Information and Communication Technology as a Potential Tool for the Implementation of Electronic Government

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Abstract: E- Governance or Electronic Governance is playing a vital role in the 21st century. The application of Information and Communication Technology (ICT) is the essential part of e-governance for delivering governmental services, transaction of communication, exchange of information between the citizen to government and government to business hubs etc. This study will focus on the effects and implementation of ICT in system of e-governance to bring a means of transparent, accountable, simple, responsive and moral governance. In other words the application of ICT is very important for the implementation of various governmental policies more effectively which will reduce the gap between the government and citizens. It is noteworthy that e-governance is an effective way to remove corruption and to make the public delivery system hassle-free which will establish a kind of "SMART" governance. The basic purpose of this paper is to focus on the role and importance of ICT in the system of electronic governance which will ensure the good governance.

Key words: citizens, e-governance, ICT, good governance

I. INTRODUCTION

E-governance is a online governmental system through which digital transaction and communication can be properly done. In the system of e-governance ICT is used for delivering governmental services, exchange of communication and information, implementation of various governmental policies and services between government to citizen (G2C), government to business(G2B), government to government (G2G), government to employee (G2E) within the entire governmental framework[1]. The word 'E' denotes the term 'electronic' in e-governance and through this electronic and digital communication the whole process of governance will become more effective, hassle free, efficient, transparent and corruption [2]free.

The information and communication technology process is a broad system of digital computerization which will mark the immediate development and changes in our society. ICT has a great impact on the economic field of a country and the quality of human behavior also. Nowadays, the IT sector has a revolutionary action on the each and every phase of human life rather than industrial revolution.

[1] Saugata, B, and Masud, R. R. (2007). Implementing E-Governance Using OECD Model (Modified) and Gartner Model (Modified) Upon Agriculture of Bangladesh. IEEE. 1-4244-1551-9/07.
[2] Garson, D.G. (2006). Public Information Technology and E-Governance. Sudbury, MA: Jones and Bartlett Publishers

Presently various developments and developing nation has become more potentially and economically benefitted by using ICT in the field of their governmental activities and policies. Economic and social transformation is easily possible within a short period of time only through the wave of ICT.

The ICT is helpful for storage of data, immediate transfer of information, quick processing of data and governmental policies, increasing transparency and enforcing accountability as well as responsibility[3]. Demographically and geographically it can increase various scopes for the government through electronic media. E governance is the means of execution of technological innovation in the process of administration[4].

E governance is a alternative way of digital transformation. Electronic media has crucial impact on it which can deliver public information and technical services for the governmental administration. The best part of e governance is that with the use of various kind of technologies and digital programs, it has become more effective to stronger the relation among the citizens, various business hubs and public administration[5].

II. PROPOSED METHODOLOGY

The present study is completely based on qualitative method which has been adopted through various primary and secondary data. For the secondary sources, this study is basically based on various books, articles, different seminar papers and newspaper articles etc which are related with this study.

The primary sources of this study are basically dependant on various governmental policies and experimental works and observation. However, there are some limitations of this paper in the analysis of relevance of ICT in social science research. In the secondary data the features such as reliability of data, suitability of data and adequacy of data have been considered.

III. DISCUSSION

A. Effects of ICT in Electronic governance

The basic purpose of technological revolution is to increase the standard of human life and to bring transparency in our society which can be achieved through the proper use of some new technological innovation and concept like ICT

[3] E-Governance In India: Concept, Initiatives And Issues
[4] ibid
[5] "Advances in Computing and Communications", Springer Science and Business Media LLC, 2011

and e governance. As a result of this technological revolution, the governmental system has also undergone a drastic change. ICT has provided various opportunities to uplift the quality of governance which will open up new possibilities for government to manage different issues in more effective and efficient manner. The actual goal of implementation of ICT is to ensure the good governance.[6]

ICT has played a pivotal role in the system of governance through the following ways:

- The use of ICT makes the government more efficient and apparent and it can reduce the distance between the citizens and government by facilitating quick delivery service.
- Now the governmental services have become more affordable and accessible for the citizens because the use of ICT has reduced the cost of transaction for the citizens and government.
- Another importance of ICT is its easy accessibility to public services which act as a dominant means for public centric government.
- ICT has created new awareness among the citizens for which people have become conscious about better governmental services and as such they are capable of demanding the services to be executed in a proper way and within a specific time period.
- ICT has a great impact in making of a responsible government for its citizens. In today's world by accessing various websites and softwares, people can easily raise their various public issues and grievances to the higher authority[7].

B.   E-governance in India

Governance is a challenge in a vast, diverse and rapidly developing country like India. That's where new technologies intervene and enable large-scale transformation and help in the implementation of ambitious government plans[8].

In India, the basic form of governance, that is the system of e governance was first introduced by the launching of National Informative Centre Network which is also known as NICNET in the year 1987. It was followed by the inagauration of District information system of the National Informatics centre (DISNIC) program which can computerize all the district offices of the country and under this program, free hardware and software was granted to the government of the state to fulfill the decisive goal of e governance. In the year 1990, NICNET was extended through the state capitals to all district headquarters. Thus, the digitalization and technical connectivity with the internet service has become capable of implementing a large number of e governance services both in the union as well as state level.[9]

The actual goal of National e governance plan is to deliver all public services easily accessible to the public of all areas. With the help of common service delivery outlets and ensure

transparency, efficiency and reliability of this service at a minimum cost. In the year 2006, the department of electronic and information technology (DEITY) and the department of administrative reforms and public grievances (DARPG) were formed to fulfill these goals in India[10].

Presently, Indian government has launched various governmental services and schemes through the online services to its citizens with the help of information and communication technology which make the country more capable and transparent to ensure good governance.

IV.   RESULT ANALYSIS

India is a developing as well as a populated country in the world. Majority of the population is belong to the rural areas and most of them are illiterate. Although the government of India has become successful to some extent with the implementation of e-governance, but the illiteracy has created various challenges towards the success of e-governance in India. Illiteracy is one of the big problems in various peripheral areas. The census report of 2011 shows that there is more than 80% of Indian population who does not know how to read and write in English. They are also lacking behind in computer knowledge and ICT. As a result of it, it has created a big challenge to the citizens as well as the government because maximum applications of e-governance are provided only in English.

Due to this reason, most of the e-governance projects have remained unsuccessful in the major areas of the country. Presently, the government of India has launched websites like 'vikaspedia.in which is made available in 21 languages to overcome such barriers.

Computer education is also highly essential to make the e-governance effective[11].

It was found that only 10 % of total Indian population have access to internet according to the reports of Internet Telecommunications Union (ITU), 2011 which indicate that only a minimum section of Indian population are aware of various public policies and services whereas a maximum population are lagging behind. However, low per capita income is another reason which is considered as one of the other major barrier which has led to the inadequate uses of e- governance services in India.

A mission mode project (MMP) was launched by the Union government of India as a part of NEGP which comprises of 31 MMPs. These are divided as state, central and integrated projects. Each state government can determine five MMPs which is essential for the needs of the citizens[12].

The government of India has introduced various schemes like ' Digital India', 'Skill India' and 'Make in India' to bring about economic inclusiveness and rapid transformation of this society to fulfill the goal of e-governance in India which will mark the era of amplified digitalization for the whole country[13].

[6] Kavitha D., "E-Governance and Public Service Delivery in Karnataka: With Special Reference to Bhoomi Project in Mysore District", University of Mysore, 2017, Thesis
[7] Kavitha D., "E-Governance and Public Service Delivery in Karnataka: With Special Reference to Bhoomi Project in Mysore District", University of Mysore, 2017, Thesis
[8] E-Governance Empowering India, The Hindu, 7th March, 2018
[9] Op. cit., E-Governance in India

[10] ibid
[11] Shilpi Sinha Ray, "Critical analysis of e-governance in India", 5thMarch,2017
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[13] E-Governance Empowering India", 7th March, 2019,https://www.thehindubusinessline.com/brandhubgovernance-empowerin g-india/article26457213.ece

V.   RECOMMENDATIONS

The government has to take some active measures to create awareness and train the people for the use of ICT and computer knowledge so that various services of e-governance can become successful. The application of ICT program should be more user friendly without any complexity for the laypeople. Apart from it, the government must form some connecting agencies between the technological services and citizens so that the people can review the systems of various schemes in a hassle free manner.

Besides, in the government offices the digitalization process must have to be more active and the employees must have to know to run various ICT programs easily. The government can create awareness among the people through public meetings, using publicity banners, awareness camps and through advertisements etc which can create a people friendly environment to join people impulsively towards the program of e-governance.

To fulfill the projects of e-governance, adequate electricity supplies basically in rural areas are most essential to run the computers uninterruptedly along with active internet server facilities. It will provide a great opportunity for all people to join actively with the further development of the society.

VI.   CONCLUSION

The information and communication technology is a dynamic effective system which is a vital tool for the implementation of electronic government. A quick delivery governmental service, transparency and accountability can be easily ensured by the use of ICT in each and every part of the country to guarantee good governance. However, active participation of common people, all governmental departments, officials and regulatory agencies is the need of the hour to bring success in its projects.

E-governance has been able to reinstate the people's faith on the government and has created a belief among the people that it will end the domination of corruption, regional inequality and unemployment etc. Now people have believed that e-governance is the appropriate tool to make them aware of correct information at right time.

However, there are various obstacles such as slow pace of project completion, bureaucratic red-tape, lack of commitment from the government employees to fulfill the projects of e-governance[14]. These obstacles can be avoided by creating various changes in its processes, its attitude, rules and regulations and the process of interactions with the citizens. Information and communication technology is the positive way to enhance the socio-economic development of the country which will mark the end of poverty. In addition to this, the support from the private agencies like various local NGOs and local bodies is much needed in different stages for the successful implementation of e-governance projects.

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AUTHORS PROFILE

Priyanka Gogoi, is a Ph.D Research Scholar of Gauhati University, Department of Political Science, Assam, India. Her areas of interest on research include Information and communication Technology, Gender studies, public policy, public administration and ethnic studies etc. She had completed a workshop on SPSS programme at Jain University, Bengaluru, organised by Center for the studies of developing social Science (CSDS), Lokniti and presented various research papers in national and international seminars and also published different articles on various relevant issues in national, international journals and Books

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