunities. Embracing digital technologies in national identity card management enhances service delivery through online applications, digital verification methods, and interoperable systems, aligning with global trends towards digital governance. The increasing use of national identity card reflects their role as a foundational tool for identity management, governance, and service delivery in modern societies. As technologies evolve and societies become more interconnected, the importance of secure and reliable identification through national identity card continues to grow, contributing to efficient public administration and enhanced citizen engagement.

However, challenges such as bureaucratic inefficiencies, infrastructure limitations, and disparities in access remain. Addressing these challenges requires ongoing commitment to improving service delivery, enhancing technological capabilities, ensuring data privacy and security, and fostering public trust. Effectiveness of public service delivery related to NIDs not only strengthens national identity management but also reflects a government's commitment to serving its citizens with integrity, efficiency, and inclusivity in the digital age.

CHAPTER III

RESEARCH METHODOLOGY

This chapter covers the philosophical foundation of the study, research study outlines, specific methods and procedures used to conduct the study, including details about data collection, sampling methods, research design, and data analysis techniques.

This chapter's goal is to provide a summary of the research design, study area, source of data universe, sampling, data collection methods, data processing, methodological approach and research area selection rationale with to analyze and explore the objective to analyze and evaluate the present scenario of public service delivery in context of national identity card.

Research methodology is the systematic process of collecting, analyzing, and interpreting data in order to answer a research questions or solve a problem. Research techniques outline the nature of the study, how to go about it, and how to analyze its progress. Research methodology is defined as the science of examining research methods. It is a critical aspect of any research study. The majority of data in this study are quantitative; the primary data was collected directly from the service providers and service recipients by questionnaire and interviews. The secondary data was collected from booklets, government manuals, periodicals, journals, and published and unpublished information sources.

3.1 Philosophical Foundation

This study focuses on several issues related to the public service delivery with reference to national identity card. Public service delivery is based on the government plan and policies to meet the public needs and expectations that may or may not always meet public demands and aspirations. Service providers and receivers experiences on public service delivery comprehend and present.

The philosophical foundation related to public service delivery, particularly concerning the national identity card is guided by the principles of citizenship and rights, good governance, identity and community, ethics and privacy, and social contract theory. The basic philosophical aspects of this study have been discussed

about the ontology, epistemology, axiology and methodological foundation of the public service delivery. In broader sense ontology discuss about the existence of the questions. It explores a fact or reality or perception of the service receivers and providers in public service delivery concerning with national identity card. Ontology of public service delivery explores the foundational elements, relationships, and structures that how identity is managed and utilized within the context of public service. It encompasses legal, administrative, data-related, and societal dimensions, reflecting the complex interplay between identity, governance, and public service provision in modern societies. Epistemology is focus about the source of knowledge; it is concerned about the perception or assumption of acceptable human knowledge in a public service delivery. The epistemology of public service delivery with national identity card pertains to the theory of knowledge and understanding regarding how knowledge is acquired, validated, and applied in the context of utilizing identity cards for administering public services. Epistemology examines and investigates the linkage between the inquirer and the subject of the inquiry.

Axiology refers to the nature of the value produced in a research study, which guides the researcher to discuss and explain the relation of value and knowledge with the universe. Axiology encompasses ethical considerations, equity and justice, trust and confidence, public interest and utility, responsibility and citizenship. These values guide the ethical decision making, policy formulation, and operational practices that shape how identity cards are used to enhance service delivery while respecting individual rights and promoting societal well-being.

In conclusion, the methodology of public service delivery with national identity card encompasses systematic approaches to identity verification, data management, integration with service delivery systems, ensuring accessibility and equity, monitoring and evaluation, policy and regulatory frameworks and capacity building. These methodologies aim to optimize the efficiency, effectiveness, and fairness of public service based on verified identities, thereby contributing to improved governance and citizen welfare.

3.2 Research Design

Research is defined as an organized and systematic endeavor to find a solution to a particular problem (Sekeran, 2009). A proposal or plan for conducting research is called a research design. It involves the connection of research methodologies, inquiry strategies, and philosophy. The collection and analysis of measures of the variables listed in the problem research is done using a set of techniques and procedures called a research design. Research design specifies the research problem, hypothesis, independent and dependent variables, experimental design, study type (descriptive, correlation, semi experimental, experimental, review, meta-analytic and sub types descriptive-longitudinal case study). A structure developed to obtain answer to research questions is known as a research design.

This research used quantitative method. It is primarily focused on quantitative data. The reason behind the selection of this design was objective measurement of variables and phenomena, collecting data from a representative sample, structured questionnaire etc. This study is mainly focused on the perception of service receivers towards public service delivery.

This study utilized a descriptive research design to address the problem statement. A descriptive approach was chosen as it typically aims to gauge the opinions, behaviors, and perceptions of participants. Consequently, a questionnaire with both open-ended and closed-ended questions was crafted to gather data through convenience sampling. This approach is deemed suitable for the study's objective to discern the service recipients' views on public service delivery via the national identity card.

3.3 Nature and Sources of Data

The nature and sources of data in research depending on the type of study, research questions, and methodology employed. The choice of data sources depends on the research objectives, data availability and relevance to the study of theoretical framework. The required data for this study has been collected from primary and secondary sources. Primary data was collected from the both open-ended and close-ended questionnaire.

3.3.1 Primary Data

Primary data is collected through direct observation and first-hand experience. The study is proposed based on this primary data. A structured questionnaire survey, including both closed and open-ended questions, was administered to gather the respondents' perceptions and experiences. The researcher personally collected the primary data, focusing mainly on the respondents' views regarding public service delivery through the national identity card.

3.4 Population and Sample

Sampling design refers to the methodological process of selecting a individuals items from a larger population. Sampling refers to selecting a small group of individuals or items from a larger group to represent the whole. The term 'population' denotes the entire group of individuals under consideration.

The population of this study consists of the national identity card holder of Kathmandu District. The total population for this study was 61371. Non-probability sampling method was taken in which the selection of sample based on non-random criteria. The sample size of this study was 175 and the convenience sampling method was taken for this study. Convenience sampling has been used as a sampling techniques and the sampling frame for the study was the list of all individuals registered in the national identity database on fiscal year 2079/80. Sampling method is based on characteristics of the populations and the objective of the study. This approach is used when the researcher seeks to select a sample that is particularly knowledgeable about the phenomenon of interest. It is very useful in situations when researchers need to reach a targeted sample quickly. The total sample of this study was 175. The selected sample was knowledgeable, understands all the situations and they can provide real information of public service delivery, and key informants were directly engaged in the public service delivery with national identity card. In order to prevent, prejudice, appropriate metrics are designed to take into account respondents from a variety of backgrounds including gender, ethnicity, religion, age group, occupation and education for avoiding bias.

3.5 Methods of Data Collections

The goal of data collection is to gather opinion and viewpoints regarding public service delivery with national identity card. Method of data collection refers to the techniques and procedures used by researcher to gather information from the respondents. Data collection is a necessary part of any research process. The choice of data collection method depends on the research questions, objectives and the nature of data. Data collection is a systematic approach of gathering and measuring information based on objective of the study. The survey questionnaire comprised a total of 26 questions and was developed in both English and Nepali to ensure it was easily understandable for the respondents. It included both closed and open-ended questions, divided into two sections: demographic background and questions specific to the objectives.

3.6 Measuring Scales

The main concern of this study is the perception of service providers and service receivers on public service delivery with national identity card. The respondents have been asked to express their experience on the survey questionnaire. The first part of the questionnaire was demographic variables, like gender, age, education, and occupation. While second part of the questionnaire was specific information related to research problems and objectives. Knowledge about public service delivery, national identity card has used two scale (Yes or No) time taken to get service, satisfaction on service delivery of the public office, quality of service delivery, attitude and behavior of service provider, necessity of national identity card has used five point Likert scale, which ranges from (1) strongly agree to (5) strongly disagree as a survey instrument.

3.7 Data Analysis Tools

Data are collected and analyzed by statistical and non-statistical tools. Mostly Quantitative data analysis was carried out with SPSS, using descriptive statistics. The SPSS version 22 was introduced to analyze the quantitative data. With the help of SPSS, the gathered data are edited, classified, coded and categorized before being

analyzed then analysis with the help of SPSS. Descriptive statistics provided an overview of the demographic characteristics of the respondents. The data was analyzed as a whole using both qualitative and quantitative techniques.

3.8 Data Presentation

Data presentations refer to the process of organizing, visualizing, and communicating data in a meaningful manner. Frequency, percentage, tables, charts and graphs were used in data presentation.

3.9 Validity and Reliability

Reliability and validity are two essential concepts in research methodology. Reliability refers to the consistency, or stability of research findings. Reliable measurements should yield similar results when used repeatedly with the same subjects of the same context. Although reliability is an essential measure, it alone is not enough. For a test to be considered reliable, it must also be valid. Validity is the degree to which a research study accurately reflects the concepts or phenomena it purports to measure. Validity assesses whether the study findings are meaningful and can be generalized beyond the specific context. To maintain validity and reliability in a research, the researcher makes sure that the questionnaire would be clear and understandable. The researcher has used accurate and authentic data by reviewing the literature, consulting experts and academic writings.

3.10 Ethical Considerations

Ethical considerations in research are fundamental principles and guidelines that ensure the integrity, safety, and welfare of the respondents. While carrying out the social research it is crucial to ensure ethical issues would be taken care of. Ethical issues are the most important aspects of any research study. Informed consent, confidentiality and privacy of the respondent details, respect for participants, beneficence are the best examples of ethical consideration in research. Most of the ethical considerations were clearly mentioned in a questionnaire cover letter. The questionnaire clearly stated the non-violation, confidentiality related issues.

Respondents are fully free to answer there is no any compulsion and enforcement while response. Finally, researcher was very much serious about the ethical consideration throughout the whole research study.

3.11 Quality Control of Research

Quality control in research refers to systematic processes and procedures implemented to ensure the reliability, validity, and integrity of research findings. It ensures the quality of research and its outputs. Quality control ensures credibility and reliability of findings and minimizes bias in research study. For the quality control researcher follow proper guideline prescribed by the research department and supervisor of the CDPA, faculty of management, Tribhuvan University.

CHAPTER FOUR

DATA PRESENTATION AND ANALYSIS

This chapter contains data presentation and analysis. Data presentation and analysis are crucial components of any research to find out the research objective. Data presentation is the process of organizing, summarizing, and displaying data in a visually appealing and understandable manner, which focuses to communicate information clearly and effectively to an audience through making complex data accessible and facilitating comprehension. And data analysis is the systematic process of exploring, cleaning, transforming and interpreting data with the goal of extracting useful information, and drawing conclusions. It is necessary to make use of collected data which is considered to be raw data which must be processed to put for any application. Data analysis aids in the understanding and interpretation of data in decision making and helps in answering the research question. Data analysis methods can vary depending on the nature of data and the research objectives and it starts with the collection of data followed by data processing by various data processing methods and sorting it. A data analysis technique ranges from descriptive statistics to advanced methods like regression. Common methods of data presentation include the pictorial representation of the data by using graphs, charts, and maps. These methods help in adding the visual aspect to data which makes it much more comfortable and quicker to understand. Data presentation focuses on how data is visually communicated to ensure clarity and comprehension, while data analysis encompasses the systematic exploration and interpretation of data to conclude meaningful insights and inform decision making.

Theoretical knowledge and basic information are provided by existing literature review and studies, which is necessary to understand to conduct any research effective and efficient manner. In this study, a questionnaire-based survey was conducted. The questionnaire consists mainly of closed questions regarding national identity card, and its relation on delivering public services. The survey was done in a Kathmandu district. And the respondents were selected by using purposive sampling method which include national identity card users and some respondents are the service provider who involving

in national identity card related service. This chapter discusses the data analysis and findings from 175 Respondents (Service receivers). The purpose of this study is to identify state of public service delivery with reference to distribution of National Identity Card.

4.1 General Information of the Respondents

General information describes the essential traits of the respondents. Respondents are the key informants of primary data. Respondents have a significant role in any research; in this research they are the main source of information about the state of public service delivery. Service delivery, service quality and its effectiveness may be impacted by the characteristics of the service receivers and service providers.

Table No: 1

Demographic Characteristics of Respondents

		Frequency	Percentage
Gender	Male	63	36
	Female	112	64
Age	Upto30	49	28
	30-40	56	32
	40-50	42	24
	50 -60	28	16
Occupation	Student	42	24
	Business	14	08
	Private Job	35	20
	Government Job	84	48
Education	Literate	07	04
	+2	56	32
	Bachelors	42	24
	Masters	70	40

Source: Field study, 2024

For this study total 175 samples were taken. The respondents were diverse according to their gender, age, occupation, and education level. During the survey numbers of female respondents were higher than male respondents. Out of the 175 respondents 36% are male and remaining 64% are female. To know about the state of public service delivery with reference to national identity card samples were taken by purposive sampling method.

Education level is one of the important traits of the respondents, which has a significant impact on the research study. The different literacy level of the respondents reflects the different perceptions about the government service. Out of the 175 respondents, researchers found only 4% were literate. Similarly, 32 % respondents were secondary level education and 24 % respondents had bachelor's degree and remaining 40% of the respondents had master's Degree. There were no illiterate respondents. Researcher found 8% respondents were engaged in business and 48 % respondents were involved in government job. Similarly, 20 % respondents were found private job holder and remaining 24% were student. The age of the respondents is another important demographic variable. The age of the respondents lies between 20-60 years. The highest numbers of respondents were 32% in this research at the age of 30-40 years. This is followed by age up to 30 years were 28%, and 40-50 years were 24%. Similarly, 16% of the respondents' were lies between 50-60 years.

4.2 Knowledge about Public Service Delivery

Public service delivery refers to the way in which governments provide various services to the citizens. It encompasses a broad range of services such as healthcare, education, transportation etc. Knowledge about public service delivery refers to the ability to know directly about the public service related facts or events. Awareness is a key factor to enhance the knowledge of the people on service delivery. Types of services, service delivery models, quality of service, and accessibility of the service, efficiency and effectiveness of the service are the basic elements of public service delivery.

Understanding all the aspects related to public service delivery are essentials for the policymakers, administrator and citizens, as it directly impacts the quality of life, and economic development. To know about the people's perception on knowledge about public service delivery, the researcher has asked the respondents in closed questionnaire forms, "Do you have any knowledge about public service delivery?" The following table demonstrates the respondents' perception on their knowledge about public service delivery.

Table No: 2
Knowledge about Public Service Delivery

	Frequency	Percentage
Yes	168	96
No	07	04
Total	175	100

Source: Field Survey, 2024

The respondents were asked to furnish answer regarding their knowledge about public service delivery. As shown in the table, high number of respondents (96%) claims that they have knowledge about public service delivery and only few respondents (4%) were unaware about the public service delivery.

4.3 Knowledge about National Identity Card System

A national identity card is an official card issued by a central government, which serve as electronic identity of person. National identity cards play a crucial role in public service delivery and governance by providing secure and unified means of identification and support in national security and many public administrative issues. To know about Purposes, information, uses, legal status related to this explore knowledge about the national identity card.

Understanding all the issues related to NID helps to enhance the efficiency and effectiveness of the public service delivery and other governance issues. To know about the people's perception on knowledge about national identity card, the researcher has asked the respondents in closed questionnaire forms, "How much do you know about national identity card system introduced by Nepal Government?" The following table demonstrates the respondents' perception on knowledge about national identity card system.

Table No: 3**Knowledge about National Identity Card**

	Frequency	Percentage
I have heard of it	63	36
Little Knowledge	70	40
Know a lot about it	42	24
Total	175	100

Source: Field Survey, 2024

This study found that 36% of the respondents have heard about National Identity Card, 40% of them have expressed little knowledge about it and 24% of respondent knows a lot about National Identity Card. The conclusion reveals the most of respondent have knowledge regarding National Identity Card.

4.4 Ways of getting knowledge about National Identity Card

Information is a big asset of modern era. Sources of knowledge are the important element which determines the credibility and reliability of public service delivery. To know about the people's perception about source of knowledge about national identity card system, the researcher has asked the respondents in closed questionnaire forms, "How do you know about national identity card system introduced by Nepal Government?" The following table demonstrates the respondents' perception on knowledge about national identity card system.

Table: 4**Ways of getting knowledge about National Identity Card**

	Frequency	Percentage
Family Member	49	28
Friends	42	24
Radio/TV	14	08
Newspaper	70	40
Total	175	100

Source: Field Survey, 2024

This Table shows that greater number of respondent i.e.40% have received knowledge about National Identity Card through Newspaper and 28% with family member, 24% with friends and 08% through radio/TV gradually. This shows that the influence of

Newspaper in getting knowledge about National Identity Card is greater than rest of other medium.

4.5 Document Possess for Identification

Each country may have specific types of government-issued ID cards, such as citizenship certificate, driver's licenses, passports, employee identity card, or student identity card tailored to their legal and administrative needs. These cards are used to confirm a person's identity in various situations, such as when opening a bank account, applying for government benefits, or accessing secure facilities. These cards play a crucial role in ensuring accountability, security, and efficiency in various aspects of daily life. To know about the people's perception about documents for identification, the researcher has asked the respondents in closed questionnaire forms, "which of the following documents you possess use for your identification?" The following table demonstrates the respondents' perception on documents possess for identification.

Table: 5

Documents possess for Identification

	Frequency	Percentage
Citizenship Certificate	147	84
Driving License	07	04
Employee Identity Card	21	12
Student Identity Card	00	00
Total	175	100

Source: Field Survey, 2024

This study shows that 84% of the respondent possess Citizenship Certificate for their identification, 4% of them shows driving license and 12% of them shows their Employee Identity Card for their identification. In conclusion we can say that Citizenship card is widely used for individuals' identification.

4.6 Timely Service

Time is the most critical element in every aspect of a person's life. In today's world, time is considered more valuable than money. The timeliness of service delivery is a major indicator of its efficiency. When services are delivered promptly, respondent satisfaction

improves. Timely, efficient, and punctual service delivery enhances overall efficiency. The perception of service quality is enhanced when public services are provided more swiftly and cost-effectively, as the majority of public service delivery tends to be protracted, and cumbersome. Often, due to extensive queues and overcrowding, services require a significant amount of time to complete, sometimes extending over three or four days.

The government's reputation and the public's trust are bolstered when services are rendered within the agreed-upon timeframe. To know about the people's perception of the timely delivery of services, the researcher has asked the respondents in closed questionnaire forms, "Do you get timely services from the service provider while getting National Identity Card?" The following table demonstrates the respondents' perception of the timely delivery of service while getting national identity card.

Table: 6
Timely Service

	Frequency	Percentage
Yes	70	40
No	105	60
Total	175	100

Source: Field Survey, 2024

This study shows that 60% of the respondent opined that they did not get timely service while getting National Identity Card, on contrary 40% of them replied affirmatively, as a result number revealed in this table shows that the majority of people do not get timely service.

4.7 Time for assessing service

A multitude of regulations, rules, policies, and procedures exist to guarantee that services are delivered to the people punctually. Prompt service delivery is a key indicator of effective governance and significantly contributes to customer satisfaction. Assessing service time can vary greatly depending on the type of service being provided and the context in which it's offered. Assessing service time involves evaluating not just the duration of service delivery but also the quality, efficiency, and customer experience

associated with it. This holistic approach helps organization refine their operations and enhance customer satisfaction. To know about the people's perception about time for assessing services, the researcher has asked the respondents in closed questionnaire forms, "How long does it take in getting service?" The following table demonstrates the respondents' perception of the time for assessing service.

Table: 7
Time for Assessing Service

	Frequency	Percentage
Timely	42	24
As per Queue	56	32
Little Longer	49	28
Very Long Time	28	16
Total	175	100

Source: Field Survey, 2024

This study shows that 24% of the respondents are agree on receiving timely service, 32% of them replied they received service as per queue where as 28% felt it took little longer time to get service, rest of 16% experienced very long time to get service.

4.8 Ways of getting service

"Equality before the law" is a fundamental principle of the rule of law, signifying that all individuals are treated equally. Article 18, the Right to Equality in the Nepalese Constitution, explicitly affirms that every citizen stands equal before the law and is entitled to equal legal protection. It is forbidden to apply general rules in an unfair manner based on factors such as origin, religion, race, caste, tribe, gender, physical condition, disability, health condition, marital status, pregnancy, economic status, language, geographic location, philosophy, or any other similar criteria. The provision of services is affected by a multitude of factors and stakeholders.

To know about the influencing factors in service delivery, the researcher has asked the respondents in closed questionnaire forms, "While service is delivered, what matter most?" The matter of service reception spans a range of areas including political ideology, persuasion, interpersonal relationships, and due process. The table below displays the respondents' views on the service delivery provision.

Table: 8
Ways of getting service

	Frequency	Percentage
Due Process	119	68
Personal Relation	28	16
Persuasion	21	12
Others	07	04
Total	175	100

Source: Field Survey, 2024

This study shows that 68% of the respondents are agree on ways of getting service depends on due process ,but 32% don't believe in due process, out of this 16% opined that way of getting service is personal relation, 12% believe in persuasion and 4% in others.

4.9 Satisfaction with Government Service

Citizen satisfaction increases when the government fulfills the service demands and expectations of its residents. Nowadays, governments offer various services to their citizens. Satisfaction can arise from achieving a goal or obtaining a desired outcome. Customer satisfaction partly reflects the efficiency of government services. To know about the satisfaction in service delivery, the researcher has asked the respondents in closed questionnaire forms “Are you satisfied with service delivery of the Government office?” The following table demonstrates the respondents’ perception on satisfaction with service delivery of government office.

Table: 9
Satisfaction with Government Service

	Frequency	Percentage
Yes	91	52
No	77	44
Don't Know	07	04
Total	175	100

Source: Field Survey, 2024

This study reveals that 52% of respondent are satisfied with service delivery of Government Office. 44% are not satisfied and 8% respondent say don't know. From this

result we may conclude that, there is almost 50/50 response on service satisfaction and dissatisfaction which shows the challenges on this matter and concerned authorities must be serious on the service delivery of government office.

4.10 Service Delivery Process

The service delivery process encompasses a series of actions and procedures used to provide services to clients. Although specific steps may vary depending on the service type, the consistent and efficient delivery of high-quality services enhances overall customer satisfaction and loyalty. This is achieved through the effective management of the service delivery process. The time it takes to provide services can vary greatly depending on the service. In customer service, the average handle time, which is the average time it takes for a representative to handle a customer interaction, is typically around eight minutes.

To know about the people's perception on taking time to provide services, the researcher has asked the respondents in closed questionnaire forms, "Is the service delivery process lengthy?" The following table demonstrates the respondents' perception on taking time on service delivery process.

Table: 10
Service Delivery Process

	Frequency	Percentage
Yes	126	72
No	49	28
Total	175	100

Source: Field Survey, 2024

This study shows that 72% of the respondent believe that service delivery process is lengthy and 28% respondent are disagree on former statement, they opined that service delivery process is not lengthy. Considering the view of 72% of respondent, service delivery process should be shorten and make it easier by the concern authority.

4.11 Cooperative Nature of the Employee

Cooperative nature of employees in service delivery is vital for efficient operations, satisfied clients, and overall organizational success. It encourages collaboration, effectiveness, and a customer-focused mindset that sets government competitive service delivery. Cooperation fosters effective communication between service provider and service receivers. Open and transparent communication is essential for sharing information, assigning responsibilities, and addressing any issues that may arise during service provision. For instance, cooperation between government officials and service seekers enhances the chances of aligning their efforts towards common objectives. Such alignment ensures that each individual understands their roles and responsibilities, duty and obligations in service delivery and is committed to enhancing the overall efficiency in public service delivery.

To know about the people's perception on cooperative nature of government office in service delivery, the researcher has asked the respondents in closed questionnaire forms "Are the governmental official cooperative in service delivery?" The following table demonstrates the respondents' perception on cooperative nature of government official on service delivery process.

Table: 11

Cooperative Nature of the Service Provider

	Frequency	Percentage
Yes	70	40
No	98	56
Don't Know	07	04
Total	175	100

Source: Field Survey, 2024

This study shows that 40% of the respondents say Yes, 56 % of the respondents say No and 4% are expressing their views that they Don't Know on the cooperative nature of government official in service delivery. By this above results we may conclude that the cooperative nature of government official are less than average and it shows the weak conditions on service delivery.

4.12 Mechanism to get Quality Service

The quality of service is the foundation of effective service delivery, influencing every facet of it. It encompasses the description and measurement of a service's overall performance and the capacity to prioritize various sectors differently. The evaluation of quality service includes factors such as reliability, accessibility, provider attitudes, clear communication, impartiality, efficiency, responsiveness, and the sufficiency of the services offered.

To know about the people's perception for the mechanism for quality service, the researcher has asked the respondents in closed questionnaire forms, "What should be done to get quality service?" The following table demonstrates the respondents' perception on mechanism to get quality service.

Table: 12

Mechanism to get Quality Service

	Frequency	Percentage
Monitoring	35	20
Training to the Service Provider	28	16
Increasing the number of Service Provider	63	36
Public Awareness	42	24
Strict Rules and Regulations	07	04
Total	175	100

Source: Field Survey, 2024

In this table (what should be done to get quality service?) respondents opined regarding quality service that 20% are in favor of monitoring 16% of them are in favor of training to the service provider likewise 36% are in favor of increasing the number of service provider, 24% public awareness and 04% in favor of strict rules and regulations, gradually. we can say that majority of respondents have replied that the number of service provider should be increased to get quality service. Government and concerned authorities should seriously think on it.

4.13 Overall Attitude and Behavior of Service Provider

The overall attitude and behavior of a service provider play a crucial role in delivering quality service and shaping the customer experience. Attitude and behavior of service providers directly influence customer satisfaction and loyalty. By embodying professionalism, empathy, positivity, and effective communication, service providers can create a positive and memorable experience for customers.

A prompt and efficient service provider not only meets the basic requirements of their role but also leaves a lasting impression on customers, fostering trust and loyalty to the brand or organization they represent. They understand the importance of time and respond promptly to customer inquiries, requests, and issues.

To know about the people's perception on prompt and efficient nature of government officials in service delivery, the researcher has asked the respondents through closed questionnaire forms, "Government officials are prompt and efficient" and to collect data responses are categorized into five values; from strongly agree to strongly disagree. The following table demonstrates the rating of respondents' perception on prompt and efficient nature of government officials.

Table: 13

Governmental officials are prompt and efficient

	Frequency	Percentage
Strongly Agree	14	08
Agree	91	52
Neutral	63	36
Disagree	07	04
Strongly Disagree	00	00
Total	175	100

Source: Field Survey, 2024

This study shows that 08% of the respondents are strongly agreed, 52% respondent are agreed, 36% respondents are neutral and 4% respondents are disagree on the government officials promptness and efficiency on service delivery. From these results we may

conclude that most of the government officials are competent and they are prompt and efficient on their work.

The responsiveness of a service provider refers to their ability and willingness to promptly address customer inquiries, issues, and requests. A responsive service provider is crucial in delivering excellent customer service and maintaining customer satisfaction. Responsiveness of a service provider is integral to building strong customer relationships, fostering trust, and ensuring customer loyalty. It goes beyond simply reacting to issues; it involves proactive communication, problem-solving, and a genuine commitment to meeting customer needs promptly and effectively.

To know about the people's perception on responsiveness of government officials in service delivery, the researcher has asked the respondents through closed questionnaire forms, "They are responsive to service receiver" and to collect data, responses are categorized into five values; from strongly agree to strongly disagree. The following table demonstrates the rating of respondents' perception on responsive nature of government officials.

Table: 14

They are responsive to Service Receiver

	Frequency	Percentage
Strongly Agree	14	08
Agree	63	36
Neutral	70	40
Disagree	28	16
Strongly Disagree	00	00
Total	175	100

Source: Field Survey, 2024

This study shows that 08% of the respondents is strongly agree, 36% are agree, 40% are neutral, 16% are disagree and no one is strongly disagree. Most of respondents regarding the question 'whether government officials are responsive to the service receiver or not?' are neutral.

A friendlier nature towards service receivers is essential for creating a positive and welcoming customer experience. How actively listening to the service receiver's concerns

and helping nature determine the effectiveness of the service provider. Acknowledge their feelings and demonstrate understanding of their situation. Service providers can create a more welcoming and friendly environment for service receivers. This not only enhances the customer experience but also fosters customer loyalty and positive word-of-mouth recommendations.

To know about the people's perception on friendlier nature of government officials with service receivers, the researcher has asked the respondents through closed questionnaire forms, "Whether they are friendlier to receivers" and to collect data, responses are categorized into five values; from strongly agree to strongly disagree. The following table demonstrates the rating of respondents' perception on friendlier nature of government officials.

Table: 15

They are friendlier to receivers

	Frequency	Percentage
Strongly Agree	07	04
Agree	42	24
Neutral	105	60
Disagree	14	08
Strongly Disagree	07	04
Total	175	100

Source: Field Survey, 2024

This study shows that 04% of the respondents is strongly agree, 24% are agree, 60% are neutral, 8% are disagree and 04% are strongly disagree. By this result we may conclude that majority of respondent are reluctant to give opinion. It shows that government official should change their nature according to the nature of job.

Accessibility refers to the ease with which services can be obtained when necessary. It involves making information available and facilitating meaningful participation for as many individuals as possible. Accessibility can be understood as the "ability to access" and derive benefits from a system or entity. The effectiveness of services hinges on their ready availability to recipients without undue delay and at minimal cost. The accessibility

of services is assessed based on criteria such as service providers' responsiveness, friendliness, ease of access for service recipients, non-discrimination, understanding of recipients' needs, capability to meet those needs, and a positive disposition towards service recipients.

To understand people's perceptions on the easily availability of service provider, the researcher surveyed respondents using closed-ended questionnaires. The responses are summarized and categorized into five levels, ranging from 'strongly agree' to 'strongly disagree.' The table below illustrates the accessibility of the service provider to service receiver.

Table: 16

Easily accessible to service receivers

	Frequency	Percentage
Strongly Agree	00	00
Agree	77	44
Neutral	56	32
Disagree	49	28
Strongly Disagree	00	00
Total	175	100

Source: Field Survey, 2024

This study shows that no one is strongly agree, 44% are agree, 32% are neutral, 28% are disagree and 00% are strongly disagree. By this result we may conclude that majority of respondent opined that government officials are easily accessible to service receiver.

A non-discriminatory nature of a service provider refers to their commitment to treating all individuals equally and fairly, without prejudice or bias based on factors such as race, ethnicity, gender, religion, disability, sexual orientation, or any other characteristic. This principle is fundamental in ensuring that services are accessible and provided without discrimination. Public officials are crucial in implementing the government's plans and policies. They serve as the primary agents in delivering services to citizens and play a pivotal role in public service provision. Effective service delivery can be achieved if the service provider views them as representatives of the government and the service recipient as a principal. The effectiveness of service delivery is assessed by considering

various factors, including the facilitator, attitude, ethics, accountability, responsibility, and the equitable provision of services. By following these principles, service providers can cultivate an environment where everyone feels respected, valued, and treated equitably, thus nurturing a more inclusive and supportive community or customer base. These measures are compiled and organized into five distinct levels.

Table: 17

They are non-discriminatory towards service receivers

	Frequency	Percentage
Strongly Agree	07	04
Agree	49	28
Neutral	35	20
Disagree	77	44
Strongly Disagree	07	04
Total	175	100

Source: Field Survey, 2024

This table shows that 04% respondent are strongly agree, 28% are agree, 20% are neutral, 44% are disagree and 04% are strongly disagree . By this result we may conclude that majority of respondent opined that government officials are discriminative towards service receivers. This result creates a question mark on the attitude and behavior of the service provider.

Service delivery efficiency is greatly affected by the skill, knowledge and ability of service providers. The quality of the service hinges on the provider's talent, performance, and expertise. Service providers can significantly influence public service provision if they are competent, open to new challenges and public expectations, well-informed about the service and attuned to the local language and customs. Factors such as motivation, patience, dedication, experience, supervision and evaluation, abilities, knowledge, education, and service performance are considered when evaluating service delivery effectiveness. The demand and supply of goods and services constitute the core functions of the market. The interplay of people's demands and the government's supply fosters a reciprocal relationship between the state and its citizens. Public service is regarded as a right of the people, while meeting this demand through supply is the responsibility of the

government. The demand and supply chains are crucial for the efficient delivery of services.

To understand people's perceptions on good knowledge of receivers needs to address their demand, the researcher surveyed respondents using closed-ended questionnaires. The responses are summarized and categorized into five levels, ranging from 'strongly agree' to 'strongly disagree.' The table below illustrates the accessibility of the service provider to service receiver.

Table: 18

They have good knowledge of receivers needs to address their demand

	Frequency	Percentage
Strongly Agree	07	04
Agree	70	40
Neutral	70	40
Disagree	28	16
Strongly Disagree	00	00
Total	175	100

Source: Field Survey, 2024

This table shows that 04% respondent are strongly agree,40% are agree ,40% are neutral, 16% are disagree and 00% are strongly disagree . By this result we may conclude that majority of respondent opined that government officials don't have good knowledge of service receivers needs to address their demand.

Service providers must have clear and well-defined goals that articulate what they aim to achieve. These goals should be specific, measurable, achievable, relevant, and time-bound (SMART). Service providers must have the requisite expertise, skills, and knowledge to deliver services that meet the expected quality standards. This often requires continuous training and development to maintain staff competence. Service providers ought to foster a culture of continual enhancement, constantly seeking methods to improve the processes, efficiency, and effectiveness of service delivery.

To understand people's perceptions on ability of service provider as per goals, the researcher surveyed respondents using closed-ended questionnaires. The responses are

summarized and categorized into five levels, ranging from 'strongly agree' to 'strongly disagree.' The table below illustrates the ability of service provider as per goals.

Table: 19

They have ability to provide services as per goals

	Frequency	Percentage
Strongly Agree	14	08
Agree	98	56
Neutral	56	32
Disagree	07	04
Strongly Disagree	00	00
Total	175	100

Source: Field Survey, 2024

This table shows that 08% respondent are strongly agree, 56% are agree, 32% are neutral, 04% are disagree and 00% are strongly disagree . This means that 56% of respondents agree on government officials have ability to provide services as per goals.

A service provider's positive attitude is essential in creating a supportive and satisfying experience for service recipients. It involves demonstrating respect and empathy by understanding their needs, concerns, and viewpoints. Active listening and a genuine interest in assisting them are key components. Proactively offering help and anticipating the needs of service recipients before they articulate them shows a dedication to outstanding service. A service provider's positive approach towards customers not only boosts satisfaction but also builds a favorable organizational reputation and ensures long-term prosperity. It cultivates loyalty, stimulates repeat patronage, and generates beneficial word-of-mouth endorsements in the community or market it serves.

To understand people's perceptions on positive attitudes of service provider towards service receivers, the researcher surveyed respondents using closed-ended questionnaires. The responses are summarized and categorized into five levels, ranging from 'strongly agree' to 'strongly disagree.' The table below illustrates the positive attitudes of service provider towards service receivers.

Table: 20**They have positive attitudes towards service receivers**

	Frequency	Percentage
Strongly Agree	00	00
Agree	70	40
Neutral	42	24
Disagree	56	32
Strongly Disagree	07	04
Total	175	100

Source: Field Survey, 2024

This study shows that 00% respondent are strongly agree,40% are agree ,24% are neutral, 32% are disagree and 04% are strongly disagree . This means that 36% of respondents agree on government officials have positive attitudes towards service receivers.

4.14 level of Satisfaction on Government Service

Citizen satisfaction with government services can differ greatly due to various factors. The quality of service is a key factor, encompassing responsiveness, accuracy, reliability, and the efficiency of service delivery. Accessibility is also crucial, including the physical location and facilities, the usability of websites and digital services, and support for individuals with disabilities or language barriers. Additionally, transparency in procedures, policies, and decision-making enhances satisfaction, as citizens' desire clear information on service operations, decision processes, and the use of taxpayer money.

To know about the people's perception level of satisfaction in service delivery, the researcher has asked the respondents through closed questionnaire forms, "How satisfied you are with the service provided by the Nepal government based on your identity document issued by various agencies?" and to collect data, responses are categorized into five values; from fully satisfied to fully dissatisfied. The following table demonstrates the rating of respondents' on level of satisfaction on government service based on identification document issued by various agencies.

Table: 21**Level of Satisfaction on government service**

	Frequency	Percentage
Fully Satisfied	07	04
Satisfied	63	36
Neutral	91	52
Dissatisfied	14	08
Fully Dissatisfied	00	00
Total	175	100

Source: Field Survey, 2024

This study shows that only 4% of the respondents are fully satisfied on government service rating 36% are satisfied, 52% are neutral in this rating and 08% are dissatisfied on government service. By this above result we may conclude that concerned authorities and government should be serious on this issue.

4.15 Necessity of National Identity Card

National identity cards are a fundamental component of modern governance. They provide individuals with a recognized and secure form of identification and support the efficient administration and delivery of government services. These cards offer a standardized and reliable method for identifying individuals within a country, which is crucial for various transactions such as opening bank accounts, accessing government services, and voting. National identity cards also enhance national security by providing law enforcement with a verifiable identity. They aid in preventing identity theft and fraud by matching a person's identity with official records. Furthermore, standardized identity cards simplify administrative processes for both individuals and government entities, reducing paperwork, cutting down on bureaucracy, and enabling efficient service delivery.

To know about the people's perception necessity of national identity card, the researcher has asked the respondents through closed questionnaire forms, "In your opinion, whether a national identity card is necessary or not?" and to collect data, responses are categorized into five values; from most necessary to don't know. The following table demonstrates the rating of respondents' on necessity of national identity card.

Table: 22
Necessity of National Identity Card

	Frequency	Percentage
Most Necessary	56	32
Necessary	84	48
Little Necessary	21	12
Not Necessary	14	08
Don't Know	00	00
Total	175	100

Source: Field Survey, 2024

This study shows that 32 % of the respondents agree on that National Identity Card is most necessary, 48% say it is necessary, 12% agreed on little necessary likewise 08% respondents say National Identity Card is not necessary and 00% replied don't know. We can conclude that National Identity Card could be essential medium to deliver service effectively.

4.16 Satisfaction on Service after Getting National Identity Card

Satisfaction with services following the acquisition of a national identity card is influenced by the enhanced access, security, convenience, and sense of belonging it provides. It fosters a more efficient and inclusive society, enabling individuals to participate in and benefit from government services and activities more readily. The possession of a national identity card can significantly improve satisfaction with government services and the overall civic experience. It often affords individuals easier access to a range of government services, including healthcare, education, social welfare, and employment opportunities. This improved access can lead to greater satisfaction by minimizing bureaucratic obstacles and expediting processing times. Additionally, a national identity card bolsters personal security and mitigates the risk of identity theft and fraud.

To know about the people's satisfaction on service delivery after getting national identity card, the researcher has asked the respondents through closed questionnaire forms, "How is your satisfaction level on service delivery after getting National identity card?" and to collect data, responses are categorized into five values; from very satisfied to very

dissatisfied. The following table demonstrates the satisfaction on service delivery after getting national identity card.

Table: 23

Satisfaction on service delivery after getting National Identity Card

	Frequency	Percentage
Very Satisfied	14	08
Satisfied	49	28
Neutral	91	52
Dissatisfied	21	12
Very Dissatisfied	00	00
Total	175	100

Source: Field Survey, 2024

This study shows that 08% of the respondents very satisfied 28% satisfied, 52% dissatisfied and 12% very dissatisfied. Large section of respondents' i.e.52% is neutral regarding satisfaction on service delivery after getting National Identity Card. This means NID card should be integrated to other service delivery process.

4.17 Accessibility of the Services

The accessibility of government services is defined by how easily individuals can acquire and use these services. It involves multiple aspects that determine the level of access for all citizens, irrespective of their background, abilities, or situation. Possession of a national identity card typically facilitates more straightforward access to a range of government services, including healthcare, education, social welfare, and job opportunities. Such direct access can enhance overall satisfaction by minimizing bureaucratic obstacles and expediting service delivery. Moreover, government facilities and service points must be physically accessible to people with disabilities, incorporating amenities like ramps, lifts, broad entrances, designated parking, and visual aids. In the modern digital era, numerous government services are available online. Digital accessibility is crucial as it ensures that websites and online platforms are accessible to individuals with disabilities, such as visual, auditory, motor, or cognitive challenges. This

includes complying with accessibility standards and offering information in alternative formats.

To know about the people's perception on accessibility of service from government office, the researcher has asked the respondents through closed questionnaire forms, "Do you get easy access to the service available from the government office?" and to collect data, responses are categorized into two values; yes and no. The following table demonstrates accessibility of the service.

Table: 24

Easy access to the government service

	Frequency	Percentage
Yes	77	44
No	98	56
Total	175	100

Source: Field Survey, 2024

This study shows that 42% of the respondents are agree on that there is easy access to the government service whereas 58% of them opined that government service is not easily accessible.

4.18 Impact of National Identity Card in Service Delivery

National ID cards enhance the efficiency of identification processes, cutting down the time and resources required for identity verification in service delivery. This can result in quicker processing times and a lighter administrative load for government agencies. ID cards offer a secure and uniform method for confirming individual identities, aiding in the prevention of fraud, identity theft, and the improper use of government services, thus bolstering security in service provision. Possessing a national ID card allows individuals to access a broad spectrum of government services, including healthcare, education, social welfare, and voting, more conveniently. This ease of access can boost the rates at which services are used and ensure timely provision to those entitled.

To know about the people's realization on public service delivery after getting national identity card, the researcher has asked the respondents through closed questionnaire forms, "Do you realize national identity card make a change in public service delivery?"

and to collect data, responses are categorized into five values; strongly agree to strongly disagree. The following table demonstrates realization on public service delivery after getting national identity card.

Table: 25
Impact of NID in Service Delivery

	Frequency	Percentage
Strongly Agree	07	04
Agree	84	48
Neutral	77	44
Disagree	00	00
Strongly Disagree	07	04
Total	175	100

Source: Field Survey, 2024

This study shows that 04% of the respondents strongly agree on that National Identity Card can make a change in public service delivery, 48% respondent agrees on this statement. But 44%of respondents neutral and 04% of respondents are strongly disagree on that National Identity Card can make a change in public service delivery.

4.19 Overall satisfaction on National Identity Card Program/Policy

Overall satisfaction with a national identity card program or policy can significantly vary based on factors like implementation efficiency, public perception, the ease of card acquisition, its usefulness, and security issues. How swiftly and efficiently are identity cards issued? Any delays or inefficiencies can lead to applicant frustration and decreased satisfaction. Is the process for obtaining a national identity card accessible to all citizens, including those in remote areas or with limited means? To assess overall satisfaction with a national identity card program or policy, surveys or studies among citizens who have received the card are typically conducted. It's also important to consider feedback from stakeholders such as government officials, civil society organizations, and identity experts.

To know about the people's overall satisfaction on national identity card program/policy, the researcher has asked the respondents through closed questionnaire forms, "All things considered how satisfied are you with the National Identity Card program implanted in

Nepal?" and to collect data, responses are categorized into five values; strongly satisfied to strongly dissatisfied. The following table demonstrates overall satisfaction on national identity card policy/program.

Table: 26

Overall satisfaction on National Identity Card Program/Policy

	Frequency	Percentage
Strongly Satisfied	14	08
Satisfied	77	44
Neutral	70	40
Dissatisfied	07	04
Strongly Dissatisfied	07	04
Total	175	100

Source: Field Survey, 2024

This study shows that 08% of the respondents strongly satisfied, 44% satisfied, 40% neutral, 04% dissatisfied and 04% strongly dissatisfied. By this above result we may conclude that most of the people have satisfaction on the national identity card program.

4.20 Purpose of Issuing National Identity Card

The citizenship card is still in use as the national card to this date, but the government has introduced the National Identity Card as the new national card. This is a recent practice in the country. To understand the purpose of issuing the National Identity Card, researchers asked respondents an open-ended question: "In your opinion, what are the purposes of issuing a National Identity Card?" The following responses were obtained from the service recipients.

The National Identity Card serves as a means of identifying Nepali nationals and streamlines public service delivery by utilizing the data collected. It is used for managing social security funds, taxation, and maintaining accurate records of all citizens. The card aims to replace the citizenship card, consolidating all details into a single system, ensuring uniformity in the national identity system. It will stand as the sole identity document, creating a digital record for the individual it represents. This prevents the duplication of other national documents such as voter cards, driving licenses, and land ownership certificates, and aids in eliminating fraudulent documents.

4.21 Process of Obtaining National Identity Card

The government has initiated the distribution of National Identity Cards to its citizens. Checking the specific requirements and procedures for obtaining a national identity card is crucial, as they differ greatly from country to country. Detailed guidance is often available on government websites or at their offices to assist you with the process. In this context, researchers have inquired about the process of obtaining a National Identity Card, and the responses from those who have received the service are as follows:

To obtain a National Identity Card in Nepal, it is essential to adhere to the procedures introduced by the government. Initially, one must complete the online form for the national ID and submit it along with the required supporting documents. The National Identity Card can be obtained from any ward or district administration office by providing the online billing details requested. After logging in and submitting the citizenship and other necessary documents, and completing the procedure, one can receive the National Identity Card.

4.22 Challenges in Obtaining National Identity Card

Securing a national identity card can pose various challenges, which vary by country and its unique administrative processes. To overcome these challenges, it often requires enhancing administrative systems, guaranteeing access to information and services, and offering assistance to vulnerable or marginalized groups. Authorities and entities involved in identity management are persistently innovating to streamline the process, aiming for greater accessibility and inclusivity for every citizen. In this context; researcher posed the following question to the respondents: "What difficulties have you encountered while obtaining your National Identity Card?" The challenges mentioned by the respondents are as follows:

As an employee of the Government of Nepal under the Ministry of Home Affairs, I have not encountered any difficulties in obtaining the National Identity Card. Some respondents reported no difficulties, while others faced several challenges, such as difficulty in matching citizenship information, paying fees for online forms, long waiting times, a shortage of service providers, complications in securing an appointment and

completing forms, overcrowded queues with no efficient plan for biometric collection, poor management, bureaucratic delays, technical issues, and privacy concerns.

4.23 Benefits of National Identity Card

National identity cards offer several benefits, including enhanced national security by providing reliable identity verification, streamlined government processes through a centralized database, and reduced identity theft with secure biometric data. However, they also raise concerns about privacy and the potential misuse of personal information. National identity cards provide numerous advantages for both citizens and governments. In response to the question regarding the benefits of National Identity Cards, respondents have highlighted the following advantages:

The national identity card offers numerous benefits. Firstly, it eliminates the need to carry a citizenship card and other government-issued IDs, as it can easily display personal details to the relevant authorities when required. It enables prompt access to government services and contributes to a reduction in crime rates. As the sole ID for citizens, it renders other ID cards unnecessary. The card is waterproof and safe to carry, offering protection against identity theft. It also prevents duplicate voter registrations and ensures strong security with digitized records. Furthermore, it simplifies the data collection of nationals for the nation and eases the maintenance of digital and electronic records. National identity cards are pivotal in contemporary governance, offering a secure and dependable method of identification, bolstering national security, and fostering social and economic progress.

4.24 Concrete Output after Getting National Identity Card

A national identity card enables individuals to more easily access a broad array of government and private services. These services include healthcare, educational facilities, social welfare programs, and legal services. Often, a national identity card is a prerequisite for employment, serving as proof of identity and legal status, which simplifies job applications and workforce participation. Additionally, these cards are frequently required to exercise voting rights in democratic elections, ensuring political engagement and representation. Overall, obtaining a national identity card offers

individuals substantial benefits that span various aspects of life, enabling full participation in economic, social, and political domains. During the research, the researcher posed the question, "What concrete outcomes do you receive after obtaining a National Identity Card?" In response, the participants listed the following benefits of acquiring a National Identity Card:

Obtaining a passport is simplified by the option to use a National Identity Card when traveling to neighboring countries. It serves as an alternative to citizenship documentation. Although its full potential is not yet realized, its integration with passport services and social security may yield significant outcomes soon. Currently, the primary benefit is acquiring a National Identity Number. The NID Card's sole purpose, for now, is to facilitate the issuance of an e-passport. If all government services were to integrate with it, the process would become more convenient for everyone. The card should be universally accepted as it enhances security measures, law enforcement, access to public services, and helps prevent identity theft. The card program is secure, efficient, electronically registered, and verifies data.

4.25 Strategies to Reduce Difficulties in Obtaining a National Identity Card

To minimize the challenges citizens face when obtaining a national identity card, it is essential to address common success factors such as ensuring inclusivity and privacy, mitigating risks, and maintaining system sustainability. Additionally, implementing a centralized database for secure and quick access to citizen information can streamline the process. To ease the process of acquiring a national identity card, it's crucial to tackle the various obstacles faced by applicants. Governments and organizations can adopt multiple strategies to make the process smoother. The researcher inquired of the service recipient about measures to minimize the challenges citizens encounter when obtaining the National Identity Card. The respondents provided several suggestions, which are listed below:

- Simplify the documentation requirements
- Improve access to necessary documents

- Enhance the application procedures
- Address challenges related to biometric data
- Reduce the time taken to process applications
- Increase awareness through outreach programs
- Ensure the principles of equity and non-discrimination are upheld
- Expand the number of service points
- Leverage technology to facilitate the process
- Implement continuous improvement and feedback mechanisms
- Conduct regular reviews and updates of procedures in response to feedback, demographic changes, and technological progress.

The government should organize awareness programs and continue various campaigns to enroll people in the National Identity (NID) program, focusing on digital literacy for target groups. They also recommended simplifying the National Identity Card process by providing home delivery services for the differently-abled and those unable to visit the office, increasing the number of skilled service providers with advanced technology, ensuring strong internet service, and implementing robust monitoring to enhance the capacity of service providers. Additionally, they suggested improving coordination with local levels for biometric collection and NID Card distribution, expanding biometric centers, having the government assist with form completion, offering flexible payment options, accepting all scripts and fonts on the forms, providing easy access during the application process, simplifying the software, ensuring offline data access, and deploying efficient volunteers. The service should be timely and free from difficulties. Adopting these measures can render the national identity card acquisition process more accessible, efficient, and fair, thus fostering inclusion and effective governance.

4.26 Findings of the study

Data for this research was gathered from 175 respondents selected through purposive sampling. The data collection was conducted via survey questionnaires and interviews. Analysis was performed using the Statistical Package for the Social Sciences (SPSS) software. Techniques such as descriptive analysis, ranking, cross-tabulation comparison, analyses were employed. The statistical analysis yielded the following results:

Regarding knowledge of public service delivery, the study revealed that 96% of respondents are informed about it, while 4% stated they are not. This indicates that the vast majority of people are knowledgeable about, or at least aware of, public service delivery.

Regarding knowledge of the National Identity Card, the study revealed that 36% of respondents have heard of it, 40% have limited knowledge, and 24% are well-informed about it. The findings conclude that the majority of respondents are aware of the National Identity Card.

In exploring the methods of acquiring knowledge about the National Identity Card, the study revealed that a significant portion of respondents, 40%, learned about it through newspapers. Additionally, 28% gained knowledge from family members, 24% from friends, and 08% via radio/TV. This indicates that newspapers play a more influential role in disseminating information about the National Identity Card compared to other media.

Regarding documents for identification, when asked which document they present for identification to obtain services or when required, 84% of respondents use their Citizenship Certificate, 4% present a driving license, and 12% show their Employee Identity Card. In conclusion, the Citizenship Certificate is the most commonly used form of identification by individuals.

Concerning the query about the service delivery time for National Identity Cards, 60% of respondents reported not receiving timely service, while 40% responded positively. Consequently, the numbers from this study indicate that the majority do

not receive timely service. To improve this, there should be changes in the service delivery process.

Regarding the time taken to receive service, 24% agreed that they received timely service, 32% indicated they were served according to the queue, 28% felt it took a slightly longer time to get service, and the remaining 16% experienced a very long wait time to receive service.

Regarding the methods of obtaining service, 68% of respondents agree that it depends on due process. However, 32% do not believe in due process. 16% opined that obtaining service is based on personal relationships, 12% believe in persuasion, and 4% cited other factors.

Regarding satisfaction with government services, the study indicates that 52% of respondents are satisfied with the service delivery from the Government Office, 44% are dissatisfied, and 4% of respondents are uncertain.

Regarding the service delivery process, 72% of respondents believe it is lengthy, while 28% disagree, stating that it is not. Considering the majority view, the service delivery process should be shortened and simplified by the concerned authority.

Regarding the cooperative nature of employees, 40% of respondents answered yes, 56% said No, and 4% expressed uncertainty, stating they Don't Know if government officials are cooperative in service delivery. The attitude and behavior of government officials ought to be cooperative and friendly to gain the trust and satisfaction of the public or service recipients.

Regarding the mechanism to obtain quality service, opinions on quality service indicate that 20% favor monitoring, 16% support training for the service provider, 36% advocate for increasing the number of service providers, 24% suggest public awareness, and 4% are for strict rules and regulations. It can be said that the majority of respondents believe that increasing the number of service providers is essential for quality service. The government should seriously consider this feedback.

Regarding the overall attitude and positivity in the behavior of service providers, 8% of respondents strongly agree, 52% agree, 36% are neutral, and 4% disagree with the promptness and efficiency of government officials in service delivery.

In the case of responsiveness of the service provider researcher asked a questions; 'Government officials are responsive to the service receiver.' The study indicates that 8% of respondents strongly agree, 36% agree, 40% are neutral, 16% disagree, and none strongly disagree with the statement. The majority of respondents are neutral on this matter.

In the case of friendlier nature of the service provider researcher asked a questions; 'Government officials are friendlier to the service receiver.' The study indicates that 4% of respondents strongly agree, 24% agree, 60% are neutral, 8% disagree, and 4% strongly disagree. From these results, we can infer that the majority of respondents are hesitant to provide an opinion. This neutrality suggests that government officials may not be perceived as friendly by those receiving services.

Regarding easily accessibility to service receiver researcher asked a questions; 'Government officials are easily accessible to the service receiver.' The study indicates that none of the respondents strongly agree, 44% agree, 32% are neutral, 28% disagree, and 0% strongly disagree. From these results, we can conclude that the majority of respondents believe that government officials are easily accessible to service receivers.

Regarding the question of non-discriminatory behavior by service providers towards service receivers, 4% of respondents strongly agree, 28% agree, 20% are neutral, 44% disagree, and 4% strongly disagree. From these results, we may conclude that the majority of respondents believe that government officials are discriminatory towards service receivers.

The study indicates that 4% of respondents strongly agree, 40% agree, 40% are neutral, 16% disagree, and 0% strongly disagree. From these results, we can conclude that the majority of respondents believe that government officials do not possess adequate knowledge of service receivers' needs to address their demands.

The study indicates that 8% of respondents strongly agree, 56% agree, 32% are neutral, 4% disagree, and 0% strongly disagree. This suggests that a majority, or 56%, of respondents acknowledge that government officials have the capability to deliver services in alignment with their goals.

The study indicates that 00% of respondents strongly agree, 40% agree, 24% are neutral, 32% disagree, and 4% strongly disagree. This suggests that 36% of the respondents acknowledge that government officials have positive attitudes towards service recipients.

Regarding satisfaction with government services, the study indicates that 4% of respondents are fully satisfied, 36% are satisfied, 52% are neutral, and 8% are dissatisfied. Consequently, more than half of the respondents remain neutral.

Regarding the necessity of the National Identity Card, the study indicates that 32% of respondents believe it is of utmost necessity, 48% consider it necessary, 12% view it as somewhat necessary, while 8% deem it unnecessary, and 0% are unsure. We can deduce that the National Identity Card may be an essential tool for the effective delivery of services.

Regarding satisfaction with the service after obtaining a National Identity Card, the study indicates that 8% of respondents are very satisfied, 28% are satisfied, 52% are neutral, and 12% are very dissatisfied. A significant portion of respondents, 52%, are neutral concerning their satisfaction with the service delivery post-receipt of the National Identity Card. This suggests that the NID card should be integrated into other service delivery processes.

Regarding the accessibility of services, the study indicates that 44% of respondents agree that government services are easily accessible, while 56% believe that access to government services is not easy.

Regarding the impact of the National Identity Card on service delivery, the study indicates that 4% of respondents strongly agree that the National Identity Card can effect change in public service delivery, while 48% agree with this statement.

However, 44% of respondents remain neutral, and 4% strongly disagree that the National Identity Card can influence public service delivery.

Regarding overall satisfaction with the National Identity Card Program/Policy, the study indicates that 8% of respondents are strongly satisfied, 44% are satisfied, 40% are neutral, 4% are dissatisfied, and 4% are strongly dissatisfied.

4.27 Discussions

The primary aim of this research was to assess public perception regarding the delivery of services related to the national identity card. Factors such as accessibility, promptness, and the service provider's attitude and behavior were taken into account to evaluate the current state of service delivery, focusing on the timeliness and quality of services, customer satisfaction, and goal fulfillment. The study also shed light on the role of the National Identity Card (NID) in service delivery. Hence, future research could investigate other service delivery aspects like accountability, transparency, and predictability. Moreover, this research was conducted in an environment where the public service delivery mechanism remains constant, but its acceptance varies. Thus, understanding public perception is crucial for gauging the status and efficacy of service delivery in the context of the national identity card.

The majority of survey participants feel that government officials do not fully understand the needs of those they serve. However, many also believe these officials are capable of delivering services effectively. Opinions are split on whether government officials have a positive attitude towards service recipients, with a significant number expressing doubt. A large segment of respondents remain neutral, suggesting either indifference or unrecognized issues with service quality. The National Identity Card (NID) is generally considered essential, highlighting its role in service provision. Yet, neutrality and dissatisfaction indicate that the NID may not be completely resolving service delivery problems. Many agree that government services are not readily accessible, highlighting the necessity for better delivery systems. Views are mixed on the NID's potential effectiveness, with some optimism tempered by uncertainty. While there is overall satisfaction, the substantial neutral and dissatisfied responses point to areas needing enhancement. In summary, the study indicates that despite the perceived importance and

moderate impact of the National Identity Card, there are evident issues with its integration into service delivery and the accessibility of government services, calling for additional analysis and improvements to boost the NID's efficacy and service provision.

CHAPTER V

SUMMARY AND CONCLUSION

This chapter includes a summary, and conclusion, of the entire study. The report is condensed into a few paragraphs to convey the overarching theme to the reader. We have also included our conclusions, which represent the main findings of the study. This will inform stakeholders about the current state of public service delivery, its effectiveness, challenges, and suggest directions for concerned authorities in the specific sector regarding national identity card. Additionally, it will aid in planning and policy-making in service delivery.

5.1 Summary

The initial chapter of this research presents the introduction, background, problem statement, study objectives, limitations, and study organization concerning public service delivery with national identity card. The subsequent chapter offers a literature review and a detailed summary of prior research on public service delivery and emergence of national identity card in public service delivery. The third chapter outlines the research methodology, encompassing the philosophical foundation of the study, research design, data sources, population, and sample size. The fourth chapter examines the data presentation and analysis using suitable tools and techniques. Finally, the fifth chapter provides a summary and conclusions on public service delivery regarding national identity card.

Public service delivery is the mechanism through which the government addresses the needs of the people through its plans, policies, and programs. It transforms government plans into tangible actions and is a key process in achieving the objectives outlined in a policy. This process is a fundamental aspect of the relationship between the state and its citizens. The state is obligated to provide services, while citizens have the right to receive them promptly. In return, citizens support the state by adhering to laws, paying taxes, and other responsibilities as specified in Article 48 of the Constitution of Nepal.

The study aims to comprehend the perceptions of both service receivers and providers on public service delivery with national identity card, as well as the determinants that affect

service provision. It seeks to explore how service delivery effectiveness can be enhanced through national identity card. The research has revealed that effective and high-quality public service delivery is contingent upon the collaborative efforts of service providers, receivers, and users, along with their interactions.

The study was conducted using a mixed approach, both descriptive and exploratory, to achieve its objectives. Quantitative data were collected from service recipients through survey questionnaires, while qualitative data were obtained from interviews with both service recipients and providers. Various tools and techniques were employed for data collection and analysis. Descriptive research was conducted, and primary data were gathered for this study. Data were collected through field surveys and structured interview questionnaires. A total of 50 respondents were selected for the study. The structured survey questionnaire was distributed to the respondents using the purposive sampling method.

The study was conducted to assess the effectiveness of public service delivery in relation to the national identity card, a matter that significantly impacts the daily lives of the people. Service users were chosen through purposive sampling and were given questionnaires, which were made available in both Nepali and English for their convenience. The data analysis was performed using a computer-based program known as the Statistical Package for the Social Sciences (SPSS).

The current state of public service delivery with national identity card is satisfactory. It is anticipated that it will continue to flourish, leveraging the existing experience and management skills. Additionally, the government's efforts to enhance service delivery with national identity card are evident, as government offices are staffed with competent personnel, contributing significantly to the efficacy of public services. Nonetheless, incorporating additional elements into service delivery could lead to even greater effectiveness.

5.2 Conclusion

There are no easy ways to ensure efficient and effective public service delivery with national identity card. And government's single effort is not enough to meet all the demands of the public. A basic ingredient to ensure good governance, rule of law and effective service delivery is accountability and transparency.

The government faces numerous issues and challenges in public service delivery. Nepal's public sector is notably affected by corruption, which significantly hampers service provision. Technological hurdles also pose significant challenges to the efficiency of public services. Additionally, internal affairs within public sectors directly impact the service delivery process. It has been observed that a segment of the population remains dissatisfied with the quality of public services, which raises concerns about the effectiveness of these services. Small steps taken in the right direction can lead to substantial improvements of public service delivery. Particularly developing countries are facing number of challenges on skills and capacity related to public service delivery.

The efficiency and effectiveness of the public service delivery determines the status of the state and government. State is ultimate authority to manage public affairs. Transparency and accountability is a major focus of state. When governments focus solely on service delivery, it's crucial to recognize that other aspects are significantly more influential in shaping customer interests. Understanding the customer's perspective, and viewpoint is essential; without this, entering the competitive market may not be feasible. National identity cards can significantly influence on the delivery of public services. They streamline the identification process, cutting down the time and resources needed to verify individuals accessing services. This leads to faster service provision and lighter administrative loads. Identity cards also play a crucial role in authenticating individuals, reducing the risk of identity fraud and ensuring that services reach the intended beneficiaries, thus bolstering security within public service frameworks. Additionally, national identity cards can hold demographic data, aiding governments in more precisely targeting services such as healthcare, social welfare, and voting rights. For citizens, service delivery is paramount, but the procedures involved, especially those related to the National Identity Card, greatly impact their perception. The NID issuance

process and the simplicity of the documentation process are also key factors in determining the effectiveness of public service delivery. Today management experts are discussing about service quality dimensions, and how they can be improved because in the long run, what matters much more for the success of any government plan and policy certainly is citizen satisfaction, because that would be key to increased public trust. It is therefore important that government pay serious attention to the public service delivery.

For effective and high-quality service delivery, competent human resources equipped with skills, knowledge, experience, and training are essential. Enhancing public awareness is also crucial, as it improves the level of thinking, knowledge about services, and decision-making. It further aids in understanding the rules, regulations, and procedures for obtaining services from the government office. Additionally, there should be mobile teams for specific service delivery, a more amicable relationship between service providers and receivers, a system for handling public grievances and complaints, monitoring of service delivery to prevent misconduct and the introduction of a "consumer satisfaction" system for government-provided services.

5.3 Implications of the Study

This research carries multifaceted implications. It encompasses the delivery of public services via national identity cards and their effects on governance systems, including the rule of law, efficient and effective service provision, and management of other governmental matters. These can significantly contribute to the formulation of plans and policies, as well as the development of theories.

Analyzing people's perceptions aids in evaluating government policies and strategies. Theoretically, researchers examine the relationship between government policies and their impact on public service delivery.

Methodologically, this study employs a descriptive approach, which is optimal for depicting the perceptions of respondents regarding public service delivery via national identity cards. An analysis of public service delivery using national identity cards uncovers governance opportunities related to various issues.

The scope of future research should be expanded, as this study is limited in size and solely concentrates on public service delivery with NID. Future researchers are

encouraged to select a larger sample size and a broader coverage area concerning public service and governance. Subsequent studies could explore how national identity is utilized in service delivery mechanisms and its impact on the governance system.

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Survey Questionnaire-I

Dear respondents,

I am a scholar of M.Phil. degree of Faculty of Management, Central Department of Public Administration, Tribhuvan University, Kathmandu, Nepal. I'm conducting a research on the topic "**PERCEPTION OF PEOPLE ON SERVICE DELIVERY WITH REFERENCE TO NATIONAL IDENTITY CARD**", more especially the questionnaire administered to you aims to find the state of service delivery with reference to distribution of national identity card, and I assure that all the information provided by you will be kept confidential. Your cooperation and support will be more valuable to draw a clear picture of state of service delivery with reference to national identity card and its objectives.

With regards

Sunil Khanal.
Research Scholar
CDPA
Faculty of Management
Tribhuvan University

Respondents Personal Information:

Date:

- a) Name:
- b) Age:
- c) Sex:
- d) Religion:
- e) Education:
- f) Occupation:
- g) Marital status:
- h) Family Structure:
- i) Contact No.:

Specific information:

1. Do you have any knowledge about public service delivery? a) Yes b) No
2. How much do you know about National Identity system being introduced by Nepal Government? a) Don't know b) I've heard of it c) Little knowledge d) Know a lot about it
3. How did you get knowledge about National Identity Card? a) Family member b) Friends c) Radio d) Newspaper e) Awareness program in village f) Others (Please specify)
4. Which of the following documents you possess use for your identification? a) Citizenship certificate b) Driving license c) Employee identity card d) Student identity card e) Others (Please specify.....)
5. Do you get timely service from the service provider while getting National Identity Card? a) Yes b) No
6. How long does it take in getting service? a) Timely b) As per queue c) Little longer d) Very long time
7. If the service delivered, what matter most? a) Due process b) Personal relation c) Persuasion d) Others (Please specify)
8. Are you satisfied with the service delivery of the Government office? a) Yes b) No c) Don't know
9. Is the service delivery process lengthy? a) Yes b) No
10. Are the government official cooperative in service delivery? a) Yes b) No c) Don't know
11. What should be done to get quality service? a) Monitoring b) Training to the service provider c) Increasing the number of service provider d) Public awareness e) Strict rules and regulations

12. Please provide your rating on the following table					
a) please provide your opinion	Strongly agree (1)	Agree (2)	Neutral (3)	Disagree (4)	Strongly disagree (5)
a) Government officials are prompt and efficient					
b) They are responsive to service receivers					
c) They are friendlier to receivers					
d) They are easily accessible to service receivers					
e) They are non-discriminatory towards service receivers					
f) They have good knowledge of receivers needs to address their demand					
g) They have ability to provide services as per goals					
h) They have positive attitudes towards service receivers					
13. How satisfied you are with the service provided by the Nepal government based on your identity document issued by various agencies? a) Fully satisfied b) Satisfied c) Neutral d) Unsatisfied e) Fully unsatisfied					
14. In your opinion, whether a National Identity is necessary or not? a) Most necessary b) Necessary c) Little necessary d) Not necessary e) Don't know					
15. How is your Satisfaction level on service delivery after getting National Identity Card? f) Very satisfied g) Satisfied h) Neutral i) Dissatisfied j) Very dissatisfied					
16. Do you get easy access to the service available from the government office? a) Yes b) No					
17. In your opinion, what are the purposes of issuing National Identity Card? a) b) c)					

<p>18. How do you get National Identity Card?</p> <p>a)</p> <p>b)</p> <p>c)</p>
<p>19. What type of difficulties have you faced while getting National Identity Card?</p> <p>a)</p> <p>b)</p> <p>c)</p>
<p>20. Do you realize that National Identity Card make a change in service delivery?</p> <p>a) Strongly agree</p> <p>b) Agree</p> <p>c) Neutral</p> <p>d) Disagree</p> <p>e) Strongly disagree</p>
<p>21. In your opinion, what are the benefits of National Identity Card?</p> <p>a)</p> <p>b)</p> <p>c)</p>
<p>22. Does the National Identity Card increase the easiness of the governmental work?</p> <p>a) Yes</p> <p>b) No</p>
<p>23. Does it help in Public Service Delivery?</p> <p>a) Yes</p> <p>b) No</p>
<p>24. All things considered how satisfied are you with the National Identity program implanted in Nepal?</p> <p>a) Strongly satisfied</p> <p>b) Satisfied</p> <p>c) Neutral</p> <p>d) Dissatisfied</p> <p>e) Strongly dissatisfied</p>
<p>25. What are the concrete output do you get after getting National Identity Card? State at least any three outputs.</p> <p>a)</p> <p>b)</p> <p>c)</p>

26. What should be done to minimize the difficulties faced by the citizen while getting the national identity card? State any three ways.

a)

b)

c)

Thank You!

Survey Questionnaire-II

Dear Sir/Madam,

I am a scholar of M.Phil. degree of Faculty of Management, Central Department of Public Administration, Tribhuvan University, Kathmandu, Nepal. I'm conducting a research on the topic "**PERCEPTION OF PEOPLE ON SERVICE DELIVERY WITH REFERENCE TO NATIONAL IDENTITY CARD**", more especially the questionnaire administered to you aims to find the state of service delivery with reference to distribution of national identity card, and I assure that all the information provided by you will be kept confidential. Your cooperation and support will be more valuable to draw a clear picture of state of service delivery with reference to national identity card and its objectives.

With regards

Sunil Khanal.
Research Scholar
CDPA
Faculty of Management
Tribhuvan University

Respondents Personal Information:

Date:

- a) Name:
- b) Age:
- c) Sex:
- d) Religion:
- e) Education:
- f) Office:
- g) Designation/Position:
- h) Expeience:
- i) Family Structure:
- j) Contact No.:

Specific information:

1. How many employees are posted at this office? a).....
2. What kinds of services are being delivered from this office? a) b) c) d)
3. Do you think this office have sufficient no. of employees? a)
4. How these offices provide information to the people? a) b) c) d)
5. Why is it necessary to get National Identity Card? a) c) c) d)
6. How long does it take to get National Identity Card? a)
7. How do people get National Identity Card? a) b) c) d)
8. What types of documents are necessary for National Identity Card? a) b) c) d)
9. What is the mechanism for delivering of National Identity Card? a) b) c) d)
10. Why NID is compulsory for the passport? a) b)

<p>11. What are the purposes of issuing National Identity Card?</p> <p>a)</p> <p>b)</p> <p>c)</p> <p>d)</p>
<p>12. What type of future plan is including with the National Identity Card?</p> <p>a)</p> <p>b)</p> <p>c)</p> <p>d)</p> <p>e)</p> <p>f)</p>
<p>13. In your opinion, What are the risks of National Identity Card?</p> <p>a)</p> <p>b)</p> <p>c)</p> <p>d)</p> <p>e)</p>
<p>14. In your opinion, what are the benefits of National Identity Card?</p> <p>a)</p> <p>b)</p> <p>c)</p> <p>d)</p> <p>e)</p>
<p>15. Does the National Identity Card increase the easiness of the governmental work?</p> <p>a)</p>
<p>16. Does it help in Public Service Delivery?</p> <p>a)</p>
<p>17. All things considered how satisfied are you with the National Identity program implanted in Nepal?</p> <p>a) Strongly satisfied</p> <p>b) Satisfied</p> <p>c) Neutral</p> <p>d) Dissatisfied</p> <p>e) Strongly dissatisfied</p>
<p>18. What are the concrete output do you get after getting National Identity Card? State at least any three outputs.</p> <p>a)</p> <p>b)</p> <p>c)</p>

19. What should be done to minimize the difficulties faced by the citizen while getting the national identity card? State any three ways.

a)

b)

c)

~~~Thank You~~~