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IMPACT OF INFORMATION TECHNOLOGY ON PUBLIC ADMINISTRATION

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ABSTRACT   IT revolution is much greater significant than 19th century industrial revolution because this has opened up a new path of possibilities for socio-economic and administrative transformation in both developed and developing countries in the world. The classical system of administration and governance which emphasis on division of work, rule orientation and bureaucratic hierarchy. The New Public Management paradigm shift emerged seems to have born out of the frustration of common citizens of a country in order to operationalize good governance practices in the field of public administration in 1990s.The New Public Management approach emphasize decentralization, disaggregation and downsizing to electronic delivery of public services to cure the evils of misgovernance and make administration citizen oriented. In this context the information and communication technology has emerged as a tool to design public services from citizen point of view and to deliver them electronically. IT enabled administration makes competitive environment, financial gains, better delivery of public services with authenticity, accountability and transparency in public administration and its governance would act act as instrument of transforming public administration into a participative culture and taking citizens as partners in modern governance system. All the above it is necessary to train up the public personnel to carry out the job in technology driven governance and create E-literacy of the citizens.

KEYWORDS :

INTRODUCTION

The advancement in Information Technology has a profound impact on country's economy and quality of human life. The convergence of computer and communication creates tremendous opportunities and challenges in many fields. Information Communication technology revolution could be much greater significance than 19th century Industrial revolution because this revolution has opened up a new path of possibilities for socio-economic -administrative transformation in both developed and developing countries in the world. The classical system of administration and governance emphasis on division of work, rule orientation and bureaucratic hierarchy. The New Public Management paradigm shift emerged seems to have born out of the frustration of common man who are not receiving quality of services that he expects or pays for government and also to operationalize good governance practices in the field of public administration since 1990s.

The New Public Management approach emphasize decentralization, disaggregation and downsizing to electronic delivery of public services to cure the evils of misgovernance and to make administration citizen oriented. In this context the information and communication technology has emerged as a tool to design public services from citizen point of view and to deliver them electronically. Intensive use of information technology and New Public Management (NPM) have re-invented the government in order to make public administration into a Simple, Morale, Accountable, Responsive and Transparent governance. In the world almost all the modern countries have been periodically undertaking reforms in the field of administration to improve their countries administrative system in order to ensure better delivery of goods and services to the citizens by changing the size of the government departments, hierarchical structure to certain extent, level jumping, changing rules and regulations, delegation of powers, decentralization, introducing automation and single window system , modernizing and professionalizing recruitment, training, update the knowledge and skills of government employees and framing growth oriented personal policies for effective organization and public delivery system.

In spite of continuing reforms, the citizens are not happy with governmental functioning. People feel that they are not being treated well by the government functionaries and government operates in secrecy and does not reveal any information to the public in matters of vital interest. More over government functionaries ill treat the common public when they approach the government offices for transacting any business, where they are treated as recipient of favors rather than ultimate masters in a democratic system. This kind of administrative system is totally unresponsive, procedural delays and corrupt practices. It is obviously known that administrative reforms have continued but their impact has been not effective outcome. However in the history of civilizations information technology revolution has brought out profound changes in the field of administrative systems.

Information Technology could be useful for decision making process of the government by providing effective management information system and strategic planning . Compact disc read only memory has the enormous capacity of containing and retrieving almost unlimited information for paperless government office. Information Technology would be utilized for videoconferencing between person located at different places. E-mail can be used for transferring computer rules and Electronic Data Interchange which is an automated form of ordering and inventory control. The internet and information superhighways have a greater role in facilitating policy making by the government.

Let we discuss about how Information Technology have changed the traditional system of public administration into Information Technology based one

Getting rid of the Red tape

Computer based files kept away the paper files are the main impact of Information technology. In fact these paper files are bound in red tags by which bureaucracy gets the bad name of being involved in red-tapism. Computer based files can be easier to store and retrieve them when ever required and also lead to paperless office management. It will improve the efficacy of public offices in order to deliver the services to the public in time bound manner.

Responsive service to citizens

The computer based files are easily made and available for decision making process. The decisions can be made quickly and response can be generated very easier in order to sent the reply to citizens. Faster decision making and quicker response to citizens will lead to better citizen satisfaction.

Team culture

The old style of hierarchical structure and bureaucratic culture will not be possible for processing vast data which is required team culture through which only exchange of information and creative ideas possible. The old style of hierarchical structure and

bureaucratic culture will not take full advantages of the opportunities afforded by the ever expanding information technology.

Networking-single window clearance
Government-citizen interface is nothing but obtaining various clearances from government side which often involves various government departments and its agencies network .Now the information technology made simplified it. The application may be made through the computer to a nodal department and this nodal department may consult the concerned department through computer, when the process is completed, clearance will be made and informed to applicant through post or computer. This kind of system saves applicant time for repeated visit to government office and reduces the trouble and a would also help the economic development of a country by speeding up clearance of various projects.

Government-citizen interface
Online government service will reduce the scope of preferential treatment, harassment ,bribe and corruption, save the economy of time and potential to improve the government-citizen interface.

Planning and decision making
Planning ,evaluation and decision making is a painstaking process in government organization which required detailed analysis of data and massive effort at all levels and manual work will make lot of mistake. Now information technology has made the task much simpler for government in planning and decision making process.

Reduction of hierarchy and manpower
Information Technology have changed the job design of the employees ,reduction of manpower, flatten the vertical structure of hierarchy and downsizing the government organization.

Free flow of information
In a democratic system it is not good enough for a citizen to exercise voting power once in a five year and forget the government after he voted. Citizen has the ultimate master to know, how the government is functioning. As a citizen he should know the policies, plans and programmes of the government and its progress, decision making process ,Tax collection and its utilization. But however in traditional public administration the decisions of the government are shrouded in mystery. The citizens do not even know what decisions are made and what programmes are made, implemented , sometimes this kind of information is made available in government documents but all citizens could not access easily. Now Information technology made realized all these things which are made possible to watch about government departments and its activities. These are made easily available and accessible in government website portal. If the government does not make any information available to the citizen who would demand it. so that only citizens can exercise informed judgement at the time of exercising adult franchise during election.

Enforcing accountability
A carefully designed Management Information System(MIS) can ensure that headquarters and field level communication mutually. It will encourage field level performance should be questioned by higher level authorities for corrective actions and would ensure field offices made accountable to headquarters.

E-Governance
Electronic governance is basically application of Information Communication Technology(ICT) to the processes of government functioning in order to exchange information with citizens, business and other government departments and also more delivery of public services, improving internal efficiency, reducing costs/increasing revenue, re structuring of administrative processes and improving quality services.

IT based governance is a shift from traditional public administration to E-governance (IT based public administration)

TRADITIONAL PUBLIC ADMINISTRATION	IT BASED PUBLIC ADMINISTRATION
Paper files	Computer based files
Hierarchical authority	Networked power
Wielding power through hiding information	Empowerment through sharing information
Expenditure orientation	Performance orientation
Individualistic	Organizational
Compliance/Inspection oriented	Achievement orientation
Batch processing	Online processing
Delayed access	Instant access
Repeated manual data entry	Electronic Data Interface
More time for routine repetitive work	More time for creative work
Status quo	Continuous improvement

Benefits of Information Technology in government organization
1. Urban services
2. Compliance and payment of taxes
3. Grievences redressal mechanism of citizens
3. Developmental projects tender and E-procurement
4. Appoinment and transfer of public personnel
5. Issue of various certificates and documents
6. Registration of vehicles and maintenance of land records
7. Online ticket booking and online examination
8. Public distribution system and water resource management
9. Monitoring traffic violations and law and order
10. Management of public health and telemedicine
11. Monitoring of primary education and offering distance education programme
12. Disaster management and mitigation
13. Better access to information and quality service for citizens
14. Expanded reach of governance to the door steps of citizens
15. Public Information System

CONCLUSION
Information Technology have changed the administrative and management patterns in government organisation by break down of hierarchy , downsizing and flattening of today's government organization by eliminating levels of bureaucracy, long chain of command and existing dysfunctional system of governance. Information Technology enabled administration makes competitive environment, financial gains, better delivery of public services with authenticity, accountability and transparency in public delivery of services that would definitely affect the administrative culture by making citizens access to data and information about public administration by which information technology would act act as instrument of transforming public administration into a participative culture and taking citizens as partners in modern governance. But it is necessary to train up the public personnel to carry out the job in technology driven governance and creating E-literacy of the citizens.

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