

Satisfaction of Electricity Services in Uttar Pradesh with Special Reference to Gorakhpur District

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Abstract

This research paper is related to satisfaction of population in electricity service in Gorakhpur district. Electricity service is an important public service provided by Government for the betterment of standard of living. The satisfaction in electricity service has been measured with respect to main three independent variables (gender, habitat and religion).with help of main and interaction effect between variables. In this regard, this research paper deals with introduction, review of literature, aim of the study, methodology, analysis of the study and conclusion.

Keywords: Gender, Habitat, Religion, Satisfaction, Quality, Public Services.

Introduction

Uttar Pradesh is the most populous state in India. According to census 2011, Uttar Pradesh has population of 19.98 crores with male and female are 104,480,510 and 95,331,831 respectively. In 2001, total population was 166,197,921 in which male were 87,565,369 and female were 78,632,552. The growth of total population in this decade was 20.23%, while in the previous decade it was 25.80 %.

Out of the total Gorakhpur population for 2011 census, 18.83 percent lives in urban region of district. In total 836,129 people lives in urban area of which males are 439,051 and females are 397,078. Sex ratio in urban region of Gorakhpur district is 904 as per 2011 census data. As per 2011 census, 81.17 percent population of Gorakhpur district lives in rural areas of villages. The total Gorakhpur district population living in rural areas is 3,604,766 of which males and females are 1,838,726 and 1,766,040 respectively. The sex ratio of rural areas of Gorakhpur district is 960 while average sex ratio of Gorakhpur district is 950. Thus for every 1000 men there were 950 females in Gorakhpur district. Also as per census 2011, the Child Sex Ratio was 909 which is less than Average Sex Ratio 950 of Gorakhpur district.

Here, public services means, those services is provided by government for their citizen is known as public services. These services are generally available free for all. One of the important issued that quality of public services are not satisfactorily. There will be difference of quality in between public and private services. Now a days, government responsibility is to full fill the demand of public services. Therefore, satisfaction of public services is affect by supply of public services. Quality of public services was measured by many of the researchers in their research work. The responsibility of state government is to maintain the level of supply of public services as well as their quality. Public services are not properly available in East U.P. as compared to West in the proportion of population density. Therefore we can say that implementation of government policy is not properly effective. Gorakhpur district is select for our research work because the supplies of public services are not sufficiently provided to the district levels as well as their populations. Many of the public services are not equally distributed in rural and urban area of district. Therefore, it is important to measure the satisfaction level of public services.

Review of Literature

There are some study conducted by researcher to analyse the status of electricity service in different states of India. The study of Parameswaran M. P. (1990) highlighted the performance of Kerala State



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Electricity Board (KSEB); when the other state became energy deficient, Kerala exported electricity to other states. For two decades from 1962, the managing philosophy of the Kerala State Electricity Board has been 'abundant hydropower or export of energy or profit. It delayed the board from thinking about thermal power. Today, the state depends on the hydro-system for its electricity needs. Although, realistic hydro-energy estimates fall far short of the projected electricity demand.

Mitra, Partha Pratim (1996) mentioned on power sector in India issues and challenges. They highlighted the various facilities and placed them in perspective physical and financial attainments in the power sector highlights, which are presently engaging observation of policy makers in this sector.

Baijal Pradip (1999) wrote that several countries, both in the west and in the east, developed and underdeveloped, have established reforms in the power sector. The reforms initiated, at the federal level, have been the enactment of laws which enable setting up of regulatory commissions and state at the levels providing for separation of generation and distribution activities. He recommended recognize central and state transmission, utilities as government companies allow setting up of private transmission lines within the overall supervision of the government transmission utility and provide for regulation of transmission by the central and state regulators. There is no study regarding to satisfaction of population in public services. So, the measurement of satisfaction level of population in electricity service in Gorakhpur district of Uttar Pradesh is needed.

Aim of the Study

The research is based on the satisfaction of electricity services in rural and urban area of Gorakhpur district of Uttar Pradesh. It concerned with qualitative data analysis on the basis of primary data with the help of research schedule. The objectives of the study are to analyse how government developed the commitment to providing basic public services. To examine the satisfaction levels of people in Gorakhpur district of Uttar Pradesh.

Research Methodology

The present study was conducted to investigate the effect of gender, habitat and religion on public service satisfaction of Gorakhpur district. The study was conducted in a 2x2x2 factorial design with two types of gender (male and female), two types of habitat (rural and urban) and two types of religion (Hindu and minority). Thus, there were eight treatment conditions in total. The data collected in the form of interview schedule answered by the respondents from rural, urban area of Gorakhpur district. The information collected was processed and tabulated suitably by highlighting all the parameters. The theoretical information was converted in numbers by ranking the Likert scales. Analyzing the data with the help of statistical tools like factor analysis, F test, ANOVAs, mean, standard deviation, correlation statistics were used with the help of M.S.Excel, and SPSS. For the presentation of the data, tables, charts, bar diagrams are used.

Analysis of the Study

In order to carry out our research paper to analyse satisfaction of population in electricity service in rural and urban area of Gorakhpur district of Uttar Pradesh on the basis of independent variable like gender, habitat and religion are discussed in detailed.

Today electricity is basic needs for progress of human power. So, central and all state government try to maintain the supply of electricity in his state. Uttar Pradesh government also tries to maintain the supply of electricity in the state as well as in Gorakhpur district. Over all Gorakhpur district, the connection of electricity of household and for business purpose is adequate but availability of electricity in the Gorakhpur district is too bad. If we can try to see in the rural area of Gorakhpur district than we got that the supply of electricity is 6 to 8 hours per day where as in the urban area of Gorakhpur district is 12 to 16 hours per day, so that it is important to measure the satisfaction in electricity in the Gorakhpur district. Table 1 shows the level of electricity service satisfaction in the Gorakhpur district.

Table: 1 Grand mean values of Electricity Service satisfaction score under varying conditions of Gender, Habitat and Religion.

Gender	Habitat	Religion	Mean	Std. Deviation	N
Male	Rural	Hindu	3.2391	2.75023	46
		Minority	3.5667	2.43088	30
		Total	3.3684	2.61708	76
	Urban	Hindu	6.4848	2.46375	33
		Minority	6.2632	3.67940	19
		Total	6.4038	2.93231	52
	Total	Hindu	4.5949	3.07396	79
		Minority	4.6122	3.22630	49
		Total	4.6016	3.12052	128
Female	Rural	Hindu	2.7037	2.42339	54
		Minority	2.3429	1.96952	35
		Total	2.5618	2.25104	89
	Urban	Hindu	6.0244	2.29660	41
		Minority	5.1852	1.90217	27
		Total	5.6912	2.17350	68
	Total	Hindu	4.1368	2.87916	95

Total	Rural	Minority	3.5806	2.39226	62
		Total	3.9172	2.70318	157
		Hindu	2.9500	2.57954	100
		Minority	2.9077	2.26193	65
		Total	2.9333	2.45231	165
		Hindu	6.2297	2.36728	74
	Urban	Minority	5.6304	2.79172	46
		Total	6.0000	2.54374	120
		Hindu	4.3448	2.96931	174
	Total	Minority	4.0360	2.82498	111
		Total	4.2246	2.91283	285

Table: 2 Summary table of ANOVA for Electricity Service as a function of Gender, Habitat and Religion.

Source	Df	Mean Square	F	Sig.
Gender	1	44.112	7.197	.008
Habitat	1	594.410	96.976	.000
Religion	1	4.857	.792	.374
Gender * Habitat	1	.198	.032	.858
Gender * Religion	1	6.918	1.129	.289
Habitat * Religion	1	4.283	.699	.404
Gender * Habitat * Religion	1	.020	.003	.954
Error	277	6.129		
Total	285			

a. R Squared = .295 (Adjusted R Squared = .278)

The mean and S.D. values of satisfaction in electricity service are given in table 1 and the mean values are depicted in figure 1 and 2. Table 1 and figure 1 show that male population are more satisfied (Grand mean = 4.6016) as compared to female population (Grand mean =

3.9172) in electricity service in Gorakhpur district provided by Uttar Pradesh government. Table 1 and figure 2 denote that the rural population are less satisfied (Grand mean = 2.9333) in electricity service as compared to urban population (Grand mean = 6.000).

Figure – 1: mean values of Electricity Service Score under Varying Conditions of Gender

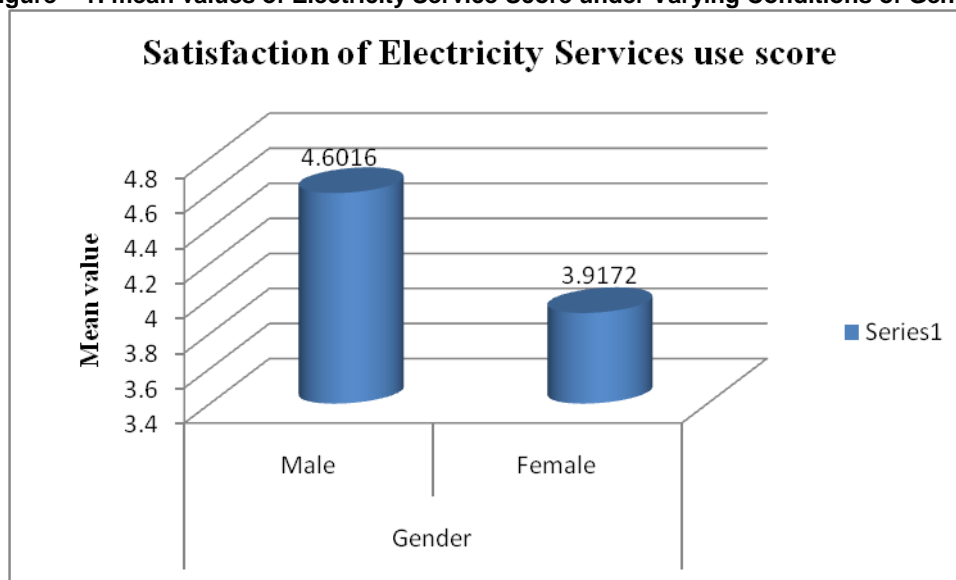
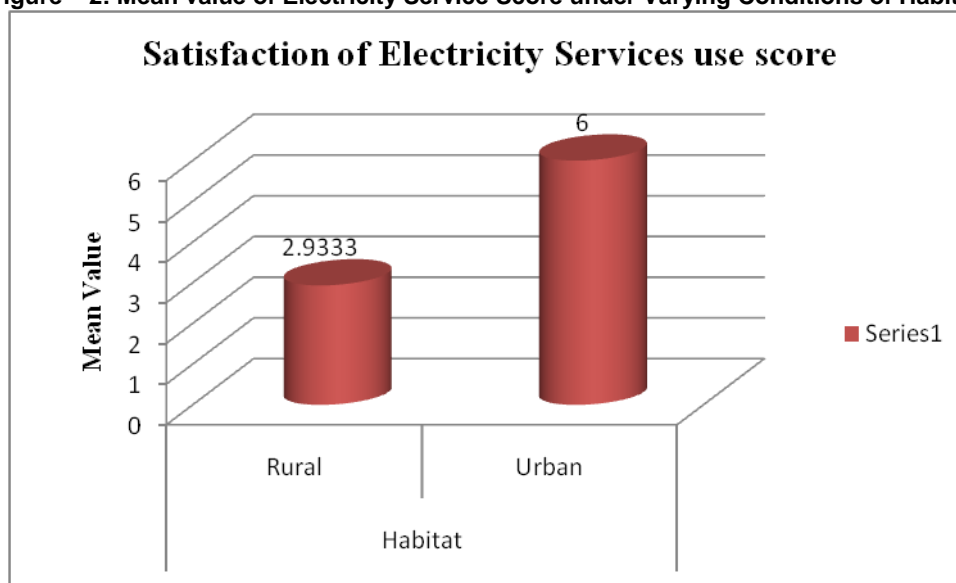


Figure – 2: Mean value of Electricity Service Score under Varying Conditions of Habitat.

The summary table of ANOVA (Table 2) shows that the main effect of gender ($P < 0.008$) and habitat ($P < 0.000$) are highly significant. Related with above mention of the present study is the impact of gender on electricity services satisfaction. Female populations are directly attached with work of electricity as well as household females are doing work with the help of electricity in the Gorakhpur district. Electricity is a basic need for education as well as other needs. Supply of electricity in Gorakhpur district is also very poor as compared with other districts like Etawah, Manpuri, Saifai and other districts in Uttar Pradesh. Rural populations are less satisfied of electricity services because of supply of electricity in rural area is very poor as compared to urban area of Gorakhpur district. One of the most problems of electricity in rural area is fault and irregular supply of electricity as well as low voltage. Lineman between 24 hours does not repair the problem of transformers and faults and if they are, agree to repair the problem than he would demand his pocket money and travelling allowance because most of the lineman's are private employ so they demand his pocket money for the repair of electricity. If we asked him that why are you demand money for the repair of electricity than he told that if you would not give money for repair than the problem of electricity is not repaired by any lineman. However, urban populations are more satisfied of electricity services in the district because these problems are less associated with customers as compared to rural area in Gorakhpur district.

Conclusion

On the basis of above analysis, we have found that gender and habitat are highly significant for satisfaction in electricity service in Gorakhpur district of Uttar Pradesh. But the satisfaction in electricity

service with respect to religion is insignificant. Therefore, male population are highly satisfied with electricity service as compared to female population. However, satisfaction level in electricity service in rural area is very poor as compared to urban area of the Gorakhpur district of Uttar Pradesh.

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