



A Study of the Concept of E-Governance and Its Impact on the Higher Education System in India

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ABSTRACT

Higher education plays a key role in economic development. Many previous types of research established the fact that higher education increases skill and knowledge and it results in the per capita higher income. After the United States and China, India holds the world's third-largest higher education system. The higher Indian education system is in dire need of reformation. A focus should be on higher standards of transparency, administrative efficiency, strengthening of the governance, and professionalization of the sector through stronger e-governance which would transform and revitalize the higher education system. Government agencies employ information and communication technology (ICT) to enhance intelligence and service delivery, encourage civic engagement in judgment calls, and make the system more responsive, accessible, and productive. Current improvements in communication technology and the internet offer opportunities to redefine government-citizen connections in novel ways, assisting in the achievement of e-governance objectives. This present proposed research study discusses the current scenario and scope of e-governance in higher education in India. Along with that, this study will highlight the limitations and challenges which this sector is facing to be implemented. This research study will also reveal some of the recommendations to implement e-governance more effectively and efficiently.

Keywords: E-Governance, Higher Education System, Information and Communication Technology, Government

Introduction

E-government can strengthen citizen engagement by empowering individuals with the knowledge and boosting citizen participatory democracy and improving citizens' economic and social prospects, allowing them to live better lives for themselves and their children. Back-office activities and connections, as well as government-to-citizen (G2C), government-to-business (G2B), and government-to-government (G2G) communication exchanges are all part of the broader governmental infrastructure. Owing to E-Government, people can access public services in a simple, economical, and consistent way. The three main target groups that can be distinctly identified in governance conceptions are the administration, individuals, and businesses/interest groups. In e-Government, there are no clearly defined boundaries. The four primary categories accessible are government to citizen, government to the employee, government to government (government to government), and government to business (government to business). Governments are specialized organizations that assist in judicial administration. Governments that are representative seek and receive voter support, but they also require active participation from their public officials. The result of politics is governance. Any industry that is focused on growth has experienced uneven change, and the education sector is no different. Rapid growth in the field of education has made academic governance a particularly difficult undertaking. Technology has advanced tremendously in the twenty-first century, resulting in far-reaching changes in the administrative structure. To improve productivity, cost-effective technology must be integrated with flexibility in learning and administrative processes. Computers may be utilized in a variety of ways to administer educational institutions. Computers can be used for effective educational administration in a variety of areas, including general administration, payroll and financial accounting, student data administration, inventory management, personnel records maintenance, and library systems.

Concept E-Governance

In the educational sector, e-governance solution has revolutionized the way administration is done, as it is designed to make the system user-friendly, time-saving, and cost-saving. Many of them are adaptable enough to swiftly and successfully adjust to shifting educational environments. It is an integrated education solution that enables the processing and maintenance of large volumes of data such as registration, admission, student information, classes, timetables, transportation, attendance, library, salary, expenses, examinations, performance, grades, hostels, security, reports, management, transportation, staff details, and fees among various departments within an institution. E-governance allows the government and citizens to conveniently access information, improve service quality, and provide a multi-channel service delivery system. The purpose of e-governance is to

transform service delivery via the use of technology and multimedia. The digital dissemination of government services and information to the general populace is known as e-governance. The term "information and communication technology" (ICT) refers to a way to transmit data. ICTs make it easier for government to convey information to the public and other organizations, as well as deliver services and fulfill operational chores. E-governance necessitates openness, accountability, participation, social inclusion, public financial management reform, and growth. It refers to a large range of services that are accessible to almost everyone in society.

Literature Review-

Some of the following significant literature related to the research study were reviewed to show the knowledge gap from the actual focus of this study: Bedi, Singh, and Srivastava (2001) define e-governance as the application of information and communication technologies (ICTs) at all levels of government, the public sector, and beyond to improve governance.

According to Cecchini and Scott, ICT applications can improve poor people's opportunities by improving their access to markets, health, and education (2003).

According to Ashok Kumar (2012), e-government can aid in the resolution of a range of new difficulties in rural higher education, as well as the improvement of relationships between rural colleges and universities.

E-governance, according to Ranjeetha Kapoor and Nishta Kelkar (2013), will allow all low-performing schools and colleges to close the gap with better-performing institutes through administrative functions, which will aid in the improvement of higher education in the country and increase the number of employable students.

According to Sudip Suklabaidya and Angshu Maan Sen (2013), there are numerous advantages for students, learners, teachers, and administrative staff, including the promotion of shared working space and resources, improved access to information, collaborative learning, and radical new ways of teaching and learning.

Premmehta & Charanjeetkaur (2014) Registration, admission, student information, classes, timetables, salaries and costs, examinations, performance, grades, hostels, security, and reporting are all key aspects of E-Government. It also provides students with new ways of debate by organizing and presenting information and services.

In his study, Dr. Md. Mahmood Alam (2016) discovered that E-Governance implementation must be addressed to maximize the impact of E-Governance in higher education and to solve concerns such as university administration and effectiveness.

It is debated whether information technology will simply supplement and enhance traditional classroom practices, or whether it will have a "transformative" impact on curriculum and pedagogy. Most countries' e-governance projects offer a more citizen-centric government and lower operational costs. Unfortunately, the majority of these programs have failed to deliver the expected results. A techno-centric focus rather than a governance-centric one is frequently the cause of failure. Under the banner of "great e-governance," the article discusses the necessary features of a governance-centric effort and describes a technique for achieving such excellence in e-governance deployments. Excellence (or governance-centralism) in e-governance necessitates a project that is focused on effectiveness rather than efficiency.

Objectives of the Study-

- 1) To determine the scope of E-Government in India's higher education system.
- 2) To examine how E-Government can be used effectively in the planning and development of the higher education sector.

Research Methodology-

This suggested research work is entirely based on secondary data gathered from various sources. The data are generated by responsible authorities of the departments and published research by various researchers provided on their websites and reports. Apart from these, data has been taken from different books, research journals, research papers, articles, and other print media to a detailed understanding of the subject authenticity of the information. The researcher extracted data on his own, utilizing, standardized data retrieval procedures. The present study was undertaken to understand the practices and strategic implementation of green human resource management in organizations.

Scope of E-Governance in an Education Sector-

Electronic governance increases departmental productivity by decreasing duplication. It is beneficial in making report writing easier and faster. Information is easy to access on the internet, and submitting forms and making payments is almost instantaneous. Management, faculty members, students, and administrative workers become more easily connected, leading to improved service delivery efficiency through faster and more cost-effective information exchange.

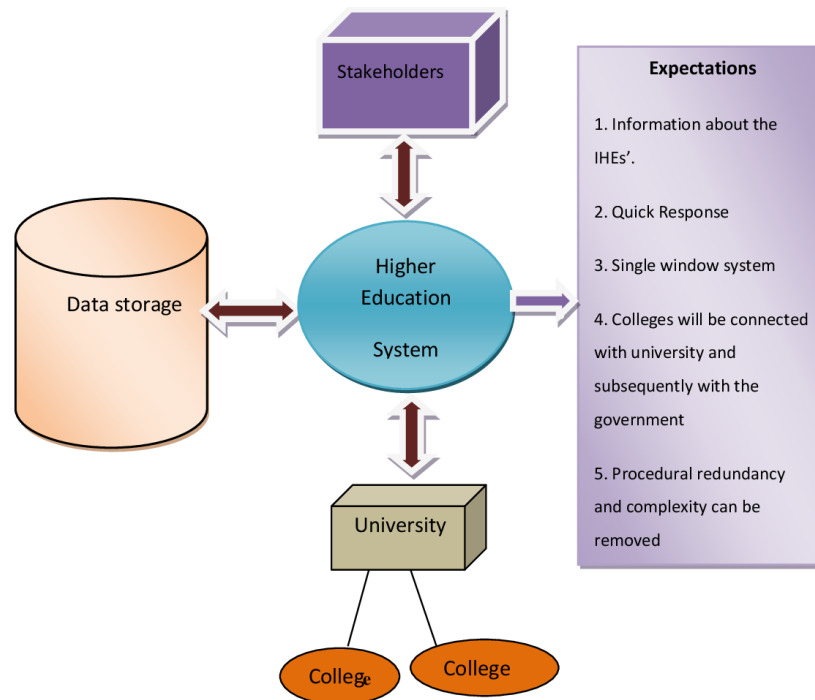


Figure: The Conceptual Model of E-Governance in Higher Education in India Source: Semantic Scholar

Suggestions and Recommendations:

The online methods enable more effective education and offer significant advantages over traditional services.

The use of online technologies allows for more effective education and provides substantial benefits over traditional offerings.

1-We increase the delivery of services to students and faculty after implementing e-governance by offering services such as enrolment, examination, result, feedback, requests for documents, requests for certificates, issuing admit cards and ID cards, employment, and so on. The system sends SMS and email alerts to colleges regularly. In education, e-governance offers new means to communicate with students, impart education, and organize and provide information and services.

2-In the education sector, e-governance allows for the use of information and communication technologies to improve education, improve information, improving service delivery, encouraging student participation in decision-making, making administration transparent and effective, and providing universities with a new channel of educational unemployment. In addition, the system can collect feedback from industry and students to adjust the course curriculum if authorities feel it necessary.

3-With the introduction of new technology initiatives, the organization of higher educational institutions has altered. New technologies offer tremendous prospects for advancement in all sectors of life. The shifting role of lecturers, the adaptable learning environment, and the design of e-Learning facilities all contribute to a potentially more flexible higher education organizational structure in rural areas. The delivery of education in the future will be based on eLearning technology, which will provide lecturers with greater teaching tools. Online teaching methods are more successful than traditional teaching methods and offer major advantages. Technology-based platforms including bulletin boards, virtual lectures, e Libraries, and video conferencing have made this possible. Communication with students and lecturers can be facilitated in an online learning environment.

4-almost all e-government projects have found it useful to enlist the help of various private agencies for various duties through public-private-partnership (PPP) agreements. Application software design and development, data and content population in the regional language, networking and computer system procurement and installation, software deployment, and service delivery are all included in these activities.

5- E-government has provided an electronic information infrastructure to streamline service delivery, reduce duplication, improve service quality and speed, and reduce costs. E-centralized Government's information method preserves all information in electronic form in one place. This method of securing information protects it from being stolen or leaked.

6-Intranet-based training can be a virtual two-way system, with students connected to mentors and teachers receiving real-time feedback and support, resulting in a low cost and savings. ICT has already been demonstrated as a means of accessing knowledge-based information from anywhere at any time, but the university's constraint is that it is unable to communicate with other institutions.

It is possible to develop a system that is student-centric and can deliver a variety of services like informative, interactive, and transactional across the entire spectrum of the education sector with the help of the aforementioned benefits and suggestions.

Conclusion-

Innovation is the most essential driving force behind the foundation and development of e-governance. Government should assist e-governance by implementing beneficial legislations and updated amendments for preserving standards in the educational process and advancements in the connected field, among other things. To achieve a world-class standard in education it is imperative to have an improved and innovative means of access to information all over the world which is possible only by the introduction of information and communications technology-based e-governance in educational institutions. It is vital to introduce rapid and reaction-based e-governance into the education sector to achieve the aims of efficient administration and to confront the difficulties of globalization, international competition, and modern science and technology development.

With the arrival of e-governance, the way higher education is created, administered, and provided is changing. Higher education institutions have typically operated and statically delivered programs. However, as the demand for high-quality education grows, higher education institutions must expand their geographical boundaries to implement e-governance programs. Higher education institutions, such as universities, can use e-governance to outperform the competition and capitalize on their conventional and well-established reputations. With the implementation of e-governance initiatives, it is feasible to improve learning by giving widespread access to information. E-governance programs represent a shift in the way lectures are delivered to teachers. For students, e-governance has provided an alternative to traditional learning methods by developing methods that allow students to learn outside of the lecture classroom.

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