

EXPLORATION OF PROBLEMS IN THE ISSUANCE OF NATIONAL IDENTITY CARD OF BANGLADESH: PROPOSED SOLUTIONS FOR GOOD GOVERNANCE

Md. Momin Uddin¹, Ali Haydar², Nusrat Sharmin Lipy³

Abstract

National Identity (NID) card is one of the most important document/ necessary material now-a-days. A national ID card can be broadly defined as a nationwide, all purpose identification documents for the citizens issued by the government. The study aimed to explore the problems prevailing in the issuance of National Identity Card cards in Bangladesh and the researchers tried to propose some solutions of problems of NID to enhance good governance in ICT projects. The focus was made on exploration of problems and linkage with the notion of good governance. The sample size was 120 and the respondents are homogenous in nature. The target location was Chattogram Metropolitan City. The study summarized primary data by frequency tools. Convenient sampling method was used for data collection. The observation of research team (2 members) and Focused Group Discussion (5 members) were also considered. Lots of problems were identified, such as (misspell of cardholders name both Bangla and English, mismatch of father's and mother's name of cardholders, mismatch of blood group, mismatch of address of cardholders, poor database system, , lack of awareness of govt. officials, etc.) through this study. Some of the probable solutions were suggested according to research findings to enhance good governance in ICT project.

Key Words: National ID card, Problems, Solutions, Good governance.

Introduction

The present slogan of Bangladesh is to be digital in every sector within 2021. In line with this vision, the Government of Bangladesh is trying best to make this possible by taking every sincere step. The Government of Bangladesh has taken some admirable steps that make this country truly digital and it is the symbol of good governance. The issuance of National ID card is one of the steps that provides the country a digital platform and ensures the evidence of good governance. A national ID card can be broadly defined as a nationwide, all purpose identification document for the citizens issued by the government. In his book *The Limits of Privacy* (1999), Amilai Etzioni-an enthusiast for national ID and other forms of round-the-clock surveillance of innocent people defines national ID cards as “domestic passport-like documents that citizens of many countries, including democracies, are required to have with them at all times.” It might be broadly stressed that such a card has the following three attributes: (1) All citizens and residents “of a given jurisdiction” *must* have it, (2) All those who have it must carry it, and show it upon request by authorities; (3) Finally, the card must be connected to a database with other information about the individual. NID cards have been related to national

¹Assistant Professor, Department of Management Studies, Patuakhali Science and Technology University (PSTU), Patuakhali, ²Lecturer, Department of Accounting and Information System, PSTU, Patuakhali,

³Assistant Professor, Department of Management Studies, University of Barishal, Bangladesh.

registration systems, which in turn shape the basis of government administration. The term good governance has got reputation in the context of rejuvenation of democratic organizations (what may be denoted as third wave of democracy); in order to ensure participatory democracy, human development and to reach the targets of globalization (B. C. Preti, 2004). The term governance has been defined by different scholars from different approaches. However, in simple words, governance *is* the process of decision making and the process by which decisions are executed or not executed (Ramakant Rao, 2008). Tahir Naveed (1998) defines governance as the management of resources, and organization of individuals and groups into formal and informal bodies and institutions and businesses, through social, political, administrative and economic mechanisms. The World Bank views governance in two related slightly different ways. Primarily the emphasis is on 'how political power is exercised to manage a nation's affairs'. In the second instance, World Bank defines the term in a broader sense. It views governance as the "use of power in the management of a country's economic and social resources for development" (Khan M. M, 2002). According to Johnston Michael (2004), Good governance is " a competent management of a country's resources and affairs in a manner that is open, transparent, accountable, equitable and responsive to people's needs." The United Nations Development Programme (UNDP, 1996) defines good governance as a process encouraging "staff incentives, training of civil servants, administrative and fiscal decentralization and dialogue between governments and civil society". Moreover, the UNDP (1997) has emphasized following main characteristics of good governance: political accountability and legitimacy, a free and fair judiciary, accountability of bureaucracy, freedom of information and expression, infective and efficient public sector management and cooperation with civil society organizations. The recent worldwide governance (2014) has articulated six indicators for promotion of good governance, such as, accountability and transparency free from violence and stability in political system, effectiveness of governmental policy, elimination of corruption, quality of governance and establishes the rule of law. Principles of good governance can be characterized by some essential qualities, such as consensus oriented, accountable, participatory, transparent, follows rule of law, responsive, effective and efficient, equitable and inclusive (Muhammad Ali, 2015). Governance is related to any institution, small or large; profit or non-profit; pervaded from a single family all the way to worldwide institutions that have an influence on our existence. Therefore, governance is pertinent to humanity for quality of life now and for its sustainability in the future (Muhammad Ali, 2015).The term governance/good governance is interrelated and interdependent. The government has to monitor and modify all ICT projects' activities as necessary for ensuring good governance (Satter, M. M., 2012). Previously in Bangladesh, there was no initiative to work on NID card, which is crucial in our professional life. A few researches have been done by scholars on this issue in India and the USA. Here the researchers undertook the study fulfill the following objectives:

- i. to explore problems prevailing in issuance of National ID card and probable solutions for minimizing problems from Cardholder's viewpoint;
- ii. to explore problems and solutions stated on objective (i), from research team and Focused group discussion (FGD) viewpoint;
- iii. to show the status of good governance regarding ICT project of Govt. of Bangladesh..

Materials and Methods

This study is aimed to describe problems prevailing in Issuance of National ID card and try to give a model that can be adopted while taking any technological project by the government for better governance. To collect primary data a 5-point Likert Scale questionnaire ranging from strongly agree (5) to strongly disagree with end points (1) on problems prevailing in issuance of national ID card was developed for the study. The study period was from 1st of July 2016 to 1st of February 2017. The respondents were also asked about their gender, age, educational background, marriage, monthly income, and job occupation. Informal talk and observations were carried out during interview session. The observation of research team (2 members) and FGD (5 members) were also considered. Findings and interpretations were based on data collected through primary source. Frequency tools were employed for analyzing quantitative data. Theoretical part of the study was furnished by secondary data that were collected from available books, journals, publications, articles, websites and different reading materials. The researchers used convenient random sampling method. The total sample size for this study was 120. The population size of this study was all National ID card holders in Chattogram Metropolitan Area. The study extensively uses descriptive statistics in analyzing and interpreting data array. The study focused on exploration of problems prevailing in issuance of National ID card and tried to propose some solutions to enhance good governance.

Results and Discussion

Socio-demographic profile of the respondents

This study determined the problems prevailing in issuance of National ID card in Chattogram metropolitan area. The study found that the majority of the respondents' age were between 20 and 30 which constituted 66.67% of the respondents. Sixteen percent (16.67) of the respondents belonged to below 20 years and other 16.66% of the respondents were under age 30-40 years, which is presented in Table 1. In terms of education, 20 respondents had completed their SSC level, 30 respondents have completed their HSC level, 40 respondents had completed their Honors level and other 30 respondents had completed their Masters level. Forty respondents were students, 40 were job holders, twenty and the other (20+20) respondents have businesses and other profession, respectively. In this study, 95 respondents were male and 25 were female. Among the 120 respondents, 80 respondents were married and rest 40 respondents were unmarried.

Table 1. Socio-demographic profile of the respondents

Socio-demographic factors	Frequency	Percentage
Age	20	16.67
Below 20	80	66.67
20-30	20	16.66
30 -40		
Education level		
SSC	20	16.67
HSC	30	25
Honors	40	33.33
Both Honors & Masters	30	25
Job occupation		
Students	40	33.33
Job holders	40	33.33
Businessman	20	16.67
Others	20	16.67
Sex		
Male	95	79.17
Female	25	20.83
Marital status		
Married	80	66.67
Unmarried	40	33.33
Widow/Divorce		

Source: Survey 2018

Table 2. Problems prevailing in issuance of National ID card (Card holders's View)

Problems	Strongly Agree (%)	Agree (%)	Neutral (%)	Disagree (%)	Strongly Disagree (%)
01. Misspell of NID cardholder's name	70(58.33)	20(16.67)	10(8.33)	20(16.67)	00(00)
02. Bangla misspelling of NID cardholders' name	55(45.83)	15(12.5)	40(33.33)	05(4.17)	05(4.17)
03. English misspelling of NID cardholders' name	45(37.5)	25(20.83)	20(16.67)	20(16.67)	10(8.33)
04. Mismatch of mother's name	60(50)	30(25)	10(8.33)	10(8.33)	10(8.33)
05. Mismatch of father's name	70(58.33)	20(16.67)	15(12.50)	10(8.33)	5(4.17)
06. Mismatch of spouse's name	35(29.17)	15(12.50)	50(41.67)	10(8.33)	10(8.33)

Table 2. Cont'd.

07. Mistake in date of birth	56(46.67)	14(11.67)	30(25)	15(12.5)	5(4.17)
08. Mismatch in blood group	10(8.33)	10(8.33)	20(16.67)	40 (33.33)	40(33.33)
09. Mismatch of addresses of cardholders	40 (33.33)	20(16.67)	20(16.67)	20 (16.67)	20(16.67)
10. Mistakes done by respondents while giving data to respective officer	20 (16.67)	10(8.33)	30(25)	10 (8.33)	40(41.67)
11. Mistakes done by data collector appointed by election commission	60 (50)	10(8.33)	30(25)	10 (8.33)	10(8.33)
12. Problems faced by the respondents while they went for correction to regional election office	80 (66.67)	10(8.33)	10(8.33)	10 (8.33)	10(8.33)
13. Problems of less cooperative behavior of respective thana officers	80 (66.67)	10(8.33)	10(8.33)	10 (8.33)	10(8.33)
14. Problems of deposit of money to bank	70 (58.33)	20(16.67)	10(8.33)	10 (8.33)	10(8.33)
15. Too much time needed for correction	90(75)	10(8.33)	10(8.33)	10 (8.33)	00(00)
16. No option for online correction by cardholders	90 (75)	20(16.67)	10(8.33)	00 (00)	00(00)

Source: Survey 2018

1. Majority of the respondents (58.33%) of 120 strongly agreed with the statement mentioned in problem number one (misspelled of NID cardholder's name). There is no one who was found strongly disagreed with the aforesaid statement. Twenty respondents were found agreed, 10 respondents were neutral, and other 20 respondents were found disagreed.
2. Majority of the respondents (45.83%) of 120 were found strongly agreed with the statement mentioned in problem number 2 (Bangla misspelling of NID cardholders' name). Forty respondents (33.33%) were neutral, 15 respondents agreed and others disagreed (5%) and strongly disagreed (5%), respectively.

3. Majority of the respondents (37.5%) of 120 strongly agreed with the statement mentioned in problem number 3 (English misspelling of NID cardholders' name). Twenty respondents agreed which constituted 20.83% of total respondents. Twenty respondents of each neutral and disagree category constituted 16.67%, respectively. Other ten respondents strongly disagreed with the statement.
4. Study revealed that 50% of respondents that means 60 respondents agreed with the statement mentioned in problem number 4 (Mismatch of mother's name). Thirty respondents agreed and 10 respondents were neutral about the statement, 10 respondents disagreed and rest ten was strongly disagreed.
5. Majority of the respondents strongly agreed on problem number 5 (Mismatch of father's name) while 17 percent agreed. About nine percent of the respondents disagreed and the rest four percent strongly disagreed.
6. Majority of the respondents (41.667%) expressed neutral response on problem number 6 (Mismatch of spouse's name) who were unmarried and 35 percent respondents (29.167%) strongly agreed who were married. Fifteen respondents agreed regarding aforementioned mistakes, 10 respondents disagreed and rest 10 respondents strongly disagreed.
7. The study revealed that 56 respondents strongly agreed with the statement (Mistake in Date of Birth). They had NID cards with mismatched date of birth. Fourteen respondents were agreed regarding this mismatch. Thirty respondents were neutral, 15 were found to disagree, and rest five respondents strongly disagreed.
8. The respondents were asked to give response on mismatch in blood group. Majority of the respondents (40+40) disagreed and strongly disagreed, respectively. Twenty respondents were neutral. Ten respondents strongly agreed with the statement and rest ten respondents were found to agree.
9. Majority of the respondents strongly agreed (40%) with the statement (Mismatch of addresses of cardholders). They have faced this kind of mismatch. Twenty respondents (20) agreed, 20 respondents were neutral, 20 respondents disagreed and the other 20 respondents strongly disagreed.
10. Majority of the respondents (40) strongly disagreed with the statement (Mistakes done by respondents while giving data to respective officer). Ten respondents disagreed, 30 respondents were neutral, 10 respondents agreed and 20 respondents strongly agreed.
11. The respondents were asked to give response on (Mistakes done by data collector appointed by Election Commission). Majority of the respondents (60) strongly believed that mistakes were done by data collector. Ten respondents agreed, while

- 30 respondents were neutral. Ten respondents disagreed and rest respondents strongly disagreed.
12. Eighty respondents strongly agreed with the statement (Problems faced by the respondents while they went for correction to Regional Election Office). Ten respondents agreed, 10 respondents were neutral, 10 respondents disagreed, and ten respondents strongly disagreed.
 13. Eighty respondents strongly agreed with the statement (Problems of less cooperative behavior of respective officers). Ten respondents agreed, 10 respondents were neutral, 10 respondents disagreed, and 10 respondents strongly disagreed.
 14. Majority of the respondents (70) face the problems of submission of money to bank as correction payment. Twenty respondents agreed. Ten respondents were neutral, ten respondents disagreed and rest 10 respondents strongly agreed.
 15. Majority of the respondents (90) who had wrong NID card strongly agreed on the problem (Too much time needed for correction). Ten respondents agreed, 10 respondents were neutral and 10 respondents disagreed about this statement.
 16. The study revealed that 90 respondents who had mismatched in ID card strongly agreed with the statement (No option for online correction by Cardholders). Twenty respondents agreed and rest ten respondents were neutral.

Table 3. Probable solutions for minimizing problems prevailing in issuance of National ID card (Cardholders' view)

Problems	Strongly Agree (%)	Agree (%)	Neutral (%)	Disagree (%)	Strongly Disagree (%)
01. IT Training is needed for respective personnel	80(66.67)	10(8.33)	10(8.33)	10(8.33)	10(8.33)
02. More cooperation is needed from respective regional/thana officers	90(75)	20(16.67)	10(8.33)	00(00)	00(00)
03. Technology based/online service is needed	90(75)	20(16.67)	10(8.33)	00(00)	00(00)
04. Cardholder's direct complain opportunity is needed	80(66.67)	10(8.33)	10(8.33)	10(8.33)	10(8.33)
05. Accountability of officers is needed	90(75)	20(16.67)	10(8.33)	00(00)	00(00)

Table 3. Cont'd.

06. Government commitment to strict administration (Punishment) is needed	80(66.67)	10(8.33)	10(8.33)	10(8.33)	10(8.33)
07. Application of digital technology for all ICT projects are needed for good governance	90(75)	20(16.67)	10(8.33)	00(00)	00(00)

Source: Survey 2018

1. Eighty respondents were strongly agreed with the statement (IT Training is needed for respective personnel). Ten respondents agreed, 10 respondents were neutral, 10 respondents disagreed, and 10 respondents strongly disagreed.

2. It was found from study that 75% of total respondents strongly agreed with the statement (More cooperation is needed from respective regional/thana officers). Twenty respondents agreed and 10 respondents were neutral. There was no one who neither disagreed nor strongly disagreed.

3. It was found from study that 75% of the total respondents strongly agreed with the statement (Technology based/online service is needed). Twenty respondents agreed and 10 respondents were neutral. There was no one who neither disagreed nor strongly disagreed.

4. Eighty respondents strongly agreed with the statement (Cardholder's direct complain opportunity is needed). Ten respondents agreed, 10 respondents were neutral, 10 respondents disagreed, and respondents strongly disagreed

5. It was found from study that 75% of the total respondents were to strongly agree with the statement (Accountability of officers is needed). Twenty respondents agreed and 10 respondents were neutral. There was no one who neither disagreed nor strongly disagreed.

6. It was revealed from the study that, 90 respondents strongly agreed with the statement (Government commitment to strict administration is needed). Ten respondents agreed, 10 respondents were neutral, ten respondents disagreed, and 10 respondents strongly disagreed.

7. It was found from study that 75% of 120 respondents strongly agreed with the statement (Application of digital technology for all ICT projects are needed for good governance). Twenty respondents agreed and 10 respondents were neutral. There was no one who neither disagreed nor strongly disagreed.

Table 4. Problems identified from the research team observation and FGD team viewpoints

<p>1. Complicated process: To make digital ID card is too complicated process. The whole process includes several steps which make this process complicated.</p> <p>2. Technical problems: The whole process complete through strong network systems. But, the network system is too weak to complete the process.</p> <p>3. Misspell of Name: Cardholders face lots of problems before getting or after getting smart ID card, such as misspelt the name of citizens. Example: Karima Khatun in lieu of Rahima Khatun, etc.</p> <p>4. Discrepancies of other information: There are lots of discrepancies of other information in Smart ID card such as misspell date of birth & permanent address etc.</p> <p>5. Time consuming: To make corrections of ID card is time consuming process.</p>	<p>6. Unskilled worker: The workers were so much unskilled to issue of NID card. They make the whole process too complicated.</p> <p>7. Poor database systems: The data base systems for issuing ID card was so poor. It lacks of proper information of citizens.</p> <p>8. Privacy & surveillance concerns: To give information for ID card was not so secure, because the database system is so poor. It doesn't ensure the privacy of all citizens.</p> <p>9. Hassle in getting required services: The citizens face many problems to get required services.</p> <p>10. Lack of awareness of govt. officials: There is lack of awareness of govt. officials to provide better services to all citizens.</p> <p>11. Lack of training: There is also lack of proper training of worker to implement this project.</p>
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Source: Survey 2018

Conclusion and Recommendations

The study was undertaken to explore problems prevailing in issuance of NID in Bangladesh and the researchers tried to provide some solutions of problems to enhance good governance. It was a little effort to identify the problems of ICT project especially issuance of national ID card for providing some guidelines to the government to ensure good governance through Digital way. The research team and focused group discussion members have provided the following possible solutions from extensive observation and face- to- face discussion with respondents.

1. Make whole process easy	7. IT Training is needed for respective personnel
2. Have Strong IT division	8. More cooperation is needed from respective regional/thana officers
3. Have clear road map to implement the project	9. Technology based service is needed
4. Make quick corrections of any discrepancies. Technical infrastructure should be developed	10. Ease of procedure of correction is needed
5. Appoint skilled worker	11. Accountability of officers is needed
6. Strong database systems for better services	12. Government commitment to strict administration/punishment is needed
	13. Application of digital technology for all ICT projects is needed for good governance

Source: Survey 2018

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