

## **Literature review on the role of ICT in E-Governance**

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### **ABSTRACT**

Having government services online is not an exaggeration these days. This has been enabled by the information technology revolution. Now citizens can make all purchases and pay electronically which makes them e-citizens. The use of ICT (information and communications technologies) can be a powerful tool for good governance. The power of ICT tools has opened up possibilities well beyond the syndrome of improvement by enabling radical possibilities in the decision-making process, the rapid processing of data, and the transfer of information using automated electronic methods instantaneously.

E-Governance is the answer to utilizing the appropriate technologies to enhance the governmental relationship, both internal and external in order to advance democratic expressions, human dignity, and autonomy, and further to support economic development and encourage the efficient delivery of services. Electronic governance is now mainly considered a key element of the country's administrative reform and governance agenda. It is not just a government website on the internet rather much beyond that; can be defined as the application of IT to the procedures of government functioning to bring about Simple, Moral, Accountable, Responsive, and Transparent governance.

### **INTRODUCTION**

E-governance is the governance that uses appropriate technologies to enhance the government relationship, internal and external to promote democratic expression, human dignity, and autonomy, support economic development and promote fair and effective service delivery. The government, in developing countries like India, faces the difficult task of dealing with numerous functions that are required to provide needed services to citizens and finding ways to interact with citizens to provide these services in a manner that is responsive and accountable to the satisfaction of the citizen.

“Electronic governance (e-governance) is the application of information and communication technology (ICT) to provide government services to citizens, organisations and government digitally”

E-governance means the use of information and communication technologies (ICTs), such as wide area networks, mobile phones, etc. to provide services to citizens who have the ability to transform relationships with clients, businesses, and other parts of government. The arrival of Information and Communication Technology (ICT) in the modern years, has presented an opening for the central and state governments to change the way organizations control and leverage, and value their information assets. E-governance is a new way of regulating processes in which ICTs can play an active and meaningful role. The new ICTs have been used by businesses as well as by governments to get more customer/citizen-centric. The basic model is to provide a unified ICT-aided interaction point.

This unified interaction point, though almost always made possible through the use of internet technologies, may be accessed by the customer/citizen in a number of ways, as is most convenient to him/her. It could actually be online interaction, but as is likely, it could be done over the phone or at a personal meeting with front-line staff, who are themselves helped by networked computers. The basis for e-governance is not simply an online interaction with the citizen, it involves these complex organizational restructurings. e-Governance must make citizens' lives easier.

## **FORMS OF INTERACTION**

Although the entire gamut of e-governance involves a large number of entities and processes, there are primarily four types of interaction that form the foundation for e-government deployment.

**G2G:** Government to Government interaction involving sharing of data and conduct of electronic information exchange amongst various government departments and other entities. This exchange could be both intra and inter-agency at the National level as well as exchanges among the national, provincial, and local levels.

**G2C:** Government to Citizen interaction where electronic dissemination of information and electronic delivery of services takes place, fulfilling the primary objective of e-governance. Initiatives in this form of interaction attempt to mark transactions such as obtaining certificates, renewing licenses, paying taxes/bills, and applying for government schemes less time-consuming and convenient. Also included is the key component of citizen participation in the processes and policy formulation by the government.

**G2B:** Government to Business interaction involves an efficient procurement of goods and services by the government from the commercial business entities. It also includes the sale of government goods to the public and has the potential for reducing costs through improved procurement practices and exchange between the government and the businesses regarding licenses, taxation, and policies issued for various sectors.

**G2E:** Government to Employee interaction covering employment opportunities, work guidelines, rules & regulations, benefits and pay structures for the government employees, employee welfare schemes, work rules, regulations government housing, etc.

## **FRAMEWORK OF E-GOVERNANCE AND ICT**

E-Government, or electronic government, refers to the use of information and communications technology to provide accurate government information, services, and inventions to citizens and businesses while assisting the government with its workings.

In reality, the correct combinational application of ICT and the e-government service delivery process is referred to as e-Governance. Therefore, government processes to achieve safe and reliable information lifecycle management involve various processes such as capturing, distributing and analyzing information.

There are many interpretations of e-governance. It means a smoother interaction between the government and the citizenry. It is nothing but good governance. E-governance is to facilitate the use of information technology contributes to the betterment of citizens' lives. Citizen participation is enabled through e-governance by informing the citizens, representing the citizens, encouraging them to vote, consulting the citizens when necessary, and encouraging their participation.

Public organizations are a part of a broader governance system. They are means to an end. Generally, the government is viewed as an institution established by a society for the purpose of pursuing its development objectives. The objective is to articulate society's development-related demands, proposals, and needs, aggregate them, and implement responsive solutions. Consent of the public constitutes the source of the government's legitimacy. Transparency is a condition sine qua non of government's accountability to its oversight body.

## **LITERATURE REVIEW**

**Thara et. al** explained in their Study Report on Assessment of the Model e-district, the E-district is a Mission Mode Project under the National e-Governance Plan (NeGP) initiated by the Department of Information Technology (DIT), Government of India. It proposes to adopt an integrated approach for the delivery of citizen services by district administration through automation of backend workflow based on process redesign and data digitization across participating departments. District Administration in the context of e-District refers to the administrative set-up led or coordinated by the District Collector / Magistrate including Subdivision / Tehsil / Block / Village level units responsible for service delivery.

**Department of information technology, Govt. of India (2007)** explained in their e-DISTRICT Mission Mode Project that Business Process Re-engineering is a critical component of the Project. The input-output and processing for a particular service is done electronically with the least manual intervention for the backend fulfillment and meet the desired level of expectations in enabling efficient delivery of service to the citizen. In addition to delivering the services electronically (which are presently delivered physically and manually), the project aims to add value to the services by ensuring service levels.

**Buchananl (1997)** studied the organizational change and project management issues raised by the implementation of a business process re-engineering (BPR) approach in the politicized hospital context. It is critical that the project manager establishes a balance between individual, occupational, and organizational goals in a way that is perceived as legitimate in the situation. Hence, effective BPR project management requires a combination of political and process analysis skills.

**Wong and Li (1998)** studied a successful business process reengineering project that involved purchasing, receiving and accounts payable departments in an international firm in the USA. These three departments business processes, workflows and functions were described and analyzed. Methods for improving the existing workflows by developing an auto vouchering system and an electronic data interchange system were suggested. The cost and benefit analysis was applied to evaluate these methods. Implications and recommendations for the top management were discussed,

including the insights of the cross-functional design among departments, the empowerment of employees, the improvement of morale in the departments. Development of new policies and procedures for the new system, as well as the establishment of a separate reference database.

**James (2004)** has provided useful insights in his studies. There is usually a global digital divide measured by the difference between rich and poor countries in the use of ICTs in general and the Internet in particular. Using India as an illustration of this argument, he found that usage minimizes actual beneficiaries by at least 30 percent. On the basis of findings, he suggested that a reinterpreted notion of the digital divide should be based on usage as well as other more indirect forms of benefit from the Internet in developing countries. Consequently, we need to learn more about these other forms of benefit in a large sample of countries besides India.

**Kanungo (2005)** discussed that it is evident from above discussion that objectives of achieving e-governance and transforming India goes far beyond mere computerization of standalone back office operations. To fundamentally change how the government functions implies a new set of responsibilities for the executive and politicians. The change will require fundamental changes in work culture and goal orientation, as well as changes in the existing processes. This can be achieved by initially moving ahead in smaller informed initiatives in a time bound manner and avoiding large and expensive steps without understanding the full social implications. Every small step thus taken should be used to learn about hurdles and improve upon the next steps, both in terms of direction and magnitude.

**Agarwal et.al (2006)** discussed 'E-Rural Connect' is a unique case. While this project does not provide any specific service, it has integrated many services. Unlike E-Setu, which is related to only crop advisory or E-Mandi, which is devoted for trading activities, 'E-rural Connect' provide a combination of services that includes, livelihood, agriculture advisory, education, health care and Panchayati Raj. This integration provides a number of advantages as compared with projects that provide a single service. Some of these advantages can be summarized as cost saving.

**Sriramesh and Rivera-Sánchez (2006)** have studied the e-government model of Singapore and derived significant conclusions. Singapore was one of the early adopters of e-government initiatives in keeping with its status as one of the few developed Asian countries and has continued to be at the forefront of developing e-government structures. The authors have presented four factors as critical for the creation of a successful e-government infrastructure: an educated citizenry; adequate technical infrastructures; offering e-services that citizens need; and commitment from top government officials to support the necessary changes with financial resources and leadership. However, to have meaningful e-governance there has to be political pluralism, which occurs only when permitted by the state. Satyanarayana (2007) explained that BPR is about Radical Redesign of business Processes BPR brings Efficiency, Effectiveness & Customer friendliness. BPR needs adoption of a structured methodology. Top management commitment & Change Management is critical to success.

**Tiwari and Sharmishtha (2008)** have studied two models of Indian states based on ICT framework. —Gyandoot and —Drishtee are two initiatives implemented to enable the use of ICT for rural development. One is a state-led initiative of the government of Madhya Pradesh, while the

other is an NGO running on a revenue-sharing model in Bihar. The authors concluded that the outcome of these models is not upto the expectations.

**Thomas and Hamit (2010)** have studied the online tax payment system in Turkey and shared experiences. According to them, the achievement of governmental transformation through the usage of electronically delivered services is a worthy goal that requires significant planning and research to achieve. Of these, the revenue function of taxation is paramount. This paper describes factors related to the use and acceptance by accounting professionals of information technology intended to facilitate electronic tax filing systems.

Each e-government project involves a very large amount of cost with it. Since a number of services are provided by a single project, there is an overall cost reduction. Time is also saved since all services are provided parallel. Time is saved in designing and implementing of a single project that provides multiple services in comparison to multiple projects. An integrated project provides convenience to the end-users also. They need not go to different places for availing different services. A 'one-stop shop' for e-government services is provided for government-customer interaction. Also, PPP help in setting up the project in the given time frame and in a more efficient manner.

## **CONCLUSION**

E-governance relies heavily on ICT. The purpose of this paper is to provide a literature review on the role of ICT tools such as the web, mobile computing, and phones by government agencies to modernize processes and transactions, leading to a variety of impacts for e-governments and citizens, including making government work more effective and efficient, providing information about government activities, saving cost and imprisonment profits, and discussing the issues and challenges faced by peoples and governments.

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