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Awareness And Usage Of Digi Locker Among Gen Z In Tirupur City

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Abstract

Digital Locker (DigiLocker) is a significant initiative by the Government of India aimed at promoting paperless governance and reducing reliance on physical documents. This scheme was launched in 2015 under the Digital India initiative. DigiLocker provides citizens with a secure online platform to store, share, and access digital copies of important documents such as driving licenses, vehicle registration certificates, educational certificates, and other government-issued documents. Gen Z's is characterized as digital natives, having grown up with the internet, smart phones, and social networking platforms. Their engagement with social media and the initiative taken as the result of digital India scheme, this paper extends to express awareness and usage of digilocker application.

Key words: Digital India, Digi locker, Awareness of Digi locker, Usage of Digi Locker

Introduction to DigiLocker

DigiLocker is a pioneering initiative by the Government of India launched in 2015 under the Digital India program. It is a secure cloud-based platform that provides citizens with a digital wallet to store and access their official documents and certificates electronically. The primary objective of DigiLocker is to promote paperless governance, reduce dependency on physical documents, and facilitate easy and secure sharing of important documents with government agencies and other authorized entities. The platform allows easy authentication using Aadhaar, simplifying access and operations. DigiLocker is a key step towards transforming India into a digitally empowered society and knowledge economy by making governance more transparent, efficient, and citizen-friendly.

Currently, digilocker serves as a significant hub for teenage interactions, offering positives friendship and support. It allows users to stay connected with various types of documents issued by different authorities. Digilock is the recent developing tool especially for Gen Z born between the mid-to-late 1990 and early 2010s. As digital technology grows, it's important for the content creators to develop its wings into various streams. In cities like Tiruppur, known for its vibrant textile and

entrepreneurial culture the influence of digitalisation is increasing significantly. Digilocker is one among the platforms that enabled Gen Z users to support the documents for the purpose of verification. Gen Z has become pivotal in shaping the society to become more digitalised. They leverage their authenticity and reliability to establish trust with their audience, making their recommendations highly influential in using the digilocker facilities for verification and storage purpose. This study aims to explore the awareness and usage of digilocker practices among Gen Z in Tiruppur City, focusing on their attitudes, perceptions, and engagement patterns. By analyzing these factors the weaker areas may be strengthened by the authorities to the maximum reach.

Review of Literature

Research papers, e-resources and literary works were studied and referenced to understand the features of DigiLocker. The purpose and usability of the scheme was understood, and the aspects of DigiLocker that needs to be studied were identified.

Dr. Uthira published her paper namely, "User Acceptance of DigiLocker System Based on the Theory of Technology Acceptance Model." In her paper she has determine the user acceptance and user satisfaction of DigiLocker can be explained using Technology Acceptance Model. This model shows how users accept and use a technology. She found that the main factor that the users' acceptance of new technology had the perceived usefulness and perceived ease of use. She concluded that the today's technological development pave the way for the society's development and ease of livelihood.

Bharati et.al., in their research paper namely, "How Useful Is Digital Locker? An Empirical Study in Indian Context" have tried to understand the usefulness of DigiLocker for the citizens of India by taking into consideration four independent factors - Perceived Ease of Use, Variety of Services, Social Influence and Perceived Risk. While the factors - perceived ease of use and variety of services had positive impact on the usefulness of Digital Locker. Social Influence and Perceived Risk did not have strong influence on usefulness of digital locker. They had concluded reviewing the risk and security of DigiLocker, gets clarified with time and usage by the users.

Arvind. P.P et.al., had explained the working and benefits of DigiLocker in their research paper namely, "Digi Locker: Ambitious Aspect of Digital India Programme". They have concluded that usage, success and problems faced by the scheme must be monitored time-to-time to make it successful.

Roa, Dr. N. Mareswara, - 2016 published the research paper titled, "Citizen Participation in Digital India – A Study in Andhra Pradesh". The researcher has tried to analyze the usage of seven apps of Digital India - OnlineRTI – File RTI Online, MyGov – Access Government Initiatives, MEAIndia – Know Everything About Indian Missions Abroad, Narendra Modi App – Connect with the PM, GARV Grameen Vidyutikaran App– Transparency in Rural Electrification, mPassport Seva App – Anytime Access to Passport Services, mKavach App – Comprehensive Mobile Security Solution among the citizens of Andhra Pradesh. They concluded that Digital India is a precondition for good and transparent

administration with e-democracy backed by e-government acting as the prime mover for the economic growth.

Porey, Dr. Jayant D (2016) has suggested in his paper titled, “Digital Locker System in India”, that perceived ease of use and variety of services has positive impact on the usefulness of Digital Locker. Social Influence can play an important role in creating more awareness among the citizen of India but it did not have strong influence on usefulness of digital locker. So, they concluded that, the GOI must implement an advertising/publicity campaign about Digital India schemes for the benefit of the citizens.

Kaur, Harpreet (2016) has elucidated the policy initiatives undertaken by GOI to provide various governmental services electronically through integrated and progressive schemes, which would go a long run to ensure efficiency and transparency. She concluded that ensuring reliability of such services is imperative for the success of the schemes introduced under the umbrella of Digital India (DI) platform

Objectives of the Study

The following are the objectives of the study

- To know the socio economic status of the respondents who are using Digilocker.
- To study the awareness and usage of Digilocker among Gen Z in Tirupur city.

RESEARCH METHODOLOGY

A Research Methodology involves a systematic analysis and principles associated with a field of study during the research work in order to attain the conclusion of the study.

Sample design

The area of the study is the 150 students were selected in Tirupur city.

Type of sampling

As the population is undefined, convenience sampling technique was used for data collection.

Method of data collection

This study is mainly based on primary & secondary data.

Tools used for the study

Percentage analysis, Descriptive statistics, t-test, ANOVA

DATA ANALYSIS

Demographic variables of the Respondents

This paper focuses the thoughts of the youth of today who are going to be the future of tomorrow. This paper analysis the idea of Gen Z in Digilocker usage dependent on their Gender, age, educational qualification, location of their residence and family monthly income.

Table 1
Socio Economic status of the Respondents

S.No.	Factors	Category	Percentage
1	Gender	Male	30
		Female	70
2	Age	18 – 20 years	31
		21 – 23 years	47
		24 – 26 years	22
3	Educational qualification	School level	20
		UG level	59
		PG Level	15
		Professional	6
		Others	22
4	Family Monthly Income	Less than Rs. 20,000	10
		Rs. 20,001 - 30,000	23
		Rs. 30,001- 40,000	31
		Above Rs. 40,000	36
5	Location of Residence	Urban Area	42
		Semi Urban Area	42
		Rural Area	16

Source: Primary data

The above table depicts that 70% are Female respondents. Majority of the respondents had the age group between 21 -23 years. Majority 59 % of the respondents' educational qualification had UG degree. 36% of the respondents family monthly income had above Rs.40,000. 42% of the respondents reside in urban and semi urban area had actively involved in digilocker usage.

Table No. 2

Awareness of the certificates available in Digilocker

Certificates	Yes	No
Driving Licence	80	20
Vehicle Registration Certificates	64	36
Aadhaar Card	100	-
Academic Mark Sheets	91	9
Pan Card	72	28
Voter Card	66	34
Community Certificate	46	54
Ration Card	32	68

Source: Primary data

There are several certificates issued and linked using digilocker platform. Among the frequently used certificates, 100 per cent aware that Aadhaar card can be downloaded through digilocker. 91 per cent aware Academic Mark Sheets, 80 per cent aware Driving Licence, 72 per cent aware Pan Card, 66 per cent aware voter card, 64 per cent had aware vehicle registration certificates, 46 per cent aware community certificates, 32 per cent aware ration card can be downloaded by using digilocker for verification purpose.

Table No. 3
Usage of certificate - Descriptive Statistics

Usage	N	Minimum	Maximum	Mean	Indicator
Driving Licence	120	1	3	1.72	Medium
Vehicle Registration Certificates	96	1	3	1.92	Medium
Aadhaar Card	150	1	3	2.44	High
Academic Mark Sheets	137	1	3	2.36	High
PAN Card	108	1	3	2.44	High
Voter Card	99	1	3	1.84	Medium
Community Certificate	69	1	3	2.08	Medium
Ration Card	48	1	3	2.60	Medium

Source: Primary data (3 – High Usage, 2 – Normal Usage, 1 – Low Usage)

The above table indicate the usage of digital certificates through digilocker platform for verification by using point scale. The usage of certificate – Aadhar Card and PAN card had high usage compared to other certificates with the mean value of 2.44. The other certificates had also used through digilocker for verification purpose by the respondents.

Ho: There has been no significant difference between the demographic variables & usage of digilocker by the respondents.

Table No. 4
Demographic Variable & Usage of Digilocker – t-test

Demographic variable	Particulars	Mean	F	Asymp. Sig.	Result
Gender	Male	2.2214	1.365	0.249	Accepted
	Female	2.1806			

Source: Primary data

The above table indicates that there has been no significant difference in the digilocker usage and gender of the respondents, since the significant value has been more than 0.05 and the null hypothesis has been accepted.

Ho: There has been no significant difference between the demographic variables and usage of digilocker by the respondents.

Table No. 5
Demographic Variables & Usage of Digilocker– ANOVA

Demographic variables	Particulars	Mean	SD	F	Sig	Result
Age	18 – 20 years	2.0067	.41484	1.526	0.218	Accepted
	21 – 23 years	2.2000	.53358			
	24 – 26 years	2.2857	.54893			
Educational qualification	School level	2.6333	.51316	0.396	0.757	Accepted
	UG level	2.0400	.29665			
	PG Level	2.1538	.53534			
	Professional	2.2667	.57735			
	Others	2.3143	.48452			
Family Monthly Income	Less than Rs. 20,000	2.2800	.58822	1.614	0.186	Accepted
	Rs. 20,001 - 30,000	2.0950	.35759			
	Rs. 30,001- 40,000	2.4333	.68374			
	Above Rs. 40,000	1.9333	.36697			
Location of Residence	Urban Area	2.1909	.33368	2.486	.0727	Accepted
	Semi Urban Area	2.3750	.72618			
	Rural Area	2.1667	.27325			

Source: Primary data

The above table shows that, there has been no significant difference between the demographic variables and the usage of digilocker platform for their verification, since the significant value has been more than 0.05 and the null hypothesis has been accepted.

Discussion of the Study

70% are Female respondents. Majority of the respondents had the age group between 21 -23 years. Majority 59 % of the respondents' educational qualification had UG degree. 36% of the respondents family monthly income had above Rs.40,000. 42% of the respondents reside in urban and semi urban area had actively involved in digilocker usage.

Among the frequently used certificates, 100 per cent aware that Aadhaar card can be downloaded through digilocker. 91 per cent aware Acedemic Mark Sheets, 80 per cent aware Driving Licence, 72 per cent aware Pan Card, 66 per cent aware voter card, 64 per cent had aware vehicle registration certificates, 46 per cent aware community certificates, 32 per cent aware ration card can be downloaded by using digilocker for verification purpose.

The usage of digital certificates through digilocker platform for verification by using point scale. The usage of certificate – Aadhar Card and PAN card had high usage compared to other

certificates with the mean value of 2.44. The other certificates had also used through digilocker for verification purpose by the respondents.

There has been no significant difference in the digilocker usage and gender of the respondents, since the significant value has been more than 0.05 and the null hypothesis has been accepted.

There has been no significant difference between the demographic variables and the usage of digilocker platform for their verification, since the significant value has been more than 0.05 and the null hypothesis has been accepted.

Suggestions:

By focusing on accessibility, security, user engagement, and service expansion, DigiLocker can become more robust, inclusive, and trustworthy, ultimately driving higher adoption and better digital governance outcomes. Some suggestions for improving DigiLocker to enhance the user experience, security, accessibility, and overall effectiveness:

- Enhance User Awareness and Education by Conduct targeted awareness campaigns to inform citizens about DigiLocker's features and benefits.
- Provide simple tutorials and multilingual support to cater to diverse populations may increase the use of digilocker application among the public.
- Improve Accessibility for Rural and Marginalized Communities may pave the way for the optimum use of digilocker facility.
- Collaborate with local authorities and NGOs to promote digital literacy may help to reach the facilities to the rural area also.
- Optimize User Interface and Experience the authorities may simplify the app and website interface for easier navigation, especially for elderly users.

Conclusion:

DigiLocker exemplifies the government's commitment to create the transparent, efficient, and paperless governance ecosystem. It not only simplifies administrative processes for citizens but also aligns with broader digital transformation goals for India. DigiLocker acts as a digital repository and verification platform that makes governance more efficient, transparent, and citizen-centric, aligning with India's goal of a digital economy and society.

Reference:

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