

# E-Government In India: Theory, Convention, And Expansion

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## **ABSTRACT**

Using cutting-edge technology, E-government strives to improve citizen and corporate access to government information and services, increase the quality of service offered by government agencies, and enable citizens to take an active role in democratic institutions and processes. An E-Governance is to bring citizens and businesses closer together is one of its most valuable features. For example, G2C, G2B, B2G, and G2G are all examples of e-government studies. There are a variety of models that can be used to determine the scope of this research in these papers (G2G). Also covered are nonprofits working with governments, government-to-employee relationships, and government-to-nonprofits (G2E). This research provides a broad framework for analysing the difficulties and problems associated with the development of contemporary e-government efforts, as well as some examples. A new digital era for public administration theory and practice has been ushered in by e-government. There are many facets of E-government in public administration today, including administrative interface (i.e. people-computer interaction in management), digital administration (digital process or procedure and system integration), and virtual organisation (i.e. online system of government, etc.).

**Keywords:** "e-government, e-commerce, virtual organization, digital administration, administrative interface, e-governance"

## **1. Introduction**

Electronic communication is becoming increasingly important to government agencies. Governments are increasingly relying on information and communications technology (ICT), particularly the Internet and web-based networks, to provide services to their citizens and other charitable organisations. Public organisations throughout the world are going on their own e-government journeys in the hope of experiencing increased efficiency, (Melitski,

2001). E-government diagrams and programmes are attracting a growing number of academics and practitioners. Provision of e-government services can be considered an ongoing process that begins with the posting of static data to Internet and continues with web-interactive communication and E-transactions.. The development of e-government and e-commerce is forcing governments to rethink how they operate. What exactly is "e-government"? Governments employ ICT, such as web-based Internet applications, to better serve citizens and businesses by making government information and services more easily accessible while also improving service quality. In this study, the term "e-government" is utilised to describe this concept. Transactions between government and private sector entities are included in this category. This includes transactions between various levels of the government as well as between the government and its citizens, employees and contractors. Going into the twenty-first century, we should expect e-government to play a significant role in strengthening citizen-government interactions and providing better, more cost effective services. This research suggests that digital processes and systems in management (such as the government's online system) and administrative interface (interaction between people and computers) are modern E-government concerns in public administration. In order to improve public administration theory and practice in the twenty-first century, more research is required

## **2. E-Governmenance**

Studying e-government can teach you a lot about how to innovate an organisation and transform politics. TQ Min was implemented in the 1980s, while Reengineering and Reinventing Government was implemented in the 1990s, marking two decades of administrative improvement. Government activities are management of change efforts aimed at leveraging current technology to encourage government rethinking in the process and performance of government, which is to say that government is essentially a collection of goals, processes, and functions. (Bekkers, 2003)When it comes to government projects, complexity abounds. E-government will need governments to reconsider internal and external relations in light of new media, such as the Internet, in the 2000s and 21st century. There are four distinct types of federal government-citizen, employee-business partner relationships.

### **2.1National E-Governance Service Delivery Gateway (NSDG)**

Through cross-departmental cooperation, collaboration, and information integration at the federal, state, and municipal levels, "the National e-Governance Plan's aim" can be realised. A wide range of applications and geographic regions can benefit from the NSDG's ability to communicate information.(Harris, 2000)

#### **2.1.1India Portal**

The National Informatics Centre planned, developed, and hosts the portal with the help of numerous government agencies and state/UT administrations. All of the country's departments and ministries have their own websites, whether at the federal, state, or district level.

### **2.1.2 Digital India Program**

"It is also known as Digital India, the government's main programme aims to turn India into a digital economy with the help of individuals and businesses alike. It also aims to make the country into a knowledge economy with an abundance of intellectual capital. It has nine pillars, one of which is Digital India.:

- Create Broadband Highways;
- E-Governance – Reforming government through Technology;
- E-Kranti – Electronic delivery of services.

Broadly Digital India initiative aims to help in achieving the vision of:

- Digital Infrastructure as a Utility to Every Citizen
- Governance & Services on Demand
- Digital Empowerment of Citizens "

### **2.1.3 Advantages of E-Governance**

E-Governance has the following benefits:

- Technology has made it easier to communicate. Normal communication has been sped up by the use of the Internet, telephones, and cell phones.
- Staples account up a large portion of the government's budget. In order to use paper-based communication, you'll need a lot of printing equipment and printers, as well as computers and printer ink. The Internet and telephones reduce the cost of communication, allowing the government to save money.
- By utilising ICT, government officials are able to be more open about their roles and responsibilities. The entire government's information would be available online. The data is available at any time for the residents' perusal. However, this can only be achieved if all of the government's information is made available to the public online. There are various ways to hide information from the public in the current system of government. Information and communications technology (ICT) makes it possible to publish information online, making it impossible for it to be hidden.
- Government information can be more easily accessible to citizens through e-Government, allowing citizens to use this information to help them make the decisions that influence their everyday lives, and thereby empowering citizens.

### **2.2 E-Governance: Major Issues in India**

With E-governance, the government is facing major difficulties because it can't deliver services to everyone. Governments have found it difficult to provide basic services and education because of the large population and widespread poverty. Distant communities are cut off from the rest of civilization by distances that go well beyond their control. The following are some of the issues that arise while attempting to implement e-government programmes effectively:

#### **2.2.1 Technical illiteracy**

People who are not fluent in English are more likely to be deprived of information literacy because most information sources are documented in English. Language variety has also been

a major roadblock in ensuring equal access to information for all. It is necessary to provide information and communication technology (ICT) expertise and training to ensure that all people have equal access to information, even if they only have a high school diploma or GED.

### **2.2.2Poverty**

In India, internet access is too expensive for the country's poorest citizens. Telephone connections that are required for internet or email connectivity are also prohibitively expensive. Because of the widening economic gap, certain segments of society no longer have the means to obtain the information they need. The cost of computer equipment and facilities is higher than that of other modes of information access.

### **2.2.3Infrastructure**

Technology infrastructure, particularly in rural, hilly and remote locations where such infrastructure does not exist, is essential for the establishment of e-governance. All residents should have access to state-of-the-art information and communication technology (ICT). All people, especially those in rural and isolated places, should have access to the Internet via satellite and telephone connections. Additionally, power is required for the majority of technological tasks.

### **2.2.4Lack of awareness**

When it comes to making use of e-governance tools, this is the most important consideration. Due to a lack of education and especially technical literacy, many poor people are unaware of the different online services that are available to them. Sensitizing the community at the local level at the grass roots level through the organisation of various awareness camps or workshops can help.

### **2.2.5 Security and Privacy**

Privacy and secrecy of personal data are top priorities for many "citizens," and this must be backed up on a technical level. The protection of individual privacy and confidentiality must be a top priority in the design and operation of all websites. In the absence of an ideal Cyber Security Policy, India's e-governance and key infrastructure will not be safe and secure. There must be careful consideration of the security and safety of various ICT platforms and vital infrastructures in India prior to the implementation of any e-governance platform in India.

### **2.2.6 Political will power**

To reduce corruption, red tape, and lack of transparency, e-governance involves fewer engagement with government personnel. Corruption has become a serious issue in today's world, and e-governance can help to make government operations more transparent. It is also necessary to be cautious and knowledgeable when dealing with the strong opposition of government officers. Politicians and leaders may need to have a strong moral compass in order to do this role. Political instability and a lack of government initiatives contribute to the perpetuation of the digital divide..

### 3.E-Government initiatives

the five different consumer-to-government relationships. C2G is a phrase coined to describe the use of public services by individuals for their own purposes. These services include hunting, fishing, and driving privileges licenses and permits. In addition to paying state and local governments' taxes, penalties, and fees, taxpayers will also receive refunds. (Roy, 2000)

#### 3.1 Relationship Model among Government, Business and Citizens

Looking at the E-Government definitions, we see a relationship triangle model between the various levels of government. Figure 1 shows E-connection Government's to the "knowledge society" as it emerges, globalization, and sovereignty. Figure shows E-connection Business's to E-Citizens. A holistic approach to e-government has been recommended because of its breadth and depth, multiport folio character, and transformative potential in the E-society.

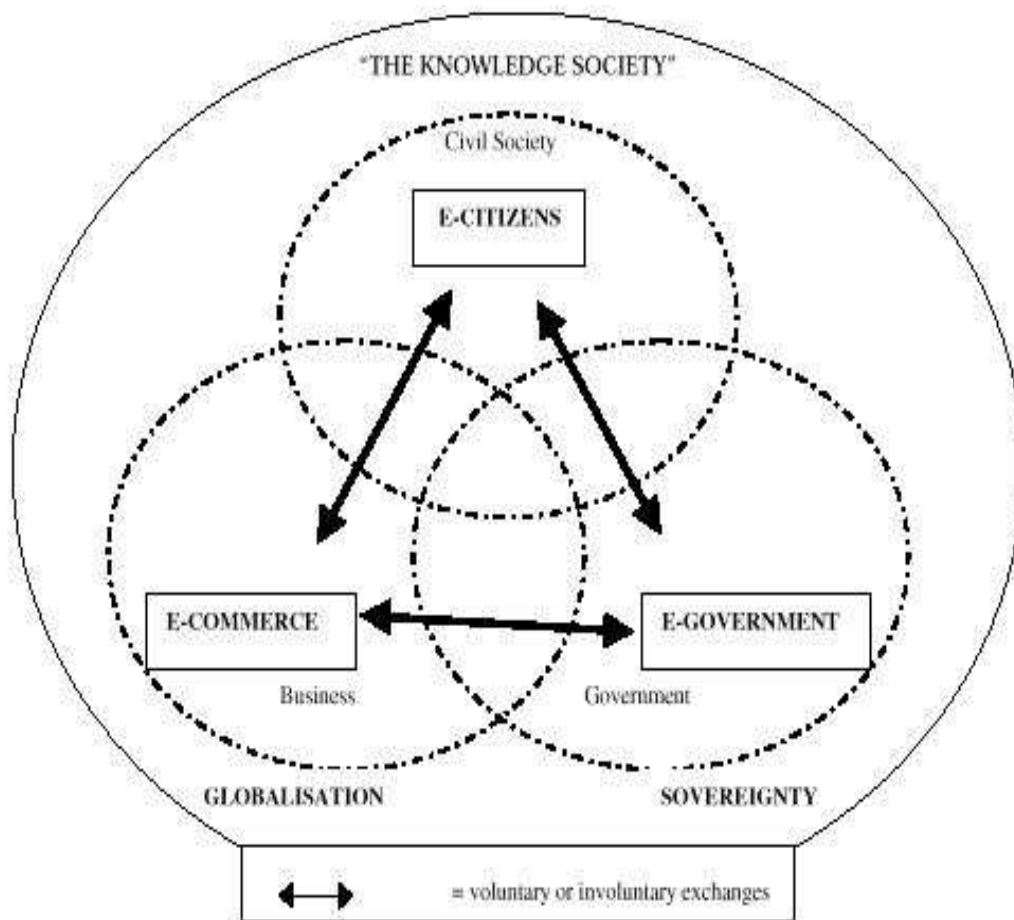


Figure **Relationship** Model among Government, Business and Citizens  
 Source: Chief Executive Group on Information management and technology, 1999

### 4.E-Government's Types and Characteristics

#### 4.1 Types of E-Government Partnerships:

There are eight distinct types of e-government. They are as follows:

1. As a bridge between the federal government and its constituents, Government-to-Citizen (G2C) initiatives help move public services online, in part through the use of electronic service delivery.
2. In particular, the exchange of information and communication between citizens and the government via electronic service delivery (C2G) is a driving force behind placing public services online.
3. Business-to-Government (G2B) Encourage programmes like "E-Procurement and the creation of an electronic marketplace for government purchases", and make use of electronic means of exchanging data and commodities in government procurement bids.
4. Employee-to-Employee Relations (G2E) Implement an e-career application and processing system that removes the need for paper in the E-office in order to improve civil service management and facilitate internal communication with government employees.
5. A government-wide mega database can help departments and agencies work together and communicate online using G2G (Government-to-Government assistance). Employees trade information and goods.
6. Communication from the government to nonprofit organisations and political parties, as well as social groups and the legislature (for example) is known as "Government-to-Nonprofit" (G2N).
7. Involvement of the government by nonprofits (N2G) Government and non-profits, political parties and social organisations, as well as members of Congress, all share a great deal of information.

### **5. Development and Challenges to E-Government**

Similar to the enormous advancements in E-commerce and E-trading, the revolution in e-government can overhaul the public sector and change the relationship between citizens and government. There are still a lot of unanswered questions about the impact of digital government on public sector efficiency and democracy. There are five characteristics that can be used to measure a country's success in government, according to a global poll. Indicators of a country's e-government development include the following:

**Emerging web presence:** National government websites that provide users with static information and act as public relations tools are becoming increasingly common in developing countries. (Wyld, 2001)

**Enhanced web presence:** Government websites are become more popular as data becomes more dynamic and users have more alternatives for obtaining it.

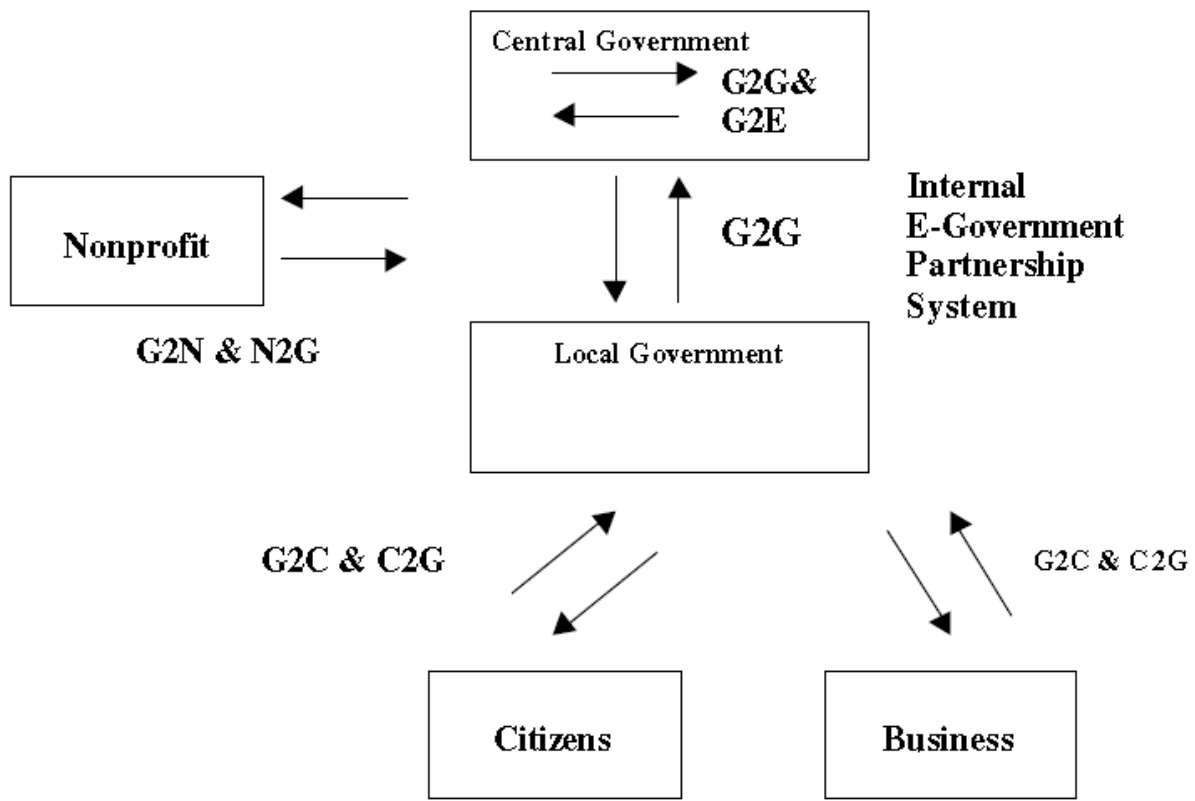


Figure: A Broad Schematic System for E-Government Models(Wyld, 2001)

**Interactive web presence:** Forms and applications can be downloaded and submitted online through an interactive web presence, making user-government service provider interactions more formal.

**Transactional web presence:** It is possible to conduct transactions online utilising a transactional web presence, which allows users to access services based on their preferences.

**Fully integrated web presence:** Completely integrated web presence: a single gateway for all government services provided over the internet

## 6. Conclusion

The way citizens and businesses interact with the federal and state governments is being profoundly altered by e-government. E-government holds immense promise for fulfilling the ideal of a government of the people, by the people, and for the people. These norms and frameworks define, characterise, and categorise government. This is only a high-level overview. There are a number of ways in which e-government programmes can be made easier to implement around the world through the use of these resources. There are a wide range of issues that need to be addressed in order to better understand E-government in public administration and to make recommendations for future research in this area. An in-depth

examination of the administrative interface, digital administration, and virtual organisation issues brought by e-government will necessitate additional research.

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