



THE IMPACT OF E-GOVERNANCE IN INDIA: OPPORTUNITIES AND DIFFICULTIES

Public Administration

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ABSTRACT

E-Government is E-Commerce technology, which entails the accessibility of governmental services. Today, the adoption and penetration of e-government are essential to every nation's growth. The extent of E-Government in a country can be used to assess its level of development. E - Good governance may end poverty, lessen inequality, and provide the security of fundamental human needs. In India, the rate of literacy is below the poverty line and few people are even aware of the advantages of e-governance. This study identifies the key difficulties with implementing e-governance in India. We have also provided some key recommendations and areas for further research. This essay briefly discusses the effects of e-governance, its prospects and problems, the necessity for the current study, and its goals.

KEYWORDS

E-Governance, E-Commerce, ICT, Cloud computing.

INTRODUCTION

ICT is used in e-government with the goal of enhancing information and service delivery, promoting public engagement in decision-making, and improving the responsiveness, accountability, and transparency of government. A step toward SMART governance has been taken. E-governance has improved internal organizational procedures inside the government, increased transparency in how the government operates, and improved political legitimacy & accountability in governance. Ego-governance also makes democratic processes such as public engagement and dialogue possible. e-governance has a theoretically broader connotation than e-government, despite the fact that they are typically just used interchangeably. E-government is the upgrading of government functions and procedures using ICT tools to change how it provides services to its people.

On the other side, e-governance is regarded as a decision-making process that goes beyond the service delivery components. The use of ICTs in the governance system, i.e., utilizing ICT to include multiple shareholders in decision-making and to make governments more transparent & responsible, is the topic of this article. Since 1990, governments all around the world have focused on reinventing government in an effort to enhance the system of providing public services. Rapid advancements in ICT have made it easier for governments to reinvent themselves and get ready to meet the demands of a varied community. This worry is what gave rise to the idea of electronic government. Every democracy in the world envisions a day when e-governance permeates all aspects of daily life.

E-Governance means SMART Governance;

Simple:

Through the use of ICTs, the government may streamline its procedures and rules, making it more user-friendly overall. Moral: Describes the development of a whole new set of ethical standards within the framework of political and administrative institutions. The use of technology helps law enforcement, the courts, and other anti-corruption authorities operate more effectively. Accountable- Ensuring accountability of public service employees by assisting in the design, development, and implementation of efficient management information systems and performance measurement processes. Streamlining the procedures will hasten service delivery and increase system responsiveness. Transparency: Making procedures and functions open as well as information previously only available in official papers will promote fairness and the rule of law in administrative bodies' replies.

Impact Of E-governance On Administration;

E-governance software requires a fundamental reworking of centuries-old, antiquated, and colonial practice; in fact, it virtually entirely eliminates the current defective system of government. It provides an immediate bundle of effectiveness, time constraint, cost effectiveness, and much more, including transparency, the eradication of discretion and arbitrariness, client orientation, and the redress of citizen complaints. It will shorten turnaround times, improve customer satisfaction, and eliminate regulatory and procedural bottlenecks. It has caused today's corporations to flatten and shrink, doing away with

the necessity for layers of bureaucracy and a lengthy chair of command. Technology replaces people, and organizations can downsize or right size.

Middle level management is where IT is most noticeable. By eliminating middle management, the downsizing of government departments and directorates would establish a new administrative culture. IT causes a quick shift in management style, including the dissolution of administrative hierarchy and a rise in coordinating effort. Coordination is enhanced and reduced by computers. Decentralized administration, or the delegation of authority, will be made easier. IT aids in the quick and effective resolution of citizen complaints and comments. E-citizen appears as global governance, co-governance, and integrated governance increase. Online grievance redress is available for both citizens and governmental employees. Modernized vigilance and monitoring Performance will be focused on public service. Better legal change is achievable. Health and educational service delivery will improve. Disaster management that works.

Need For Present Research;

In the past ten years, many developing nations have begun to invest in the development and expansion of functional interactive information technology-based platforms for providing services using electronic media. These platforms are shared across various departments and institutions to the stakeholders and, as a result, through various e-Governance tools and portals, developing an interconnection from the lowest level of government hierarchy to the highest level. To achieve desired objectives, however, depends on how clearly the objectives have been formulated and how stringent a strategy has been formulated and implemented. As e-governance involves an amalgamation of resources, including human, capital, and technological, this has presented serious challenges to solution providers.

The electronic governance system is now in the development phase, and it is obvious that the ICT-created interaction platforms and functionaries will strengthen the development role of electronic governance and provide the groundwork for sustainability within the governance system. Numerous studies have been conducted over the past 20 years on how to create effective models for implementation, capacity building, best practices, and other aspects of self-governance. However, the majority of the models examined are from developing countries and bear only a passing resemblance to the difficulties and problems faced by developing nations like India. Customized models, tools, information sharing platforms, and interactive services have been built with the needs of common stakeholders in mind in order to profit from ICT-based systems. The concept of governance has assumed significant importance with the evolving digital economy. The success of any electronic governance system depends upon the policy and financial capacity.

Challenges To E-governance;

Building Infrastructure: More e-government initiatives must be carried out by creating enough e infrastructure, especially in rural backdrop regions, in order to reap the benefits of e-governance. B. A solid legal and policy framework: Eliminating outdated laws and

discretionary powers, streamlining processes to eliminate administrative bottlenecks, and creating a one window delivery system are all ways to assure swift case resolution. In addition, it is necessary to:

- laws that hold public employees responsible and responsive for their performance and function.
- laws protecting privacy are necessary to prevent data abuse.
- It is necessary to amend the laws governing commerce, tariffs, and intellectual property.
- Laws are necessary to address new issues like cybercrime, such as hacking. Technology that is socially relevant and integrated management: Updating of data in local language, incorporation of local language and local content in internet in a massive way, standardization in all area like encoding, application logic for common application Preparing data dictionaries.
- D. Capital: More R&D, funds, budget allocation, Lack of capabilities in organization / HRD & Capacity building, Non-availability of proper skilled human research.
- E. Official mismanagement, lack of favorable attitude and orientation on part of officials hinders progressive of application of e-governance in India.
- F. Training for imparting skills & inculcating motivation among officials are very essential for ICT to be effective.

Opportunities;

The current focus on e-government presents a significant potential for all ICT players. Government is a demand leader in many challenging sectors ([Scherlis2003]). These include organizational and social challenges, large scale systems, software technology, security, privacy, trustworthiness, ubiquity of service, information access and management, human-computer interface, middleware, and so forth. The connection between e-government innovation and IT research has a few noteworthy aspects. First, the government's position as an investor in long-term research and as a foresighted client addressing its own long-term technological demands complement each other. Second, the development of e-government capabilities benefits from cooperation between two groups that are at the opposing ends of the IT supply chain: government users and IT researchers.

While governments will be aware of developing and future technologies and have the chance to influence their development, researchers may directly comprehend real-world difficulties. From a purely technical standpoint, it is clear that India's evolving normative standards and successful e-government deployments are heavily referenced in this matter. In reality, e-government application requirements for the present and future are well aligned with applications that adhere to the fundamental W3C goals (universal access, semantic web, web of trust) and design criteria, such as interoperability and decentralization. Being involved in the development of web technologies might thus be a great way to gain market share.

Scope Of Future Research;

Future study fields may include infrastructure and capacity building strategies, process re-engineering, design, and development. Similar to ICT and HR policies and practices, e-Government is a future concept that requires a research-oriented approach to improve understanding and application. There are still many opportunities for further work. The suggested model might be put to the test in a variety of settings and with a larger range of technologies to further increase the validity of the findings in this study. To measure the impact of electronic governance on many fronts, additional statistical techniques may be used.

Primarily, this study demonstrated that relation between egovernance and sustainable development, whereas there is more space for further research. Possibly, future research can explore if these findings can be replicated with other technologies and/or study populations. In conclusion, the current study suggests that electronic governance system can be designed to influence achievement of sustainable development. Models such as this can be used in various research settings to test the relationships between various constructs of technology, service rendering and integration. Lastly, the findings suggest that electronic governance has capabilities to use technology for setting up and achievement of developmental agendas.

CONCLUSION;

Open source e-government is extremely popular in western nations,

yet it is still a relatively new technology in India. Government organizations all around India receive a wide range of ICT (Information and Communication Technologies) services from NIC, including network infrastructure. The IT department has also approved a number of drafts to use these technologies in E-Government in order to improve working conditions, productivity, transparency, and security..

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