

A Study on Satisfaction of Students towards e-Governance services of Savitribai Phule Pune University with special reference to Convocation Degree Certificate Service

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ABSTRACT

In the 21st century world, India shares the challenge of higher education. Indian Higher Education Institutions should realise that this is an era of extreme competitiveness and consumerism. The main challenge before Indian higher education is to increase the access to education, maintaining equity while delivering the services. The implementation of e-Governance in the higher education institutes such as universities will facilitate to overcome this challenge posed before Indian higher education and enable it to enjoy its demographic dividend. Savitribai Phule Pune University (SPPU) has implemented many e-governance initiatives to provide better delivery of its services to its stakeholders as well as to streamline its day-to-day operations. Its website is accessed by its hundreds of thousands of students, alumni and also by National and International Professors, researchers and other stakeholders. The present study deals with the study of students' satisfaction while using Convocation degree services provided through e-governance. The study analyses the responses of 683 students of colleges from four major branches of study affiliated to Savitribai Phule Pune University, collected through a structured questionnaire. The main focus of the research is to study whether the students are satisfied towards Convocation degree Certificate services provided by Savitribai Phule Pune University through e-governance.

KEYWORDS: Students, e-Governance, Savitribai Phule Pune University, Satisfaction.

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