

MODULE-02: SEMINAR PAPER REPORT

Evaluating the Effectiveness of Union Digital Centers (UDCs) in
delivering better public services:

A Case Study

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I wish him every success.

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ABSTRACT

Modern age is the age of Information and Communication Technology (ICT). ICT is widely recognized as powerful tool which plays a important role in human life. Sustainable development is mainly based on ICT. If we do not develop ICT infrastructure, it will be impossible for us to develop the other sectors of our country. Now, most of the countries in the world is delivering public services based on ICT. That is, e – governance is established in the most of the countries of the world. Similarly, Bangladesh Government has established Union Digital Centre (UDC) at Union level to provide the services based on ICT to the citizens at doorsteps. So, citizens are getting quality public services very quickly from government and private sectors without any hassle.

If we establish e- service delivery system in our country, the rate of corruption will be reduced. Now, general people are happy and satisfied in getting services at doorsteps without sufferings.

In National general election 2008, Bangladesh Awamileague declared 'Digital Bangladesh' in their election manifesto. Becoming in the power, with the technical help of UNDP and USAID, the government introduced Access 2 Information (A2I) program and computers council. With the help of A2I government established 4,571+ UDCs across the country.

In order to find or evaluate the effectiveness of Union Digital Centres (UDC) in delivering public services with respect to Time, Cost and Visit, I have selected three Union Digital centres in Feni District. Data have been collected from 36 respondents of three union of that District. They were interviewed face to face . Among the respondents who were very helpful and interactive and 30 in number of them were service recipients and 6 in number were service providers. Union Parishad Chairmen and members including female members have given their opinions about the UDCs.

One of the most innovative aspect of UDCs is public –private partnership (PPP) model. UDC is run by two entrepreneurs of which, one is male and the other is female. UDC is playing important role in providing e- service to the rural people with minimum cost. After the establishment of UDCs, people are getting various government, commercial and information services by spending minimum time, cost and visits. UDC minimizes the gap between government and citizens. That is the establishment of good governance in Bangladesh. As a result, people are happy and satisfied. The services of UDC are birth registration certificate, passport form, TR/Kabikha, information etc.

The study is based on both literature review and questionnaire survey. Two types of questionnaire were prepared. One for service recipients and the other for service providers. Although, some limitations, barriers and challenges regarding logistic supports, equipments and infrastructures, UDC are more effective in delivering services and citizens are satisfied by getting services.

The following measures should be taken immediately to improve service of UDC:

1. To develop physical infrastructures including high speed internet connections .
2. To ensure alternative power supply system in case of interruptions of regular power supply.
3. To disseminate information to the citizens about the services of UDC.

Finally, by delivering public services electronically to the citizens, government can ensure good governance in Bangladesh, which leads the government in making 'Digital Bangladesh'.

Key-words:

Effectiveness, e-governance, e-services, good-governance, Union Digital Centre, Digital Bangladesh, public service delivery.

List of Acronyms

UDC	=	Union Digital Center
DC	=	Deputy Commissioner
A2I	=	Access to Information
ICT	=	Information and Communication Technology
UNO	=	Upazila Nirbahi Officer
PPP	=	Public Private Partnership
TCV	=	Time, Cost and Visit

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Title: Evaluating the Effectiveness of Union Digital Centers (UDCs) in delivering better public services:

A Case Study

1. Introduction

The spirit of our liberation war in 1971 was to build a developed, glorious and prosperous Bangladesh free from all sorts of exploitation and injustice. Economic emancipation is also the spirit of our liberation war in 1971. Our national commitment is to build up a digital Bangladesh by 2021. Now Bangladesh is a developing country. We need good governance to achieve the target. People want to get the quality public services timely without any hassle and defect. But, widespread manual process of delivering public services and information and lack of transparency frustrate citizens.

To minimize this problem the Government has established digital centers at unions, Upazillas and city corporations to provide one stop e-services to the citizens. Initially, 30 Union Digital centers (UDCs) named Union Information Service Center (UISC) were established in November, 2009 as a pilot initiative. Later on, they were named Union Digital centers (UDCs) and extended to all unions across the country.

According to World Bank report 2012, about 72 percent of total citizens of Bangladesh lives in rural area where public services and information are not easy to reach. The aim of establishing Union Digital centers (UDCs) is to provide public services at citizen's doorsteps. The Access to Information (a2i) programme of the Prime Minister's office, with the technical assistance from UNDP and USAID, established 4,571+ (UDCs) across the country.

One of the most innovative aspect of the Union Digital centers (UDCs) is public-private entrepreneurship model. Generally, a typical Union Digital center (UDC) is about 3/4 km. away from a rural citizen's home. These Union Digital centers (UDCs) run by two 'citizen entrepreneurs' of which, one is male and the other is female. They leverage modern technology to provide public services (both free and fee-based) to the rural people. In Bangladesh the public services are defined as birth/death registration certificate, citizenship certificate, land record (parca), passport application, telemedicine, job application etc. and the private services are defined as mobile banking, insurance, computer training etc.

2. Literature Review

The Government of Bangladesh declared a vision of Digital Bangladesh by 2021 for ensuring public services at doorsteps of the citizens . Bangladesh is a country of huge population. So, for providing smooth and quality public services to this huge population, it is needed to introduce a mechanism which enhance the better service delivery system. The introduction of e-governance can solve this problem. For solving the problem, the government has introduced UDC which will enable the citizens to access public services and information through the use of internet and communication network. For socio-economic development, an effective public administration is essential. It can change human behavior. It can also reduce corruption and increase the status of governance. In e-governance system, everything is done electronically. The concept of UDC is very new and innovative in Bangladesh. Government has started initiatives for introducing e-governance in all offices across the country.

In the field administration, Deputy Commissioner (DC) and Upazila Nirbahi Officer (UNO) are the monitoring authority of the UDC under their jurisdiction. So , they have been monitoring and supervising day to day activities of UDC.

3. Problem statement:

Bangladesh is a populous country. Most of the citizens live and work in rural areas. Because of having little access to assets and education, most of the citizens are not getting public services and information properly. In Field administration of Bangladesh ,most of the government offices are at the district and upzilla levels. To get the public services from these offices, it is time consuming and laborious and trouble facing for both the service provider and recipient. Citizens have to face frequent delays and adverse situations. Citizens also have to travel long distance from rural area to Government offices in district and upzilla level. Citizens have to pay additional costs for transportation, accommodation and food to get the public services.

4. Study Objectives

The general objectives of the study are:

- (1) To evaluate the success of the Union Digital Centers (UDCs) in providing better services with respect to Time, Cost and Visit.
- (2) To examine the fulfillment of citizens' expectation in getting services from the Union Digital Centers (UDCs).

5. Research Questions

To achieve the goals, this study consolidates the determinations to get the answer of the following questions :

- (1) Are the Union Digital Centers (UDCs) providing services effectively and the citizens' Time, Cost and Visit minimized with respect to services delivery ?
- (3) Are the people happy/satisfied in getting services without sufferings ?

6. Rationale of the study

UDCs have an important role to provide services to all the classes of citizens . All kinds of government and private services (both on-line and off-line) are available in UDC. It is earlier mentioned that UDCs are providing services to the citizens at reduced Time, Cost and Visit. In this study it has been determined that the UDCs have the capacity to provide quality services to all classes of citizens in the rural areas and the citizens have the satisfaction by getting services from UDCs. It has been also found that the citizens are getting more benefit after introduction of UDC at the lowest tier of the administration. This study has emphasized that the role of UDCs has reduced the gap between the citizens of rural areas and the government in respect of service delivery.

To overcome these problems, government has introduced Union Digital centers (UDC) at union level, the lowest tier of the administration. This extraordinary initiative, like Union Digital centers (UDCs), is to provide public services and information at the doorstep of citizens. On the other hand, so far I know , after introducing Union Digital centers (UDC), no research has been done about the effectiveness of the UDCs.

7. Conceptual Framework

According to the Digital Bangladesh Concept Note of Bangladesh, 'Digital Bangladesh' is a re-embodiment of the dream 'Sonar Bangla' (golden Bengal). UDC is a great initiative of Bangladesh Government to implement 'Digital Bangladesh –Vision2021'. The basic concept is that e- governance will be established in the country for providing the public services to the citizen. By using ICT government wants to ensure good governance and right to information. In this regard UDCs can play an important role to provide public services to the mass people very easily, cheaply and quickly. Now, UDCs are rendering public services electronically to the rural people by reducing Time, Cost and Visit.

E-governance can be defined as delivering the public services and information electronically. E-governance is an effective mechanism for delivering public service to fulfill the citizen's demand. It is minimizing gaps between the government and citizens, building a relationship between the government and citizens through internet, hassle-free businesses, providing faster and better communication, increasing competition. E-governance reduces cost, minimizes third-party contact.

In November 11, 2009, Honorable Prime Minister Sheikh Hasina inaugurated the UDC all over the country. With the help of A2I, Local Government Division has established UDC at union level. Bangladesh Computer Council (BCC) appointed assistant programmer to every DC office. After establishment of UDC, socio-economic condition of Bangladesh has been started changing. By using IT in government activities, we can ensure transparency, accountability and responsiveness in the public sector. The philosophy of "Digital Bangladesh" comprises ensuring people's participation and right.

8. Research Methodology

Generally, research methodology is a process to collect data and different information for achieving the research objectives. It basically depends on the methods, tools and techniques of data collection. It may include interview and surveys. The instruments for gathering data also fall within the definition of methodology of research (Aminuzzan : 1991).The purpose of this study is to evaluate the effectiveness of UDC in minimizing the gap for e-service delivery between government and citizens. This study incorporates both of the quantitative and qualitative research approach which focuses on asking questions.

8.1 Research Method

The core objective of this study is to examine whether the UDCs are working effectively and the people who are getting services through UDCs , are satisfied . For this study, it has been followed the methods given bellow :

1. Secondary data analysis
2. Primary data analysis :
 - (a) Interview to service recipients(Face to Face)
 - (b) Interview to service providers (Face to Face)

8.2 Study area of the research

For the purpose of this study, three union under sadar Upazula of Feni district have been selected and three UDCs of this union were covered.

8.3 Secondary data analysis

Secondary data has been collected from relevant documents of various research work. Article from website and from records and reports of the union parishad/DC office/UNO office were also analysed.

8.4 Primary data analysis (Interview method)

For this study, service recipients and entrepreneurs from UDC were interviewed. The face to face interview method with structured questionnaire has been conducted for this research work. It is one of the effective method of collecting primary data

8.5 Research design:

In order to determine and qualify the relationship between dependent and independents variables, the quantitative research was apprehended. The relationship was expressed between variables using different statistical tools (Creswell, 2003). The overview of this research design is shown by the following flowchart.

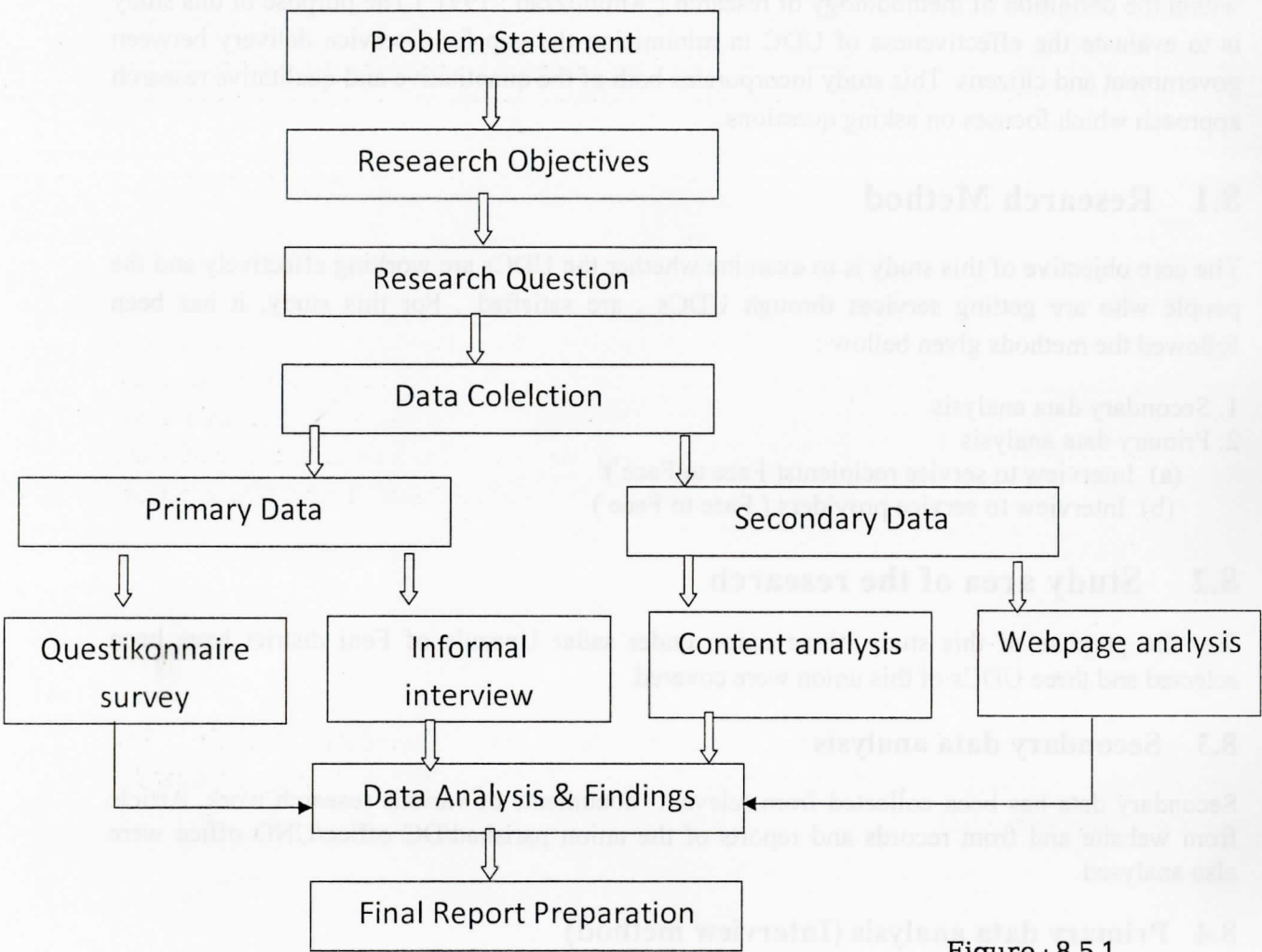


Figure : 8.5.1

8.6 Source of data and sampling

For this study data has been collected from both primary and secondary sources. Secondary data has been collected from relevant documents. Primary data collected from interview and questionnaire survey. Service recipients and providers has been brought under this questionnaire survey. These personnel were brought under random sampling.

8.7 Sample size

A total 36 (thirty six) respondents from three UDC have been interviewed. The composition of the respondents are as follows.

Table-A: Composition of the respondents

Study area	Categories of respondents	No. of respondents
Chonua, Fazilpur and Pachgacia UDC under the Feni District	6	30
	Service provider	

8.8 Data collection technique

In order to collect data, different types of data collection method has been conducted. Primary and secondary data collection method are used. Primary data were collected through structure questionnaire. Two sets of questionnaire, one for the service recipients (set-1) another for the service providers (set-2) were used for the interview. Secondary data has been collected from relevant documents, articles, journals, published and un-published research report, article from websites and from different record and report from DC and UNO office.

8.9 Data processing

The collected data has been analyzed, summarize calculated tabulated and classified. The collected data has been processed systemically according to the variables like age, education, occupation, income etc.

8.10 Data analysis

After collecting and processing, the data has been analyzed with the help of statistical methods, tools and techniques.

8.11 Scale construction

For this study the role of UDC's regarding service delivery the following scale is constructed.

Table-B: Four point scale for measuring the effectiveness of UDC

Scale	People satisfaction	Infrastructure and logistics	Effectiveness measurement
1	Very poor	Not sufficient at all	Not effective at all
2	Poor	Less sufficient	Less effective
3	Good	Sufficient	Effective
4	Very good	Very sufficient	Very effective

8.12 Citizen satisfaction measurement

In the study the satisfaction of the citizen has been measured by using four indicators, which are as follows

- a. Standard of e-service
- b. Entrepreneurs regularity at the UDC
- c. Logistics at UDC
- d. Skills of USDC’s service providers

8.13 Limitation of the study

We see that only 36 respondents are interviewed in this study. Among them, 30 were service recipients and 6 were service providers. It is not possible for me as an individual to collect and manage from all UDC in Bangladesh.

9. Data analysis, findings and discussion

The study has been conducted for the period 18 August 2019 to 22 August 2019. The collected primary data analysed and presented properly in the light of research objectives, research question and conception frame work. The research findings (results) has been presented here from primary data analysis by using quantitative and qualitative methods.

9.1 Data obtained from service recipients

Questionnaire (Set-1)

Part-1: Demographic profile

Table-9.1.1.: Distribution of respondents by sex

Sex	Frequency	Percent
Male	25	83.3
Female	5	16.6
Total	30	100.0

Study findings shows that out of total respondents, majority (83.3%) are male and 16.6 percent are female.

Figure-9.1.1 Study participants sex (n=30)

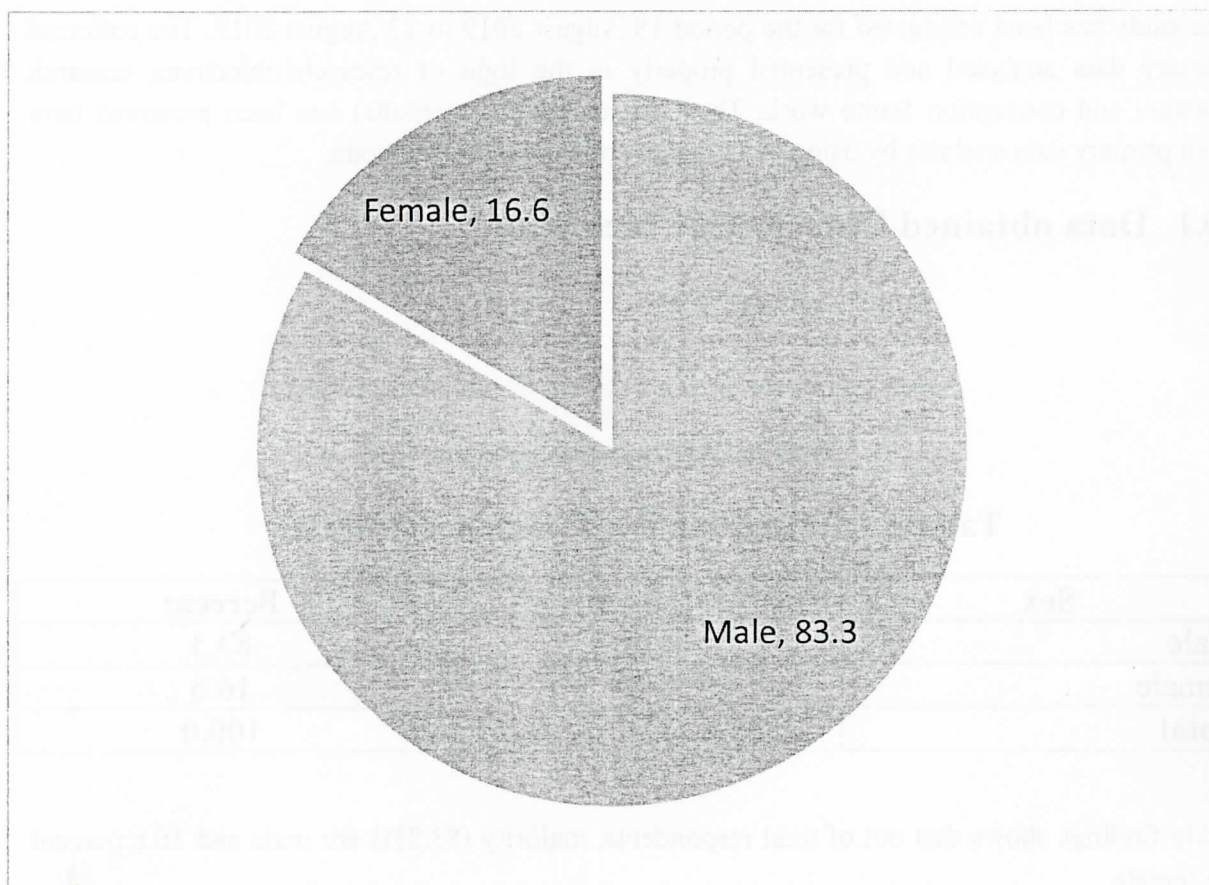
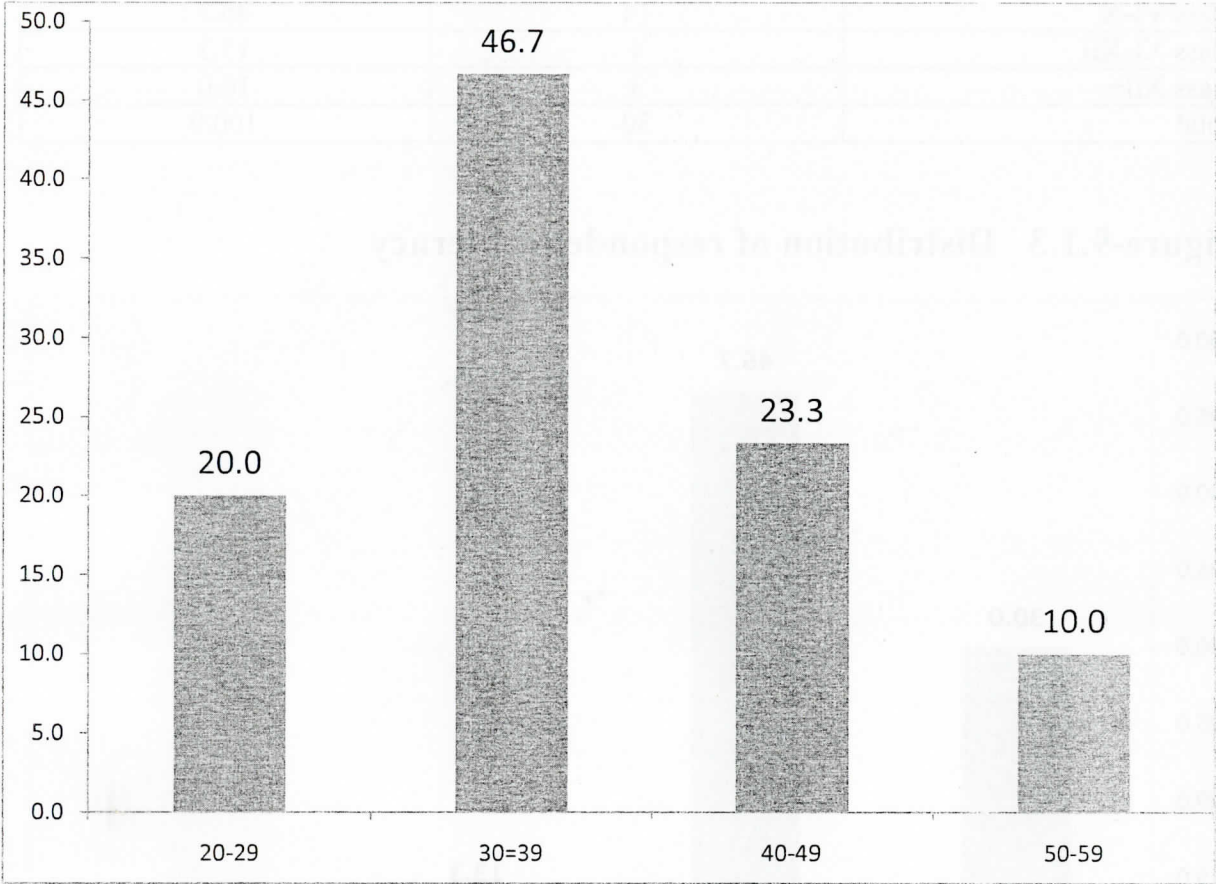


Table-9.1.2.: Distribution of respondents by age

Age in years	Frequency	Percent
20-29	6	20.0
30-39	14	46.7
40-49	7	23.3
50-59	3	10.0
Total	30	100.0

Figure-9.1.2 Distribution of respondents age

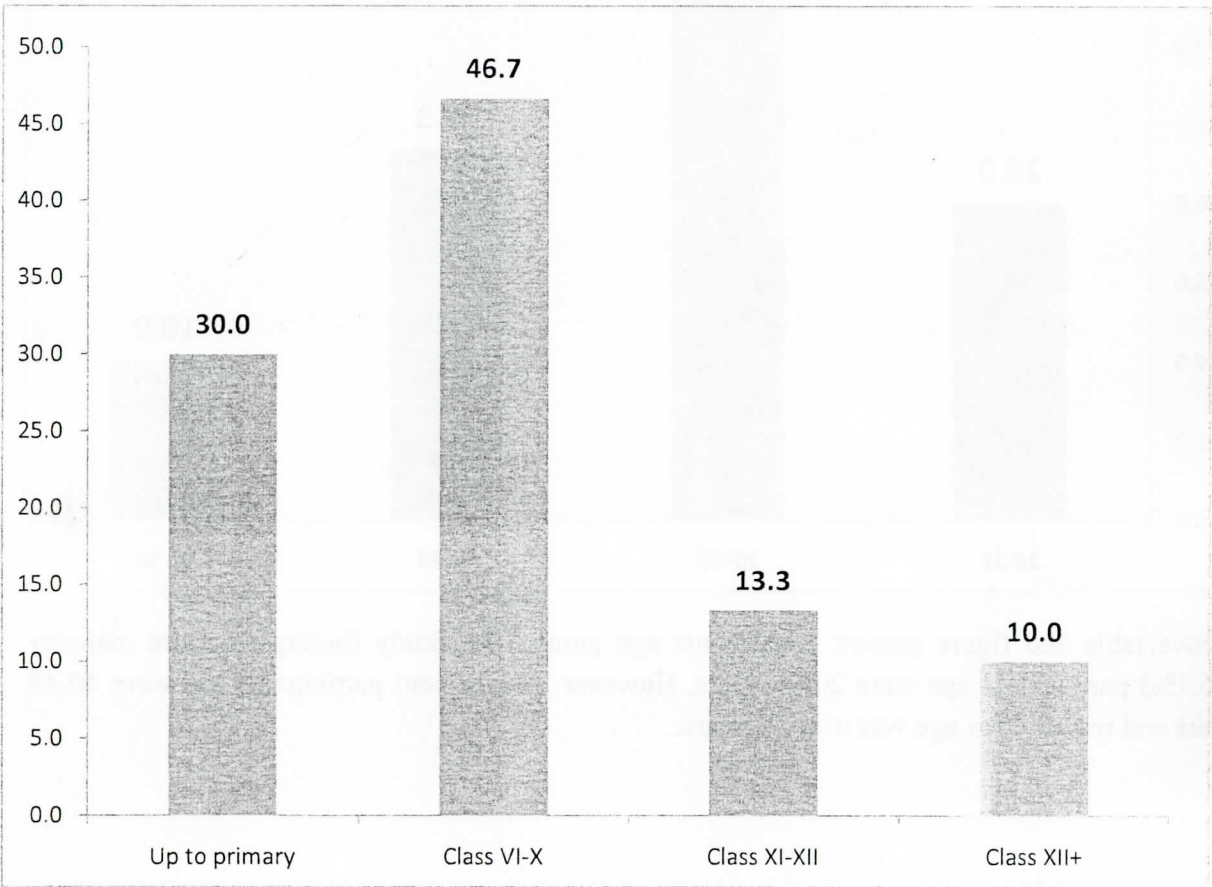


Above table and figure present participants age group. The Study findings indicate majority (66.7%) participants age were 20-39 years. However 23.3 percent participants age were 40-49 years and rest of them age was over 49 years.

Table-9.1.3 Distribution of respondents literacy status

Literacy	Frequency	Percent
Up to primary	9	30.0
Class VI-X	14	46.7
Class XI-XII	4	13.3
Class XII+	3	10.0
Total	30	100.0

Figure-9.1.3 Distribution of respondents literacy

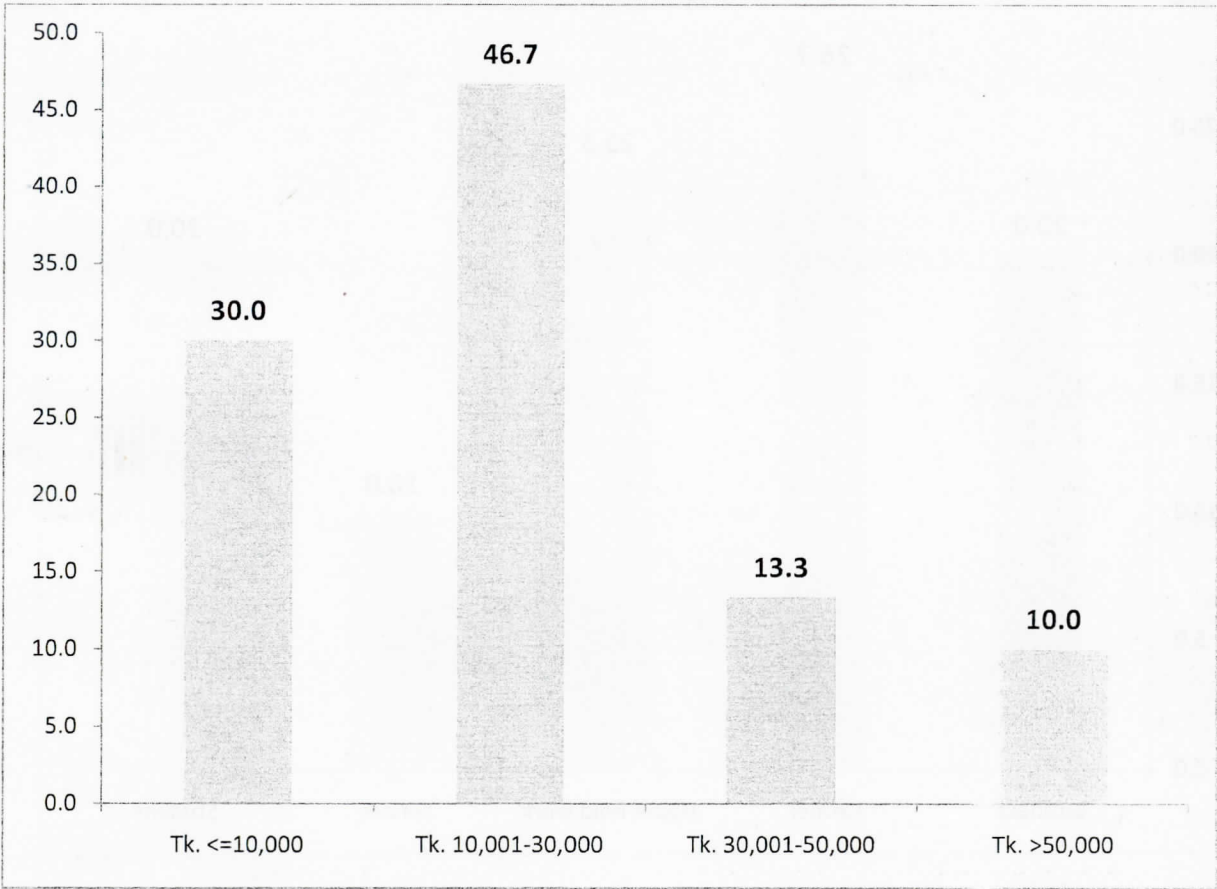


From the above table and figure we have come to know that most (76.7%) of the respondents formal level of education was class 1 to ten. However higher educated people also received services from the UDC (service delivery center). Above table and figure present detail of participants literacy status.

Table-9.1.4 Distribution of respondents monthly income level

Income level	Frequency	Percent
Tk. ≤ 10,000	9	30.0
Tk. 10,001-30,000	14	46.7
Tk. 30,001-50,000	4	13.3
Tk. >50,000	3	10.0
Total	30	100.0

Figure-9.1.4 Distribution of respondents monthly income

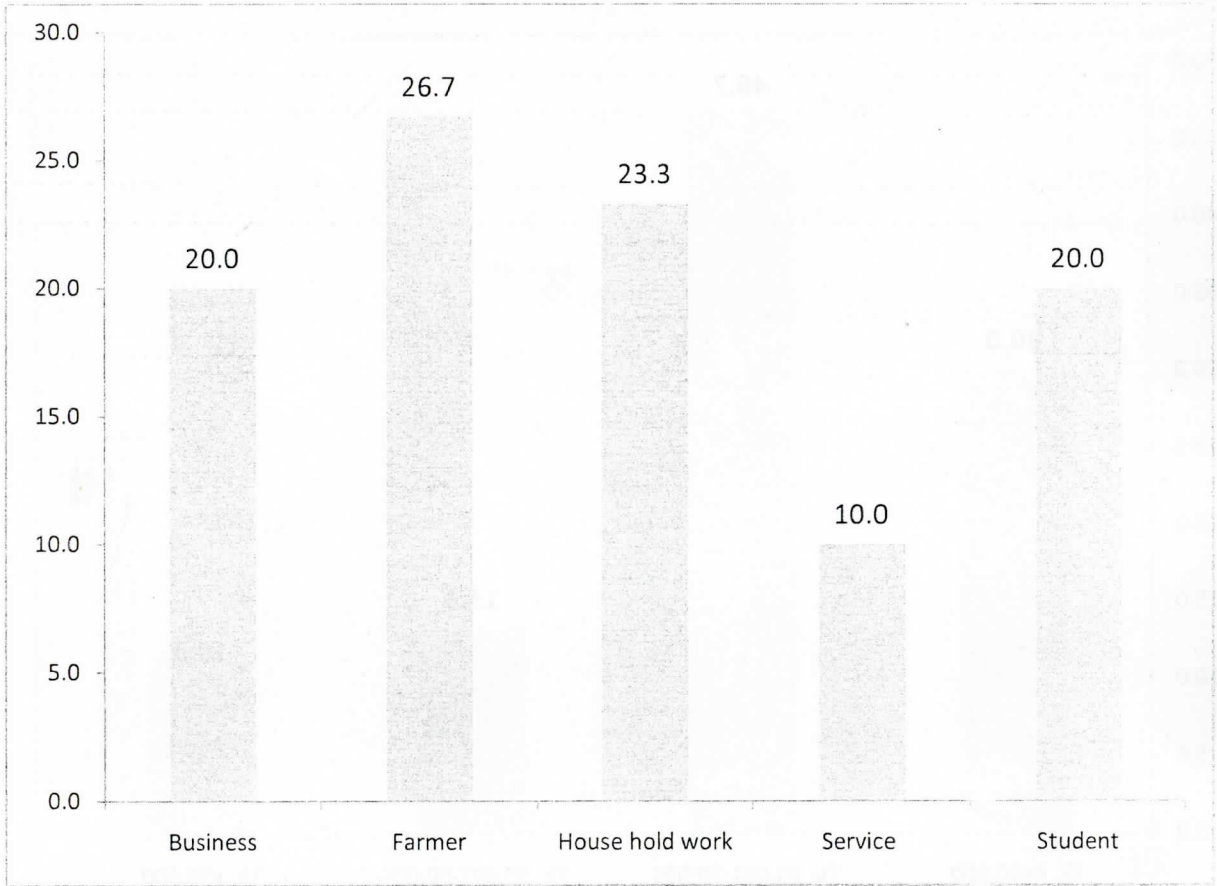


Above table and figure presents detail monthly income status of service recipients.

Table-9.1.5 Distribution of respondents occupation

Occupation	Frequency	Percent
Business	6	20.0
Farmer	8	26.7
House hold work	7	23.3
Service	3	10.0
Student	6	20.0
Total	30	100.0

Figure-9.1.5 Distribution of respondents occupation



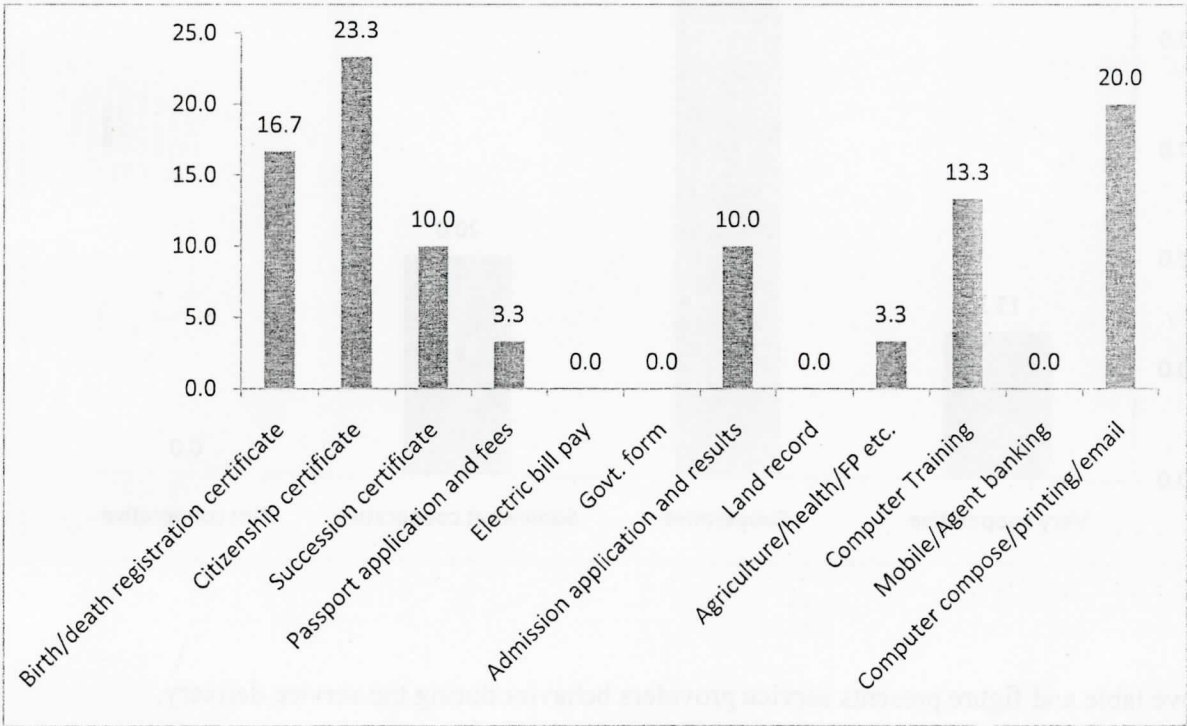
Above table and figure presents detail occupational status of service recipients.

Part -2: Structured questionnaire(set 1)

Table-9.1.6 Distribution of category of services of UDC

Category of services	Frequency	Percent
Birth/death registration certificate	5	16.7
Citizenship certificate	7	23.3
Succession certificate	3	10.0
Passport application and fees	1	3.3
Electric bill pay	0	0.0
Govt. form	0	0.0
Admission application and results	3	10.0
Land record	0	0.0
Agriculture/health/FP etc.	1	3.3
Computer Training	4	13.3
Mobile/Agent banking	0	0.0
Computer compose/printing/email	6	20.0
Total	30	100.0

Figure-9.1.6 Distribution of service receiving category

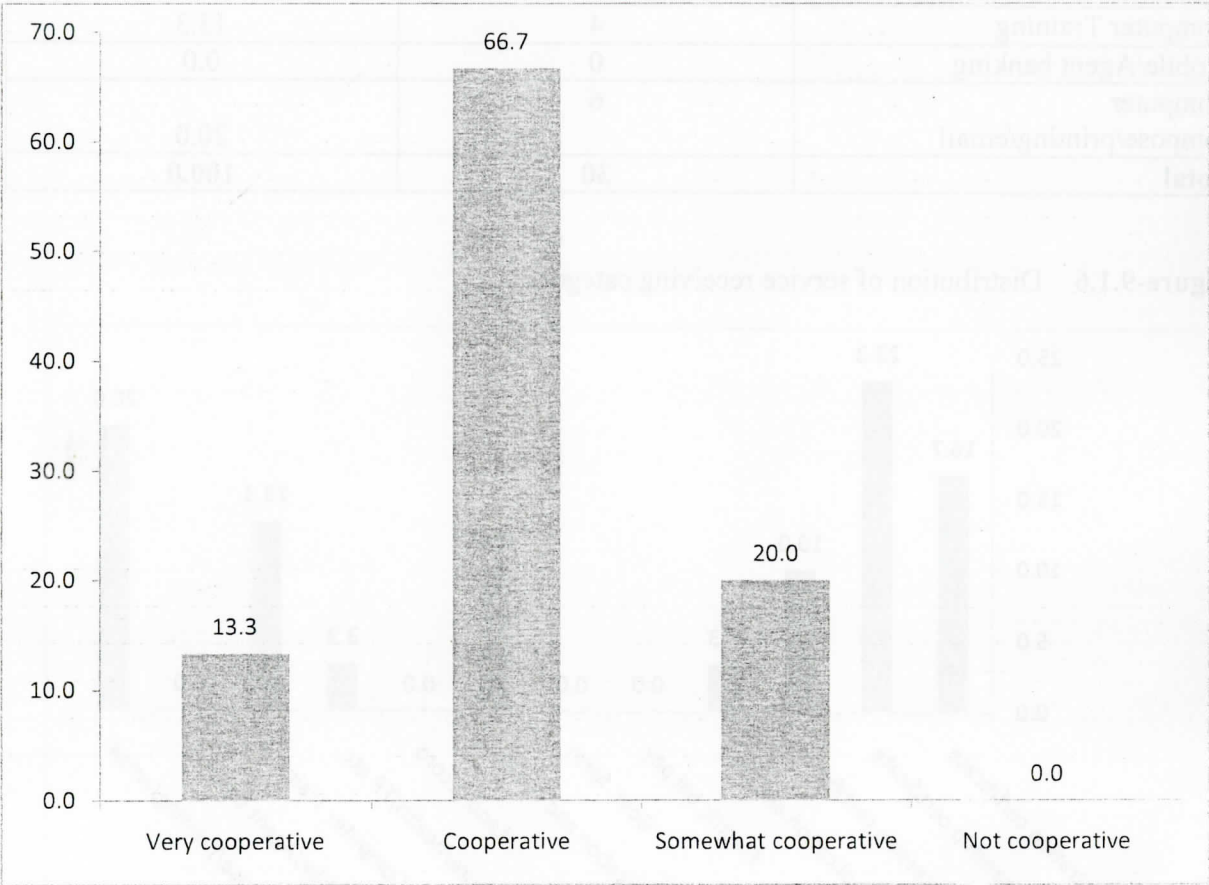


Above table and figure presents detail service receiving status by category of services received by respondents

Table-9.1.7 Distribution of service providers cooperation level

Level	Frequency	Percent
Very cooperative	4	13.3
Cooperative	20	66.7
Somewhat cooperative	6	20.0
Not cooperative	0	-
Total	30	100.0

Figure-9.1.7 Distribution of service providers co-operation level



Above table and figure presents service providers behavior during the service delivery.

Table-9.1.8 Distribution of service providers regularity at UDC

Status	Frequency	Percent
Regular	28	93.3
Irregular	2	6.7
Total	30	100.0

This table presents service providers regularity status at UDC and found that most of the time, the service providers were present at the UDC.

Table-9.1.9 Distribution of trouble faced by the service recipients at UDC

Trouble	Frequency	Percent
Faced	0	-
Not faced	29	97.7
Some times	1	3.3
Total	30	100.0

This table presents service providers trouble facing status at the UDC.

Table-9.1.10. Distribution of obstacle to get better service from UDC

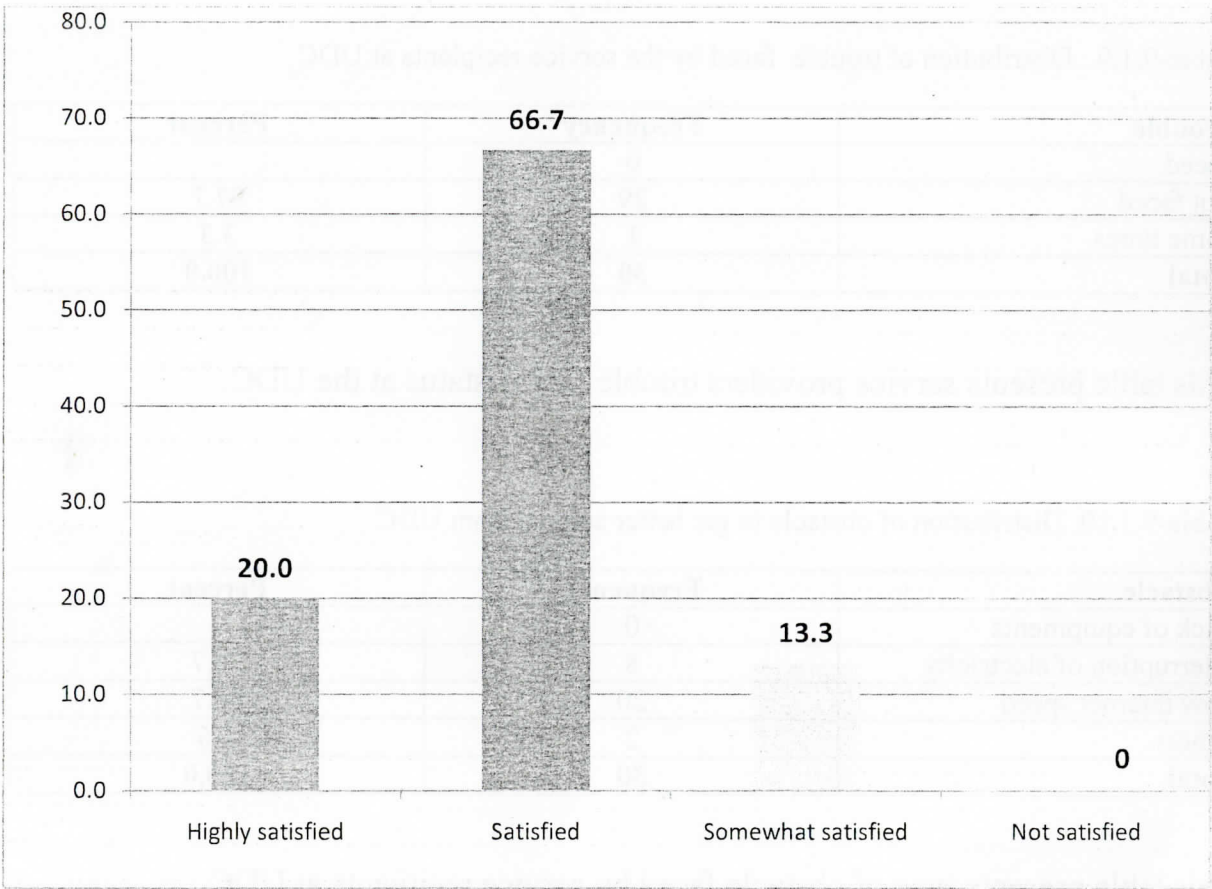
Obstacle	Frequency	Percent
Lack of equipments	0	-
Interruption of electricity	8	26.7
Low internet speed	20	66.7
Others	2	6.6
Total	30	100.0

This table presents type of obstacle faced by service recipients at UDC.

Table-9.1.11 Distribution of satisfaction level of service recipients in-terms of getting service

Level of satisfaction	Frequency	Percent
Highly satisfied	6	20.00
Satisfied	20	66.7
Somewhat satisfied	4	13.3
Not satisfied	0	-
Total	30	100.0

Figure 9.1.11



Above table and figure presents participants level of satisfaction during the time of service receiving from UDC. Study findings indicate most of the clients are satisfied, however out of the total respondents 20 percent are highly satisfied and 13.3 percent are somewhat satisfied from the UDC.

Table 9.1.12 Reduction of time, cost and visit after establishment of UDC regarding service delivery

Indicator	Frequency	Percentage
Yes	30	100
No	0	0
Total		100

The above table presents an evidence .100% respondents think that time ,cost and visit has been reduced after the establishment of UDC

Data obtained from service provider

Questionnaire (set 2)

Table 9.1.13 Training received by service provider

Indicator	Frequency	Percentaga
Yes	6	100
No	0	0
Total	6	100

The above table presents the training status of of UDC service providers . This shows that 100% of service provider of UDC has been trained.

Table 9.1.14: Sufficiency of logistics of UDC:

Indicator	frequency	Percentage
Yes	6	100
No	0	0
Total	6	100

The above table presents that 100% of service providers has said – the UDCs have sufficient logistics .

9.2 Findings(Results)

Now , ICT is the key issue for development of Bangladesh. It is an revolution in providing public services. UDC has an important role in providing public service to the rural people at doorsteps. Therefore, the findings of this study are:

1. UDCs are delivering public services effectively and efficiently.
- 2 .People are satisfied by getting services from UDC.
3. UDCs have been minimizing the gap between government and citizens in respect of delivering e-services to the citizens at the doorsteps.
4. After establishment of UDC , the situation in public service delivery, time ,cost and visit has been reduced.

9.3 Discussion

Information and Communication Technology (ICT) has become an integral part of governmental activities of twenty-first century. In order to start e-governance, government has established UDC across the country. Now, UDC is equipped with computers, wireless internet and many other instruments. The UDCs are offering various e-services to the people at nominal cost. UDC acts as one stop service outlets of the country which is known as local knowledge center. It has now challenges for the citizens to carry out the benefits of UDC and make this sustainable which will meet citizen centric demand. It also reduces gap between government and citizens.

10. Implications

Introduction of UDC in public sector has been less than a decade old. But it has an implication to make a positive change in the mindset of the citizens. In this study, it has been found that approximately 9000 (nine thousand) people have got employment in Bangladesh after establishment of UDC. As a result, UDC related activities have an economic importance in GDP of the country. On the other hand, it enhances the e-governance. In the long run, transparency and accountability in the public sector have been increased day by day across the country. The real essence of public private partnership has been introduced. Social barriers against women, has been reduced. Women are empowered. Families are reluctant to send their girls to become entrepreneurs in UDC. Therefore, we can say, it is an encouragement in entrepreneurship. UDC has opened a new window for the rural people in Bangladesh. It builds the trust of the rural people who are getting public services at doorsteps. The people are happy and satisfied by getting one-stop service/ e-service at doorsteps without any hassle. UDC essentially helps

reduce to minimize the inherent gaps between service providers and service recipients. Effective and efficient use of ICT can bring the potential to make rural community in Bangladesh prosperous. Even common people who do not have much formal education let alone technical knowledge, have started to realize the importance of UDC. But some sorts of challenges are identified in developing e-services that should be overcome very soon.

Finally, we can say that, for the socio- economic development of the country, there is no alternative of UDC in Bangladesh.

11. Recommendations

In the field administration, Union Digital Center is an important place where people especially poor people can get facilities of modern science. Union Digital Center is a strong and important initiative of the present government to implement “Digital Bangladesh”. It is a blessing for the general people. Through UDC, public services and information can be delivered to the mass people very easily, cheaply and quickly. Different classes of people can get different types of benefits from the UDC as per their requirements. Some recommendations based on this study are given below to increase the benefits of the people by improving UDC. These recommendations are for the consideration of policy makers and relevant stakeholders. The recommendations are as follows:

1. Role of District and Upazila administration should be enhanced.
2. Steps should be taken for human resource development of UDC.
3. Financial allocation and institutional capacity must be enhanced.
4. It should be ensured affordable connectivity.
5. Locally relevant and local language content should be introduced.
6. It should be ensured reliable and continuous power supply.
7. The present internet speed in UDC is very low. So, the strong internet speed should be ensured.
8. Infrastructures of UDC should be increased.
9. Awareness building and promotional activities should be taken to aware the general people about the functions of UDC.

10. Government should make the policy to transparent and competitive entrepreneurs selection process.
11. Government should make policy to profit distribution mechanism between entrepreneurs and union parisad.
12. Government should make policy about the conditions under which financial assistance from UP can be given.
13. Government should make policy about monitoring guidelines for supervisory authorities.
14. Government should take steps for institutionalization of UDC.

12. Conclusion

Economic emancipation was the spirit of our liberation war in 1971. Our national commitment is to build up a “Digital Bangladesh” by 2021. The objective of the government is to ensure public services to the people at doorsteps through e- governance. For this purpose present government , with the help of UNDP, has already established “ Union Digital Center (UDC) “ all over the country.

In order to evaluate the effectiveness of UDC s, whether these are functioning efficiently, this study has been performed. In this study , it has been observed that UDCs are functioning properly and people have begun to realize the importance of UDC. The citizens are getting public services very easily, cheaply and quickly. Although , there are existing some challenges yet, the rural people are happy and satisfied. However, there are some areas where further improvement can be done. Power shortage is a major barrier for the delivery of smooth services. UDC is the milestone in the system of service delivery electronically. It leads the building of e-governance in Bangladesh. By using IT in government activities, we can ensure transparency, efficiency, effectiveness, accountability, responsiveness and speediness in disseminating public services and information to the citizens.

Finally , we can say from this study , the UDCs are functioning efficiently and effectively in delivery of public services and people are satisfied by getting services electronically.

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Set-1 (Annexure-1)

Data Collection Questionnaire for service recipients of UDC

Seminar Paper

on

Evaluation of Effectiveness of Union Digital Centers (UDCs) in delivering better public services: A case study

126th ACAD, BPATC, Savar, Dhaka.

Name of UDC/Union :

Upazila : Sadar

District : Fani

Part – 1 : Personal Information

1. Name :

2. Father's Name :

3. Age in years:

4. Sex :

5. Occupation :

6. Educational Qualification :

7. Monthly Income :

8. Marital Status :

9. Address :

Part –2 : UDC related information

SL No.	Question	Services
1	Did you know about Union Digital Centers (UDCs) ?	1= Yes 2= No
2	If yes , how did you know about UDC ?	1= From entrepreneur 2= From people's representative 3= From other service recipients 4= From other
3	Normally what type of services are you receiving from UDC (Multiple responses)	1. Birth and death registration 2. Citizenship certificate/succession/other certificate 3. Passport application and fees deposit 4. Visa verification 5. Electric bill deposit 6. Different Govt. form download 7. Information related to Agriculture/Health/FP and others Govt. benefits 8. Application for land record (Porcha) 9= Stamp purchase 10. For obtaining admission forms and educational results

SL No.	Question	Services
		11. Computer compose/ printing/ scanning/ laminating/e-mail 12. Computer training 13. Mobile/agent banking 14=.....
4	Per month how many times did you receive services from UDC?	1= Less than 2 times 2= 2-5 times 3= 5 times and above
5	Level of UDC's entrepreneur friendly	1= Very well acceptable 2= Well acceptable 3= Moderately acceptable 4= Not acceptable
6	Do you feel service prices is appropriate	1= Appropriate 2= Moderately appropriate 2= Too much 3= No response
7	Entrepreneurs are regularly available at UDC?	1= Yes 2= No 3= No response
8	Have you faced difficulties for receiving UDC's services	1= Yes 2= Some times 3= No 4= No response
9	If, yes, please tell us what type of difficulties did you face	1= Entrepreneurs are not timely available 2= Repeated visit for same work 3= Irregular electric/internet services 4= Others
10	Do you feel, services charge and time has been reduced after starting the UDC	1= Yes 2= No 3= No response
11	What type of barrier existing for getting UDC's services	1= Not available necessary equipments 2= Load shedding/no alternative electric supply system 3= Poor internet quality (low speed) 4= Less experienced service providers 5= Others
12	How much you are satisfied from UDC's services	1= Very satisfied 2= Satisfied 3= Medium satisfied (Less satisfied) 4= Not satisfied 5= No response

Set-2 (Annexure-2)

Data Collection Questionnaire for service providers of UDC

Seminar Paper

on

Evaluation of Effectiveness of Union Digital Centers (UDCs) in delivering better public services: A case study

126th ACAD, BPATC, Savar, Dhaka.

Name of UDC/Union :

Upazila : Sadar

District : Fani

Part – 1 : Personal Information

1. Name :

2. Father's Name :

3. Age in years:

4. Sex :

5. Educational Qualification :

6. Monthly Income :

7. Marital Status :

9. Address :

Part –2 : UDC related information

SL No.	Question	Services
1	How many years are you working at UDC	
2	Have you received any training for providing UDC's service	1= Yes 2= No
3	If, yes, it is helpful for you?	1= Yes 2= No
4	If, no, what type of training is required	
5	How much time did you spent for providing services at UDC	1= <5 hours 2= 5-8 hours 3= 8 hours and above
6	How much your per month income from UDC	1= <5,000 Tk 2= 5,000-15,000 Tk 3= >15,000 Tk
7	Do you feel service price is enough?	1= Yes 2= No 3= No response
8	Necessary equipments are available for service delivery	1= Yes 2= Some times 3= No 4= No response
9	Are you getting enough financial support from the UP?	1= Enough financial support 2= Medium financial support 3= Insufficient financial support 4= No support
10	Internet speed is enough for providing services?	1= Enough 2= Medium

SL No.	Question	Services
		3= Insufficient
11	Alternate electric system is available	1= Yes 2= no
12	If, yes what type of alternate electric system available?	1= Solar 2= IPS 3= Generator
13	What type of services are you providing?	1. Birth and death registration 2. Citizenship certificate/succession/other certificate 3. Passport application and fees deposit 4. Visa verification 5. Electric bill deposit 6. Different Govt. form download 7. Information related to Agriculture/Health/FP and others Govt. benefits 8. Application for land record (Porcha) 9= Stamp purchase 10. For obtaining admission forms and educational results 11. Computer compose/ printing/ scanning/ laminating/e-mail 12. Computer training 13. Mobile/agent banking 14=.....
14	As per your opinion what type of barriers are exiting for providing services at UDC	1= Not available necessary equipments 2= Load shedding/no alternative electric supply system 3= Poor internet quality (low speed) 4= No training 5= Not enough cooperation from UP 6= Less publicity on UDC's services
15	Do you have enough equipments and separate lab for computer training?	1= Yes 2= No
16	Are you satisfied with your per month income from UDC?	1= Very satisfied 2= Satisfied 3= Medium satisfied 4= Not satisfied
17	How much satisfaction are clients getting from UDC's services	1= Very satisfied 2= Satisfied 3= Not satisfied
18	What type of initiative can be taken for improving UDC's service	