

Successful e-Governance for Good Governance in India

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ABSTRACT

E-governance is becoming a buzzword. Across the world, we have been hearing about e-governance as socio-economic issues' expanding day to day, every government has started to extend its administration from high level to low level for mitigating of the various kinds of problems of socio-economic, science and technology, etc. with immense use of electronic devices. Governments worldwide are seeking to harness the potential offered by these new technologies to create new dimensions of economic and social progress. The present paper discusses the need for transformation from traditional governance to e-governance. In addition, it tries to focus on the factors for good governance. This paper specifically addresses the e-government initiatives that have a direct impact on the citizens and in which the citizens derive benefit through direct transactions with the governmental services.

1. Introduction

The term e-Government came into existence with the advent of government websites in late 1990s. e-Governance or „electronic Governance“ refers to the use of Information and Communication Technologies (ICTs) to provide citizens and organisations with more convenient access to the government's services and information. In other words, e-Governance involves ICTs, especially the internet, to improve the delivery of government services to citizens, businesses and government agencies. It is not limited to the public sector only but also includes the management and administration of policies and procedures in private sector as well. The use of internet not only delivers the services faster but also brings more transparency between the government and the citizens. But in developing countries like India, where literacy level is very low and most of the people are living below poverty line, it is very much difficult for the government to provide its services to such citizens via means of internet. By the blessing of e-governance, it is a real situation where people are getting all the government facilities round the clock that mean all interaction with the government can be done through one counter 24 hours a day, 7 days a week without physically waiting in lines at government brick-bound offices. Each and every citizen able to contact with the government through a website where all forms, news and other information will be available 24/7.

2. Review of Literature

A review of literature is essential to have a bird's eye view of the finding of other academic researchers. It helps to familiarize with the work that has been done in that area, eliminates the possibility of unnecessary duplication of efforts and helps improvising a valuable information on research techniques. A brief resume of researches conducted and related to the present study has been presented under the following heads:

- e- Governance and Good Governance

- e- Governance Initiatives in India

2.1 E-governance and good governance

A lot of Studies have been conducted in developed as well as developing countries to assess the parameters leading to good governance. A brief review of some of these studies along with research gaps have been is given below:

Nikitha Yadav, V.B.Singh, (2012): This paper sheds light on what type of technology adopted by govt. for e-governance and also pointed out that, e-governance made govt. working more transparent, effective to citizens of India. Very importantly, it concludes that by introducing technologies such as, open source and cloud computing for e-governance.

Saxena, K.B.C. (2005) is of the opinion that E-governance initiatives in most countries promise a more citizen-centric government and reduce operational cost. Unfortunately most of these initiatives have not been able to achieve the benefits claimed. Often the reason for this failure is a techno-centric focus rather than a governance-centric focus. The paper explores the necessary attributes of a governance-centric initiative under the banner "excellent egovernance" (e2-governance), and describe a methodology for ensuring such excellence in egovernance implementations. Excellence (or governance-centricism) in e-governance requires the initiative to be effectiveness-driven and not merely efficiency-driven. This will require the initiative to be led by "good governance" driven goal/purpose: additionally, the initiative must be outcome-focused.

The study by Danish Dada (2006) provides a review of academic literature on the failure of e-governance in developing countries. Drawing from extensive research on the topic conducted by Richard Heeks, the paper suggests that there exist wide gaps between the current reality in developing countries and the future of e-governance systems. These gaps could be classified into three types: a hard-soft gap, implying a gap between the technology and the social context in which it

is applied; a private-public gap, suggesting that what works in the private sector may not work in the public sector; and a country context gap, that arises from the application of the same e-governance systems for both the developing and developed countries. The paper recommends that administrators in developing countries must assess the situation at hand before implementing e-governance. e-governance, that has the benefit of providing clear cut, transparent, interactive, easy to implement and just solutions (in dynamic mode) in the quickest possible time frame.

2.2 E-governance initiatives in india

Govt. of India has had various initiatives, since 1970 onwards. Initiatives imply that a new process, every initiatives launched by government for the sake of e-governance. As population grown up, it had to deal with providing essential services and goods to citizens. As a result, the government of India implemented several initiatives for better democratic governance. If we go past few decades about e-governance, there was the first initiative; it was NIC, 1977, thereafter, there were other initiatives like NICNET, 1987, IT ministry in 1999, e-gove. Plan in 2006; e-kranthi and latest one digital India. Following, each of these initiatives can be summarized

Table -1: Initiatives of e-Governance

Sl.No	Initiatives	Services
1.	G2C Model	This model of e-governance is to share info between government and citizens. <ul style="list-style-type: none"> ▪ Payment of online bills such as electricity, water, telephone bills. ▪ Online registration of applications - Copies of land records ▪ Online filing of complaints - Availability of any kind of information
2	G2G Model	This is model of <ul style="list-style-type: none"> ▪ governance is to share info between the intra governments ▪ Sharing of info between police dept of various states ▪ Government document exchange(preparation, approval, distribution, and storage) ▪ Most of the finance and budget work done by e-governance
3	G2B Model	This model helps to share info between government and private sector <ul style="list-style-type: none"> ▪ Collection of taxes ▪ Rejection and approval of patent of companies ▪ Payment of all kind of bills and penalty ▪ Sharing of all kind of info, rules and data
4	G2E Model	This model links the information between government and employees <ul style="list-style-type: none"> ▪ Employees can register all kind of working forms through online -All kind of data submission(employee record& attendance)from various govt. offices ▪ All kind of rule-regulation and information for employees can be shared by this ▪ Employee can file all kinds of complaints and dissatisfaction by this model.

From the above table it has been observed, among these major initiatives, there some important projects implemented so far, all of these projects led to initiatives for the better .e-

governance. these projects have been implemented by both centre and state governments as a mission mode projects those tabled as they launched in turn.

Table -2: State Wise Projects of e-Governance

S.No	State/Union Territories	e-Projects
1	Andhra Pradesh	e-seva, card, VOICE, MPHS, FAST, e-cops, Saukaryam
2	Bihar	E-Khajane, Sales Tax Administration Management Information
3	Chhattisgarh	Chhattisgarh Info Tech Promotion Society, Treasury Office, e-linking project
4	Delhi	Automatic Vehicle Tracking System, Electronic Clearance System, Delhi Slum Computer Kiosks
5	Goa	Dharani Project
6	Gujarat	Dairy Information System Kiosk(DISK), Form Book Online, Census Online, Tender Notice
7	Haryana	Nai Disha, Result through Binocular
8	Himachal Pradesh	Lok- Mitra, e-pension, Unreserved Ticketing System by Indian Railways
9	Jharkhand	Vahan, Tender Notice
10	Karnataka	Bhoomi, Kaveri, Khazane
11	Kerala	RD Net, Fast, Reliable, Instant, Efficient Network for the Disbursement of Services(FRIENDS)
12	Madhya Pradesh	Gyandoot, Gram Sampark, Smart Card in Transportation Department, Headstart
13	Maharashtra	SETU, Koshvani, Telemedicine Project, Online Complaint Management System Mumbai
14	Orissa	E-Shishu, Common Service Centers(CSCS) in Panchayats
15	Rajasthan	Jan Mitra, Lokmitra, RajNidhi, Aarakshi-Online FIR, Professional e-Delivery of

		Tax Payers by Income Tax
16	Tamil Nadu	Application Forms Related to Public Utility, Tender Notice & Display
17	West Bengal	Vehicle Registration, Land Records, Birth and Death Registration, Computerization of Health Records, Payment of Excise Duty, Sales Tax and Local Tax, Electronic Bill Payment of Water and Electricity

From the above table, the government of India has implemented these projects to make the digital India and that is why the 21st century, India is being the emerging economy, there is much more need to implement all these Initiatives through a smooth process.

3. Research Methodology

After a thorough literature review on e- Governance, a questionnaire was designed to study a shared vision of stakeholders, e.g., Citizens, Government (Politicians and Bureaucrats) and Academia, Businessmen and Professionals

of factors that lead to Good Governance. The questionnaire is based on five-point Likert's scale. The respondents were asked to rate the options according to their choices. Random stratified sampling technique has been used for collecting the data. The sample includes the urban, semi-urban and rural areas. Data has been collected from the Politicians and Bureaucrats, Academia, Businessmen and Professionals.. The three sets of questionnaires were administered to 2500 persons. In response to these questionnaires 750 responses have been received details of which have been discussed in the paper.

Table 1: Details of Questionnaires Administered and Responses received

Stakeholders	Questionnaires Administered	Responses Received	%Responses Received
Citizens	2200	700	31.81%
Bureaucrats & Politicians	150	30	17%
IT/Academics	400	80	20%
Total	2650	810	30.56%

4. Data Analysis

The reliability index of the questionnaire is given below:

Table II: Reliability Statistics

Variable		No. of Items
Factors for providing Good Governance & a good quality administration	.903	14
Frequency of Use of the Services	.953	78
Service Outlet types the Citizen Wants	.952	42
Timeframe in which the Citizen wants e-Governance services, How much extra is the Citizen is willing to pay for Nearness of service to Home, Creating awareness & training of citizens – ICT Education.	Cronbach's Alpha	No. of Items
Total	.62	192

Demographic profile of Respondents depicts that 287/ 849 non-urban, about 1/3 of the respondents are females, 388/849 are married, ¼ females are unmarried, mostly students. 259/ 296. Females participating in the survey are generally higher educated than 369/ 553 males. Non BPL in non urban is almost

equal to Non BPL in urban. BPL in non urban is almost equal to BPL in urban. Mean age c -30, B -40, Acad / IT – 46.600 / 849 are below 35 years. About 399/ 830 i.e. 50% are married, 410/ 830 are middle class.

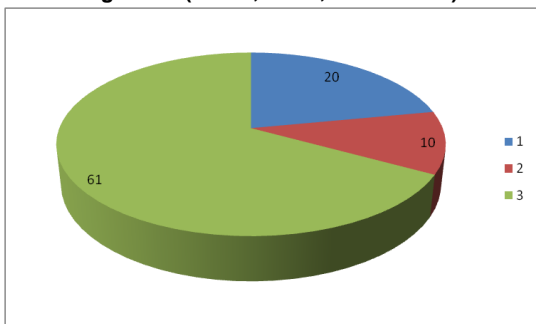
Table III: Demographic Profile

Group	Number	Percentage
Gender		
Male	543	60.14
Female	212	30.86
Education		
Illiterate	19	0.2.33
Under Grad.	180	21.12
Graduation	290	34.50
Post Grad	61	08.59
Income		
BPL	24	03.12

Non Tax Payer(not BPL Card Holder)	509	60.40
Tax payer	289	36.07
Total	830	100

The sample had a dominance of urban area which comprised 66 percent of the population. One reason for this could be that most of the questionnaires were duly returned by this segment of population

Fig I Area (Urban, Rural, Semi-Urban)

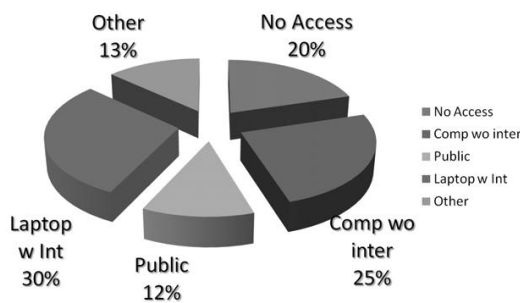


Education profile: Education profile represents wide spectrum. 71% of the respondents have done at least graduation, 23% are Higher Secondary and below and about 4% are illiterates

Access to the TV / Phones/ Cell Phone: Proportion of Non tax payers owning TVs is more than the tax payers owning TVs but the same is true of cable and mobile. In fixed line it is other way

Access to a computer and Internet: Only twenty percent of respondents had no access to computers. A perceivable Change noticed is that more than 70% of the respondents having TV/Cable are up-to 35 years of age. 68% of the total respondents having mobile phones are up-to 35 years of age, more than 66% of the total respondents Laptops and internet connectivity are up-to 35 years of age.

Fig II Access to a computer and Internet



4.1 Factors contributing to good governance

All stakeholders have responded in the descending order on factors contributing to good governance (on weighted average basis) as per following Table IV. All respondents agree completely that the following factors contribute to good governance. These are: i) Good education facilities by the government which are job oriented, ii) Basic Infrastructure development like roads, bridges, power, telecom, Airports, irrigation, transport etc., iii) Safety of Life & Property and peaceful Law and Order, iv) Creating new job opportunities in the private sector and the government, v) Effectiveness and efficiency of the working of government and its staff, vi) Good business environment with free-market economy, vii) reducing digital divide and other inequalities in the society by positive discrimination in favour of the poorest of the poor and viii) Providing total freedom of speech, of religion, of work and an attitude of noninterference by government.

Five factors considered least relevant for good governance are: i) Total freedom, ii) Provision of more concessions and freebies, iii) Reducing inequalities by special provision for poor, iv) Good business environment and v) Citizen centric services. An attitudinal change is visible in the mindsets of Indian citizens where freebies are losing their importance. The citizens are ready to pay a price for a good service.

Table IV: Factors contributing to good governance

Qno		Priority
8	Good education facilities by the government which are job oriented	2
3	Safety of life and property and peaceful law and order	3
9	Creating new job opportunities in the private sector and the government	4
4	Maintaining rule of law and applying the same rules/ yardstick to everyone	5
5	Transparency and accountability in the dealings with the government	6
11	Overall economic development of the state, growth rate of economy	7
10	Effectiveness and efficiency of the working of government and its staff	8
12	Corruption free dealings with the government	9
4	Citizen centric services in a responsive manner	10
13	Good business environment with free-market economy and no black marketing	11
12	In reducing inequalities in the society by making special provision for the poor & down trodden	12
9	Provide more concessions & freebies by the government, even at the cost of overall development	13
3	Providing total freedom to Citizen and noninterference by the Government	14

Fig III: Level of ICT led e- governance services citizen wants

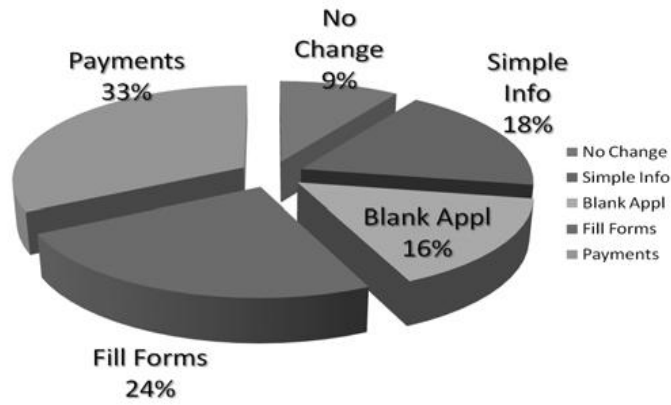
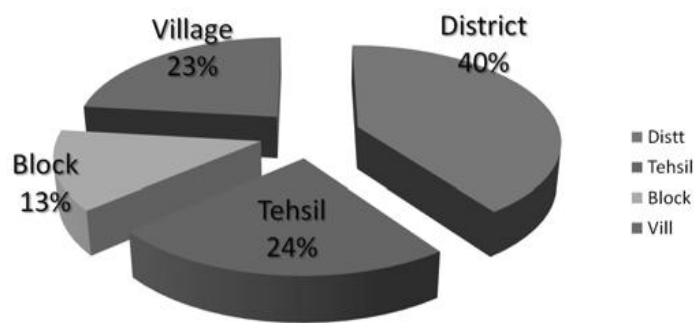


Fig. IV Extra Amount the Citizen is willing to pay for Nearness of service to Home



A Citizen in a District is willing to pay forty percent extra for the service being available near home. There is a preference for English language for the ICT led e- services. Thirty two

percent of the respondents want e-Governance services in a time span of Six months.

Fig.V: Preference for English language for the ICT led e- services

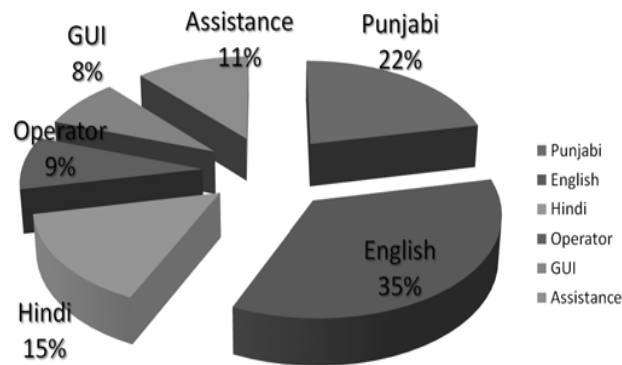
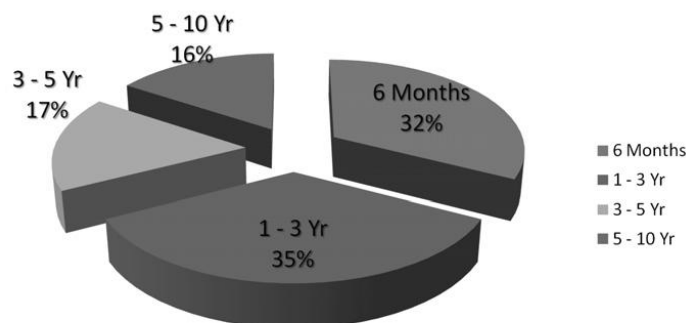


Fig VI Timeframe in which the Citizen wants e-Governance services



A holistic approach that covers the major aspects will lead to success of e-governance in India. A country like India needs e-governance to provide the facilities to its citizens. There are a lot of initiatives taken by state governments through various e-governance projects. Most of the projects are fulfilling limited needs properly, but they need a holistic approach to progress and transform these to make them self-sustainable in the long-term. An attitudinal change is visible in the mindsets of Indian citizens where freebies are losing their importance. The citizens are ready to pay a price for a good service and for it being available near home. A Citizen in a District is willing to pay forty percent extra for the service, while for that in village or tehsil, this is 24 per cent. There is a preference for English language for the ICT led e-services. Thirty two percent of the respondents want e-Governance services in a time span of Six months

The results of the factor analysis depicts that three factors namely i) Basic Services and public utilities and ii) Agriculture, Cooperatives, and other Facilities including Transparency and

iii) Social Security, Transport and urban Dev account for a total variance of 67.639. The important factors contributing to good governance i) Good education facilities by the government which are job oriented, ii) Basic Infrastructure development like roads, bridges, power, telecom, Airports, irrigation, transport etc., iii) Safety of Life & Property and peaceful Law and Order, iv) Creating new job opportunities in the private sector and the government, v) Effectiveness and efficiency of the working of government and its staff

The changing economic and governance scenario demands a greater partnership between various major players in the society. Governance should be a collaborative approach and Focus should be on results not on process. Professionalism and new ways of thinking are a must for marching towards good governance. The future is poised on how efforts can sustain momentum and meet the load of increasing expectations and demand; how governments are able to learn from each other and leapfrog; how and if the citizens can influence the face of e-governance.

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