

ANALYZING USERS' PROBLEMS: A STUDY OF CICS OF JAMMU DIVISION (J& K)

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Abstract: Information and its deliverance play an important role in the development of the society. CICs are set up at block level in the state of J & K to provide information services pertaining to their day to day lives. These CICs are providing many services/ e- services to the people to fulfil their information needs. People usually encounter many problems while visiting CICs. This paper is an attempt to highlight the different problems faced by people while visiting CICs in relation to their age, qualification and category particularly in Jammu division. Unawareness among people about different services, limited number of services offered by CICs, lack of sufficient computers, lack of proper knowledge regarding services, dependence upon CICOs for any information, business of employees in some other work and hesitation in using services are some of the major problems faced by CIC users while visiting CICs. In this paper Chi- square test is used to check the level of significance among the attributes. Authors also suggest various ways to address the problems of the people, so that they can get maximum benefit out of these CICs.

Keywords: Community Information Centres, Information, ICT, Age, Category, Qualification, Problems,

1.0 Introduction: Information and its communication play an important role in the socio economic development of the society. Today's world is information driven, where progress of a nation largely depends upon the information and its exploitation. It is often argued that information in itself has no inherent value (Dilli 1997). It only has a value when it becomes accessible and usable. Therefore, usability and effectiveness of information largely depends on the access to information. The new millennium has ushered in a world of greater inter-connectivity and is accelerating the flow of data and information. Information and Communication Technologies (ICTs) greatly facilitate the flow of information and knowledge offering the socially marginalized and unaware community unprecedented opportunities to attain their own entitlements (Ulrich 2004). India is a developing nation where most of the population lives in villages and are deprived of even basic information facilities. These people are generally illiterate, semi literate and unaware, therefore they are unable to use the information for their well being and thus unable to participate in the development process of the society. For their greater participation in the development of the society, there is a need to make them aware of the use and impact of the information on their lives. The use of ICT is the best possible way to involve people from every sphere of the life, in the developmental process. It is a critical tool to reach the unreached. In India, Government of India launched many schemes from time to time for providing information to the people at the grass root level. One of such scheme is establishment of Community Information Centres (CIC) at the block level. This scheme intends to provide ICT based services to the rural people irrespective of their geographical location.

“Community Information Centre (CIC) has been defined as a centre which assists individuals with daily problem solving and with participation in the democratic process. The services concentrate on the needs of those who do not have ready access to other sources of assistance and on the most important problems that people have to face, problems to do with their homes, their jobs & their rights” (Library Association,1980). The major services provided by CICs are Real time market access & E- commerce, Internet Access services, Access to socio- economic databases, Agricultural Information, E- learning (Computer Aided Learning Process) & E- education, Online exam result, admission date & time, online forms, Computer training programs, Counselling about loans, govt. orders & schemes, E- tendering & E- procurement, E- ticketing, E- governance, Grievance redressal, etc. For the digital revolution in the rural areas in developing countries like India, governmental intervention was done in the form implementation of a Community Information Centre Model [CIC] of ICT project to reach the people(Saeed, Bharali and Bhowal 2012). For building digital Bangladesh and access to information, Community Information Centres are a major potential platform for the rural masses. They have opened a new vista for the community people and help villagers to access the digital world. CICs aim to make maximum usage of ICT and to reap the results for the rural community (Islam and Truji,2010). The process from telecentres to knowledge hubs has facilitated not only bridging the digital divide but also the economic, social and gender divide which are polarizing the society (Ariyabandu, 2009). Community Information Centres

(CICs) have been set up by the Government of India in 487 blocks of the north-eastern states. Block Community Portals (BCPs) at CICs are helping to generate content about, and relevant for, local communities to facilitate the local expression and application of information using need assessment studies and community participation. Communities are making use of this system as a means of information sharing and are thereby reaping the benefits of ICT (Dash, 2007).

In developing countries like India the concept of CICs came into light only in year 2000 when the then Prime Minister of India Shri Atal Bihari Vajpayee announced a plan for the establishment of IT facilities at the block level in the North-Eastern states. Under this project, CICs have been set up in all 487 blocks in North Eastern states. The pilot project covering 30 blocks in these states was inaugurated on 12 Aug 2000 by the Hon'ble Union Minister for Information Technology (NIC, 2005).

In the view of the successful implementation of the CIC project in the North-Eastern states, it was decided to extend the same to other parts of the country also. The first state taken up to implement this project was the state of Jammu & Kashmir in 2004. This was due to the fact that like North- Eastern states, the barriers such as difficult geographical terrain and lack of infrastructure were also an issue for J&K for accessing ICTs. It was realized that the basic needs of citizens such as information, education and entertainment and health services could be addressed through the establishment of CICs in the state. Therefore, Government of India (GOI) sanctioned a scheme for setting up of CICs in all blocks of J&K state. The scheme intends to promote IT in rural and remote areas of the state. This provides a major opportunity to the people living in remote areas to have access to information using the internet as well to interact with the Government apparatus directly using IT. With the approval of election commission of India, the IT department has transferred all CICs working in J&K from the central to the state plan with effect from April 1, 2009. (<http://jammukashmir.nic.in>). Although the CIC project is implemented in the state of J & K but still people are unable to get optimum benefit of the services of the CICs. This is due to many problems being faced by them while visiting CICs. This paper is a deliberate effort of the authors to highlight the problems being faced by the users while visiting CICs.

2.0 Review Of Literature

Due to digital divide there has been unequal and disproportionate pace of development in the society. There is a wide division between those who have real access to ICT and are using it effectively and those who don't. (<http://www.bridges.org/digitaldivide/index-html>). The direction and pace of development in ICT have led practically all world economies to recognize the improvement of ICT in catalyzing activity, empowerment of society and bringing about major socio economic transformations (choudhary, 2012).

The paper "Role of Tele centers as Knowledge Networks: Successes and Challenges" reports that conventional telecentres are transforming into knowledge networks with knowledge hubs as the intermediary. Knowledge hubs consist of other knowledge functions like, education, employment, agriculture and health besides providing conventional ICT facilities to bridge the digital divide. Many of the value added services have empowered rural community to access information and knowledge to improve livelihoods and attain sustainable development. Besides, new information sources, the transformation has also embarked on new partnerships, governance structures, participation and business plans. These changes have been able to capture the fragmented and inadequately utilized knowledge within the communities to strengthen knowledge networks. The process from tele centers to knowledge hubs has facilitated not only bridging the digital divide but also the economic, social and gender divide which are polarizing the society. The paper emphasizes the importance of tele centers in the continuum and supports the theory that sustainability of tele centers and knowledge networks are equally important for sustainable development (Ariyabandu, 2009). Pyati (2009) pointed the potential of India's public libraries to serve as CICs as well as the challenges lie ahead in implementing a new vision for public library revitalization.

The right to information has become one of the basic needs of all the people of the community. For building digital Bangladesh and access to information, Community Information Centers are a major potential platform for the rural masses. They have opened a new vista for the community people and help villagers to access the digital world. CICs aim to make maximum usage of ICT and to reap the results for the rural community. As the present government declared the vision "Digital Bangladesh by 2020" it is very rational that the government has to give high priority for the rural masses. In this aspect, CICs will play a leading role in rural areas (Islam & Truji 2010) In the article "Community Information Center Project in India: connecting the far flung" Bhattacharjee,(2002) discusses different initiatives that has been taken by the National Informatics Centre (NIC)

under the auspices of the Ministry of Communications and Information Technology (MCIT), Government of India. Islam, Anwarul & Gausul (2010) in their study explores the role of CICs in Bangladesh in providing internet based services to the rural community. The purpose of this article is to highlight Community Information Centers established in the rural areas of Bangladesh and describe how these centers are playing a vital role for providing specific Internet- based information services to the rural communities. This article explores the major role of Community Information Centers (CICs) and its impact on the user communities in Bangladesh. Equal importance is also given to how the communities are getting the latest information facilities through CIC and explores how CIC can be strapped up to promote development of the rural communities in Bangladesh. This article also sees the sights of different community Internet access points in Bangladesh and identifies their service pattern and existing situations of internet services. It also discusses the different problems of CICs and suggest some effective measures and future directions for further development of Internet access points and CICs in Bangladesh.

Dash, (2007) pointed that content development is an integral part of an information system. With this objective, Community Information Centers (CICs) have been set up by the Government of India in 487 blocks of the north-eastern states. Block Community Portals (BCPs) at CICs are helping to generate content about, and relevant for, local communities to facilitate the local expression and application of information using need assessment studies and community participation. Communities are making use of this system as a means of information sharing and are thereby reaping the benefits of ICT. CIC will make easier community people's life to enter information arena with an easy environment and help them to increase their skills, expertization in their respective fields (Islam & Islam, 2008).

The paper "*Community Information Centres in Nagaland with Emphasis on Medziphema Block*" by Singson, (2006) highlights the information needs and users' dependence for information on Community Information Centres (CIC) in Nagaland with emphasis on Medziphema block. It focuses on the effort needed for imparting computer literacy, information literacy for preparing and powering the underprivileged rural masses through the use of ICTs in such community centres. An attempt is made to reduce the challenges faced by disadvantaged communities such as lack of suitable skill set, language barriers and low literacy in using ICTs and the Internet through a simple, consistent and easy-to-use interface that requires low level competence from users and through accessibility to the use of multiple media (textual, audio, visual). Nandita & Dash,(2007) stated that the eight north-eastern (NE) states of India have traditionally been less developed than the other states due to their geographic remoteness and difficult hilly terrain. The Government of India, in 2002, set up 487 Community Information Centres (CICs) at the block level in the eight NE states of Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim and Tripura. They are equipped with computer communication equipment and are internet-enabled. The CICs, besides offering basic services like internet browsing, e-mail and training in computer fundamentals, also provide citizen-centric or government-to-citizen (G2C) services).Singh ,et.al (2006) in their paper entitled "*Access to Web- Based Community Information Services in North East India*" made an attempt to highlight the access to web-based community information services of the Community Information Centres (CICs) in North East India. Emphasis has been given on the objectives, specific purposes, infrastructure, and major facilities and services. Authors point out the need for assessing the impact of the CICs to the people of the region and conclude that such services can be used for the development of the region.

CICs are critical for the development of the society, especially rural society. These can play a very significant role in the up-liftment of the socio economic status of the people by enabling them to participate in the developmental process. But there is need of proper use and consumption of information resources available at CICs.

3.0 Objectives of the Study

- To study the problems being faced by the users of CIC of Jammu division.
- To study the relationship of **age**, in relation with problems faced by users at CICs of Jammu division.
- To study the relationship of **category**, in relation with problems faced by users at CICs of Jammu division.
- To study the relationship between **qualification**, in relation with problems faced by users at CICs of Jammu division.
- To suggest the ways for providing effective community information services to the users' by addressing their problems.

4.0 Methodology

A total of 300 questionnaires were distributed to the users of CICs of different districts of Jammu division. Out of all, 207 questionnaires were received and hence, response rate was 69%. The data is analyzed using SPSS 20.0 software. Pearson's Chi square is used to know the significance level of the variables.

4.1 District wise Respondents

The analysis of the number of respondents from different districts is shown in the below mentioned table. The number of respondents varies from district to district depending upon the services available at these centres.

Table 1 District wise Respondents

District Name	No. of Questionnaires distributed	No. of Respondents	%age	%age out of Total
Doda	30	11	36.6	5.3
Jammu	60	46	76.6	22.2
Kathua	60	47	78.33	22.7
Kishtwar	10	5	50.0	2.4
Poonch	20	10	50.0	4.8
Rajouri	35	23	65.71	11.1
Ramban	10	5	50.0	2.4
Reasi	15	6	40.0	2.9
Samba	30	29	96.6	14.0
Udhampur	30	25	83.33	12.1
Total	300	207	69.0	100

Table 1 shows that a total 300 questionnaires were distributed among CICs of different districts of Jammu division. Out of them, 207 responses were received and the response rate was 69.0%. Maximum (22.7%), (22.2%) respondents were from Kathua and Jammu district respectively. Similarly responses received from Samba district were 14%, Udhampur 12%, Rajouri 11%. The least (2.4%) responses were received from Ramban and Kishtwar district (due to very less number of users over there).

5.0 Findings**5.1 Problems Faced by Users**

There are various problems faced by the respondents while visiting CICs. These problems vary from person to person. The various problems faced by respondents were unawareness about different services, limited number of services offered by CICs, illiteracy, lack of infrastructure, etc. Problems faced by the CIC users are also influenced by the age, category and qualification of the respondents. Table 3 to 5 shows the influences on problems faced by the CIC users.

In response to the 'Problems faced by respondents while visiting CIC', table 2 shows that maximum 108 (52.2%) of the respondents, responded that they were not aware of all the services provided by CIC followed by 92 (44.4%) who said limited services are offered by CIC, 87 (42.0%) responded Lack of proper knowledge regarding services as one of the problem, 75 (36.2%) said lack of sufficient computers, 65 (31.2%) were of the view that employees are busy in other work, 56 (27.1%) thought that they have dependence on CICOs for any information and the least 28 (13.5%) were those who said they have hesitation in using IT.

While using CIC, the users face problems such as hardware, software and internet connectivity problems (Islam & Islam, 2008). Public awareness programme to the rural community is lacking and due to illiteracy and lack of awareness programme in Information Technology, the community of Medziphema block of Nagaland is facing a hard time in availing the system (Singson, 2006). There is no library professional at the centers. 47.76% of the users were not aware of IT services and 54.33% of them are not getting the right information at the right time i.e., the availability of need based information service is not extended to the users because of lack of knowledge among the computer professionals and users. Due to limited number of computers the users have to wait in a long queue to use the computer terminals (Meitei & Devi, 2004). The majority of population of Bangladesh is not conscious of new technology based services and benefits of new ICTs regarding their needs (Islam, Anwarul and Gausul, 2010).

Table 2 Problems Faced by Respondents While Using CICs

Name of the District	Problems Faced by Respondents While Using CICs (N*)													
	Unawareness about different services offered by CICs		Employees are busy in other work		Lack of proper knowledge regarding services		Lack of sufficient computers		Dependence on CICOs for any information		Fear of using services due to illiteracy		Limited services offered by CIC	
	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes
Doda	6 (2.9)	5(2.4)	5(2.4)	6 (2.9)	7(3.4)	4 (1.9)	5(2.4)	6 (2.9)	8(3.9)	3 (1.4)	8(3.9)	3 (1.4)	6(2.9)	5 (2.4)
Jammu	17(8.2)	29(14.0)	30(14.5)	16 (7.7)	24(11.6)	22(10.6)	29(14.0)	17(8.2)	29(14.0)	17 (8.2)	38(18.4)	8 (3.9)	28(13.5)	18 (8.7)
Kathua	25(12.1)	22(10.6)	35(16.9)	12 (5.8)	26(12.6)	21(10.1)	31(15.0)	16(7.7)	34(16.4)	13 (6.3)	38(18.4)	9 (4.3)	25(12.1)	22(10.6)
Kishtwar	3(1.4)	2 (1.0)	3(1.4)	2 (1.0)	2(1.0)	3 (1.4)	2(1.0)	3(1.4)	5(2.4)	0 (0.0)	3(1.4)	2 (1.0)	3(1.4)	2 (1.0)
Poonch	6(2.9)	4 (1.9)	9(4.3)	1 (.5)	7(3.4)	3 (1.4)	4(1.9)	6(2.9)	8(3.9)	2 (1.0)	10(4.8)	0 (0.0)	5(2.4)	5 (2.4)
Rajouri	11(5.3)	12 (5.8)	12(5.8)	11 (5.3)	16(7.7)	7 (3.4)	17(8.2)	6(2.9)	22(10.6)	1 (.5)	23(11.1)	0 (0.0)	12(5.8)	11 (5.3)
Ramban	4(1.9)	1 (0.5)	2(1.0)	3 (1.4)	3(1.4)	2 (1.0)	3(1.4)	2(1.0)	3(1.4)	2 (1.0)	5(2.4)	0 (0.0)	2(1.0)	3 (6.3)
Reasi	1(0.5)	5(2.4)	5(2.4)	1 (.5)	4(1.9)	2 (1.0)	5(2.4)	1(0.5)	2(1.0)	4 (1.9)	5(2.4)	1 (0.5)	5(2.4)	1 (.5)
Samba	13(6.3)	16(7.7)	21(10.1)	8 (3.9)	16(7.7)	13 (6.3)	22(10.6)	7(3.4)	25(12.1)	4 (1.9)	27(13.0)	2 (1.0)	16(7.7)	13(6.3)
Udhampur	13(6.3)	12 (5.8)	20(9.7)	5(2.4)	15(7.2)	10 (4.8)	14(6.8)	11(5.3)	15(7.2)	10 (4.8)	22(10.6)	3 (1.4)	13(6.3)	12 (5.8)
Total	99(47.8)	108(52.2)	142(68.6)	65(31.4)	120(58.0)	87(42.0)	132(63.8)	75(36.2)	151(72.95)	56(27.1)	179(86.5)	28(13.5)	115(55.6)	92(44.4)

* Multiple Responses

Values in parentheses indicate percentages

5.2 Age wise Problems Faced by Respondents while Using CIC

There are various problems faced by the respondents while visiting CICs. These problems vary from person to person. The below mentioned table shows the problems faced by respondents according to their age. The various age groups included vary from below 21 to 40-50.

Table 3 Age wise Problems Faced by the CIC Users

Age Group	Age wise Problems Faced by CIC Users (N*)														
		Unawareness about different services offered by CICs		Employees are busy in some other work		Lack of proper knowledge regarding services		Lack of sufficient computers		Dependence on CICOs for any information		Hesitation of using services		Limited services are offered	
		No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes
Below 21	Count	11	45	43	13	24	32	43	13	42	14	55	1	45	11
	% within Age group	19.6	80.4	76.8	23.2	42.9	57.1	76.8	23.2	75.0	25.0	98.2	1.8	80.4	19.6
	% of Total	5.3	21.7	20.8	6.3	11.6	15.5	20.8	6.3	20.3	6.8	26.6	0.5	21.7	5.3
21-30	Count	56	45	57	44	67	34	55	46	75	26	91	10	50	51
	% within Age group	55.4	44.6	56.4	43.6	66.3	33.7	54.5	45.5	74.3	25.7	90.1	9.9	49.5	50.5
	% of Total	27.1	21.7	27.5	21.3	32.4	16.4	26.6	22.2	36.2	12.6	44.0	4.8	24.2	24.6
31-40	Count	30	14	37	7	27	17	30	14	31	13	30	14	17	27
	% within Age group	68.2	31.8	84.1	15.9	61.4	38.6	68.2	31.8	70.5	29.5	68.2	31.8	38.6	61.4
	% of Total	14.5	6.8	17.9	3.4	13.0	8.2	14.5	6.8	15.0	6.3	14.5	6.8	8.2	13.0
41-50	Count	2	4	5	1	2	4	4	2	3	3	3	3	3	3
	% within Age group	33.3	66.7	83.3	16.7	33.3	66.7	66.7	33.3	50.0	50.0	50.0	50.0	50.0	50.0
	% of Total	1.0	1.9	2.4	0.5	1.0	1.9	1.9	1.0	1.4	1.4	1.4	1.4	1.4	1.4
Total	Count	99	108	142	65	120	87	132	75	151	56	179	28	115	92
	% within Age group	47.8	52.2	68.6	31.4	58.0	42.0	63.8	36.2	72.9	27.1	86.5	13.5	55.6	44.4
	% of Total	47.8	52.2	68.6	31.4	58.0	42.0	63.8	36.2	72.9	27.1	86.5	13.5	55.6	44.4

*Multiple Responses

Table 3 shows that majority (80.4%) of the respondents of ‘Below 21’ age group responded, unawareness about different services offered by CICs, followed by 57.1% who said lack of proper knowledge regarding services as their problems while visiting CIC. Maximum 50.5% of the respondents from ‘21-30’ age group, felt limited services offered by CIC followed by 45.5% who admitted lack of sufficient computers and 44.6% responded unawareness about different services offered by CICs as their main problems. Majority 61.4% of the respondents of ‘31-40’ age, responded limited services offered by CIC and 38.6% said Lack of proper knowledge regarding services as their major problems. 66.7% of the respondents of 41-50 years of age responded their major problems as unawareness about different services offered by CIC and Lack of proper knowledge regarding services, each as their major problems while visiting the CIC.

This indicates that major problems faced by the users of the CICs as per their age were unawareness about different services offered by CICs, Lack of proper knowledge regarding services and limited services offered by CIC.

5.3 Category wise Problems Faced by Respondents while Using CIC

The below mentioned table shows problems faced by the respondents while visiting CIC as per their category. The various categories included are ‘Student’, Government Official’, ‘Service Holder’, ‘General public’ and ‘Unemployed Youth’.

Table 4 Category wise Problems Faced by the CIC Users

Category wise Problems Faced by CIC Users (N*)

Category		Unawareness about different services offered by CICs		Employees are busy in some other work		Lack of proper knowledge regarding services		Lack of sufficient computers		Dependence on CICOs for any information		Hesitation of using services		Limited services offered	
		No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes
Student	Count	26	69	64	31	44	51	69	26	68	27	93	2	71	24
	% within Category	27.4	72.6	67.4	32.6	46.3	53.7	72.6	27.4	71.6	28.4	97.9	2.1	74.7	25.3
	% of Total	12.6	33.3	30.9	15.0	21.3	24.6	33.3	12.6	32.9	13.0	44.9	1.0	34.3	11.6
Government Official	Count	27	1	24	4	26	2	14	14	28	0	27	1	3	25
	% within Category	96.4	3.6	85.7	14.3	92.9	7.1	50.0	50.0	100.0	0.0	96.4	3.6	10.7	89.3
	% of Total	13.0	0.5	11.6	1.9	12.6	1.0	6.8	6.8	13.5	0.0	13.0	0.5	1.4	12.1
Service holders (teachers, professional employees)	Count	9	0	8	1	7	2	3	6	8	1	7	2	1	8
	% within Category	100.0	0.0	88.9	11.1	77.8	22.2	33.3	66.7	88.9	11.1	77.8	22.2	11.1	88.9
	% of Total	4.3	0.0	3.9	0.5	3.4	1.0	1.4	2.9	3.9	0.5	3.4	1.0	0.5	3.9
Unemployed Youth	Count	36	12	20	28	42	6	20	28	44	4	48	0	15	33
	% within Category	75.0	25.0	41.7	58.3	87.5	12.5	41.7	58.3	91.7	8.3	100.0	0.0	31.2	68.8
	% of Total	17.4	5.8	9.7	13.5	20.3	2.9	9.7	13.5	21.3	1.9	23.2	0.0	7.2	15.9
General public	Count	1	26	26	1	1	26	26	1	3	24	4	23	25	2
	% within Category	3.7	96.3	96.3	3.7	3.7	96.3	96.3	3.7	11.1	88.9	14.8	85.2	92.6	7.4

	%of Total	0.5	12.6	12.6	0.5	0.5	12.6	12.6	0.5	1.4	11.6	1.9	11.1	12.1	1.0
Total	Count	99	108	142	65	120	87	132	75	151	56	179	28	115	92
	% within Category	47.8	52.2	68.6	31.4	58.0	42.0	63.8	36.2	72.9	27.1	86.5	13.5	55.6	44.4
	%of Total	47.8	52.2	68.6	31.4	58.0	42.0	63.8	36.2	72.9	27.1	86.5	13.5	55.6	44.4

*Multiple Responses

Table 4 shows that majority (72.6%) of the respondents of 'student' category responded unawareness about different services offered by CICs as one of their major problem followed by 53.7% who said Lack of proper knowledge regarding services as their problem. Majority (89.3%), (88.9%) and (88.9%) from government official, service holder and unemployed youth category respectively felt that limited number of services offered by CIC as their major problem. 96.3% of the respondents from general public category remarked unawareness about different services offered by CICs as their major problem. This implies that the majority of the respondents of 'student' and 'general public' category responded unawareness about different services offered by CICs as their major problem whereas category like 'service holder' and 'unemployed youth' consider limited number of services offered by CICs as their major problem.

5.4 Qualification wise Problems Faced by Respondents while Using CIC

The below mentioned table shows the impact of Qualification on the problems faced by the respondents while visiting CIC. The qualification of respondents ranges from Below Secondary level to Post Graduate or higher.

Table 5 shows that all (100%) of the respondents having 'Below Sec' qualification responded unawareness about different services offered by CICs as one of their major problem followed by 85.7 % each had problem of Lack of proper knowledge regarding services, dependence on CICOs for any information and hesitation in using IT. Majority (89.5%) of the respondents having Sec level qualification responded unawareness about different services offered by CICs followed by 73.7% felt Lack of proper knowledge regarding services as their major problem. Unawareness about different services offered by CICs and limited services offered by CICs was remarked by 36(48.6%) each, respondents with Hr. Sec qualification as their major problem. Majority (82.0%) of the graduate respondents indicated limited services offered by CIC as their major problem. Among respondents with postgraduate or higher qualification 75% responded limited services offered by CIC followed by 58.3% who said lack of sufficient computers as their major problems. This indicates that the major problem faced by majority of the respondents with lesser qualification were unawareness about different services offered by CICs whereas major problem faced by the respondents having higher qualification was limited services offered by CICs.

Table 5 Qualification wise Problems Faced by the CIC Users

Qualification		Qualification wise Problems Faced by the CIC Users (N*)													
		Unawareness about different services offered by CICs		Employees are busy in some other work		Lack of proper knowledge regarding services		Lack of sufficient computers		Dependence on CICOs for any information		Hesitation of using services		Limited services are offered	
		No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes
Below Sec Level	Count	0	14	13	1	2	12	13	1	2	12	2	12	14	0
	% within Educationalquali	0.0	100.0	92.9	7.1	14.3	85.7	92.9	7.1	14.3	85.7	14.3	85.7	100.0	0.0
	% of Total	0.0	6.8	6.3	0.5	1.0	5.8	6.3	0.5	1.0	5.8	1.0	5.8	6.8	0.0
Sec level	Count	6	51	46	11	15	42	47	10	31	26	48	9	51	6
	% within Educationalquali	10.5	89.5	80.7	19.3	26.3	73.7	82.5	17.5	54.4	45.6	84.2	15.8	89.5	10.5
	% of Total	2.9	24.6	22.2	5.3	7.2	20.3	22.7	4.8	15.0	12.6	23.2	4.3	24.6	2.9
Higher Sec level	Count	38	36	40	34	49	25	44	30	59	15	71	3	38	36
	% within Educationalquali	51.4	48.6	54.1	45.9	66.2	33.8	59.5	40.5	79.7	20.3	95.9	4.1	51.4	48.6
	% of Total	18.4	17.4	19.3	16.4	23.7	12.1	21.3	14.5	28.5	7.2	34.3	1.4	18.4	17.4
Graduate	Count	43	7	32	18	44	6	23	27	48	2	49	1	9	41
	% within Educationalquali	86.0	14.0	64.0	36.0	88.0	12.0	46.0	54.0	96.0	4.0	98.0	2.0	18.0	82.0
	% of Total	20.8	3.4	15.5	8.7	21.3	2.9	11.1	13.0	23.2	1.0	23.7	0.5	4.3	19.8
Post graduate or higher	Count	12	0	11	1	10	2	5	7	11	1	9	3	3	9
	% within Educationalquali	100.0	0.0	91.7	8.3	83.3	16.7	41.7	58.3	91.7	8.3	75.0	25.0	25.0	75.0
	% of Total	5.8	0.0	5.3	0.5	4.8	1.0	2.4	3.4	5.3	0.5	4.3	1.4	1.4	4.3
Total	Count	99	108	142	65	120	87	132	75	151	56	179	28	115	92
	% within Educationalquali	47.8	52.2	68.6	31.4	58.0	42.0	63.8	36.2	72.9	27.1	86.5	13.5	55.6	44.4
	% of Total	47.8	52.2	68.6	31.4	58.0	42.0	63.8	36.2	72.9	27.1	86.5	13.5	55.6	44.4

*Multiple Responses

Table 6 Pearson's Chi Square (P value) for Problems faced by Respondents as per their Age, Category and Qualification

Attributes	Pearsons Chi Square (P value)
Age vs. Unawareness about different services offered by CICs	.000
Age vs. Employees are busy in some other work	.000
Age vs. Lack of proper knowledge regarding services	.000
Age vs. Lack of sufficient computers	.000
Age vs. Dependence on CICOs for any information	.000
Age vs. Hesitation of using services	.000
Age vs. Limited services offered	.000
Category vs. Unawareness about different services offered by CICs	.000
Category vs. Employees are busy in some other work	.003
Category vs. Lack of proper knowledge regarding services	.020
Category vs. Lack of sufficient computers	.040
Category vs. Dependence on CICOs for any information	.583
Category vs. Hesitation of using services	.000
Category vs. Limited services offered	.000
Qualification vs. Unawareness about different services offered by CICs	.000
Qualification vs. Employees are busy in some other work	.001
Qualification vs. Lack of proper knowledge regarding services	.000
Qualification vs. Lack of sufficient computers	.000
Qualification vs. Dependence on CICOs for any information	.000
Qualification vs. Hesitation of using services	.000
Qualification vs. Limited services offered	.000

Table 6 indicates the Pearson chi square value of attributes, regarding problems faced by user while visiting CIC vs. age, category and qualification. It shows the impact of each attribute corresponding to the problems faced by the user and their level of significance.

Chi square of all the attributes, corresponding to their problems faced by the user were found to be significant except category vs Lack of proper knowledge regarding services, category vs lack of sufficient computers and category vs dependence on CICOs for any information as the p value of all these attributes are >0.05 .

6.0 Conclusion And Recommendations

It is concluded from the above study that merely establishment of CICs is not sufficient. It is the need of the hour to address the problems of the people so that their aspirations should be fulfilled. Awareness about the CISs offered by CICs is a key to get maximum benefit from these services. In order to provide services in effective and efficient manner, it is important to make people well informed about these services. It is suggested that CICs should arrange awareness programs from time to time to create awareness among people about various services and facilities of CICs. Print and electronic media i.e., newspapers, TV, radio, internet, etc can play a very significant role in creating awareness among people. Government should also make deliberate efforts to create awareness about CICs and their services by using the power of media. Social networking tools can be used to create awareness among people by creating groups or community pages of CICs. Secondly, very limited number of services are being provided by CICs. It is suggested that services such as RTI, Public Service Guarantee Act (PSGA), passport service, PAN Card service, birth and death registration, etc should be provided in addition to the services already being provided by the CICs. This will attract more and more people towards CICs. Also, centrally sponsored schemes (MNREGA, NRHM, ASHA, etc) need to be communicated to the rural people through the CICs. It is recommended that government and CICs should take keen interest and appropriate steps to create awareness among people about the different services offered by CICs and should also make deliberate efforts to increase the infrastructure and services of the CICs. This will encourage more use of CICs by the people and thus, enable them to get maximum benefit of the services of these CICs. It is also recommended that to create interest and to use CICs as a learning centre, different means such as audio-visual tools, CD based courses, video conferencing, internet based education, etc should be utilised.

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