



An Analytical Study on E- Governance in India Prospect, Status and Challenges

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INTRODUCTION

Public Administration as a discipline is not very old and it is only a hundred years. During these years Public Administration has passed through several phases of development and evolved as the agency of state which runs the administration of the country. According to Woodrow Wilson the late evolution of public administration was due to the fact that the governments had passed through three Stages-the period of absolute rulers; the period of struggle for constitutionalism and popular control; and the period when on winning political battles, people started thinking about freedom and perfect machinery for democratic administration.³ The first systematic writer on Public Administration was the American President Woodrow Wilson whose article entitled "The study of public administration" in the Political Science Quarterly in 1887 set the ball rolling for the study of Public Administration as a separate discipline. The impact that ICTs have in our society in general as well as on the nature, scope, understanding and practice of public administration in particular is immense. All the contributing authors in this volume, from different parts of the world, thus shed light on the way e-governance is operating as well as progressing, along with the challenges and constraints it still faces.

Then, in 1900 Frank Goodnow in his influential work 'Politics and Administration', put forth the thesis that the fields of politics and administration were separate areas of public life and hence the two must be separate and Public Administration must study only the field of administration and the study of politics to Political Science which resulted in the development of permanent Civil Service free from political influence. Many later writers have attempted to reduce the scope of Public Administration in an attempt to provide focus to the study of modalities of policy implementation rather than policy formation. "Introduction to the study of Public Administration", by L.D White published in 1926 primarily focused on the study of various principles of Public Administration and promoted further development of Public Administration in U.S.A.⁴ White has moreover defined Public Administration as consisting of all those operations having for their purpose the fulfillment or enforcement of Public Policy. The emphasis here is on the activities of the executive branch of the government and the classic work L.D. White had the effect of directing the study of Public Administration towards the executive branch. Other prominent scholars like Luther Gullick and Herbert Simon also had the same opinion. Among many others, themes covered in the volume include citizens' engagement, cross-governmental partnerships, IT product quality, and anti-corruption – all relating to e-governance.

E-Government i.e. Electronic Government is the use of Information and Communications Technology (ICT) to run or carry on the business of the Government of a Country. However the term E-government is misleading, as it implies an electronic substitute for the physical government. Electronic substitution of a government is not possible as the Government is a unit of people coming together to administer a country. A Government is a group of people responsible for the administration and control of a Country/State. It involves people like the Heads of States, Ministers, Government Employees, etc. It also involves public participation. So, electronic substitution for a Government is not possible. Therefore, E-Government may only refer to a Government using it in conducting its business. The term 'Governance' is wider than 'Government'. Governance may be an activity of governing/controlling a country by its Government, controlling of an organization or a company by its CEO or Board of Directors or controlling of a household by the head of the house. Accordingly E-governance may also involve governing of a country, organization, company or a household, however with the help of Information and Communication Technology Researchers, academics, civil servants, policy advisers and students who seek a genuine understanding of the evolution of public administration in this era of digital or electronic governance should find this book a timely addition to the literature.

LITERATURE REVIEW

[\(Manzano\)](#) This author explains that E-governance has evolved as an information age model of governance that seeks to realize processes and structures for harnessing the potentialities of information and communication technologies at various levels of government and the public sector and beyond, for the purpose of enhancing good governance..

[\(Morino 2011\)](#) the analysis of E-governance is the commitment to utilize appropriate technologies to enhance governmental relationships, both internal and external, in order to advance democratic expression, human dignity and autonomy, support economic development and encourage the fair and efficient delivery of services.

[\(Sen and Saurabh 2016\)](#) This paper explains E-governance is the use of information and communication technology to promote more efficient and effective government, facilitate more accessible government services, allow greater public access to information and make government more accountable to citizens.

[\(Kishwar 2005\)](#) The paper determines it involves a new style of leadership, new ways of debating and deciding policy and investment, new ways of accessing education, new ways of listening to citizens and new ways of organizing and delivering information and service. The government interacts with the citizen to provide information and various services.

[\(Yiannas 2018\)](#) The study about the Information about government services is published on the web sites and citizens can have access to information regarding procedures for getting jobs. Citizens can download a number of application forms for a variety of services, such as filing of tax returns, and renewal of licenses. A large number of government departments also offer a number of facilities and services at one place through Internet portals.

[\(Gopalakrishnan 2008\)](#) The author connecting citizens to the government by talking to citizens and supporting accountability by listening to citizens and supporting democracy, and by improving public services. It involves better services to the citizens through a single point delivery mechanism and involves area like: e-citizen, e-transport, e-medicine, e-education and e-registration etc.

[\(Mehta 2006\)](#) The concealed different departments are connected through networks within the government, and networking of government offices. It involves improving government processes by cutting costs, by managing performance and by creating empowerment. The major areas are e-secretariat, e-police, e-court, and countrywide networks etc.

[\(Lal, Satvanaravana, and Rao 2008\)](#) The study is Computerization of office management (personnel, accounting, office manuals and procedures) facilitates faster and more accurate processing of tasks with lesser manpower and lower information and compliance-handling costs with savings accruing from reduced labour costs.

[\(Kumar 2009\)](#) In the paper that model, the government interacts with business houses through e-taxation which constitute the various services a business house needs to get from the government, including getting licenses etc. In similar scenarios, it can also be from a business house to the government as in the case of procurements, from such business houses by the government.

[\(Huque and Vvas 2004\)](#) this paper about E-governance which distinguishes between three different policy levels, between three different types of actors involved, between three different policy functions, and between three different degrees of making use of the New Information and Communication Technologies.

[\(Sen 2016\)](#) The author dealt with how e-Governance is not only popular in India but also worldwide. To make the working of government more efficient, responsive and transparent many developed and developing countries have taken some useful steps for the expansion of e-governance in their respective countries. Countries which are in the race of e-governance implementation are UK, USA, New Zealand, Brazil etc.

[\(OECD 2001\)](#) The most literate Indian state, Kerala, is highly adaptive to newer initiatives even though the civil society is very critical in its socio-economic and political outlook. As part of reform measures, the Kerala Government adopted IT policy to utilize the potential of Information and Communication Technologies (ICTs) to bring development in the society.

[\(Biju 2007\)](#) This paper is not a challenge for established countries residents to think about to communicate with the administration regarding any problem at one kiosk 24 x 7 without waiting in line. However, to achieve the same standard of proficiency and tractability for citizens of emerging countries is complicated.

[\(Chakrabarty 2008\)](#) the paper contains Capabilities of established nations show that it is conceivable if administrations will distribute the responsibilities and procedures, and if admin will switch to use electronic resources (Gupta et al., 2008). This will enable the citizens to communicate with administration through a website where all forms, regulation, newscast and other material are made accessible.

[\(Kastelle, Merchant, and Verrevyne 2015\)](#) the author concern It makes the administrations of emerging nations, as an accumulator and basis for information, could trace this chic, to serve its residents and firms better and to save disbursements by building inner processes more well-organised, reducing the multifaceted and overextended organisational structure.

[\(Khan 2017\)](#) this paper about Developed countries are far away in e-governance growth level with a comparison to developing countries (OECD, 2014). E-government development has a certain degree of resemblances with the fruition of e-commerce. Similar to e-commerce, which provides the services of transaction between business and consumer through B2B and B2C, e-government also aims to offer an interface between government and citizens (G2C), government and business enterprises (G2B), and inter-agency associations (G2G) friendlier, more comfortably with transparency and accountability.

[\(McNabb et al. 2021\)](#) It recognised such a development arrangement for e-commerce and suggested that societies developed from primarily having a web existence only, by offering services like business amenities and commercial front-end and back-end combination.

(Kumar 2009) In the same way, e-government also develops along an analogous growth track, starts from broadcasting which followed by interaction and then transaction and at the last integration. In order to assess the e-government readiness, according to Basu (2004) the evaluation of the government's institutional frameworks, the manpower (comprising all ICT employees, procurement staff, and others), available financial resources, communication flow within the department etc is mandatory.

(Huque and Vvas 2004) In addition to this, it is essential to gain the information about infrastructure, economy level, education, legal aspects; corporate sector development and other issues (Beaumont, 2017). A study by (Anderson et al., 2006) found vast alterations among countries in the development of their E-Government effort.

(Biju 2007) explains in every state Even though Kerala society is most literate, the number of people who are having e-literacy is less. Considering this circumstance, the government is trying to popularize the initiatives of e-governance including e-literacy also. It is quite relevant to study the impact of a new initiative like e-governance on Kerala civil society. Besides, e-governance is often hailed to be a panacea for the ailment of corruption.

(Falk 2001) the philosopher research in Even if Kerala is the least corrupt state in India, corruption is visible in the State also. In such a scenario, a study conducted in a society like Kerala is very much helpful in analyzing the output of the application of ICTs in re-engineering public service. The term e-governance has been defined in many ways.

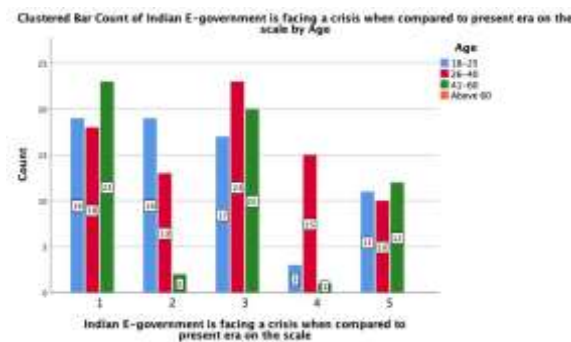
(Wilson 2008) According to the author, "E- government refers to the use by government agencies of information technologies that have the ability to transform relations with citizens, businesses, and other arms of government. These technologies can serve a variety of different ends

(Demmers, Fernández Jilberto, and Hogenboom 2004) better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, or more efficient government management. The resulting benefits can be less corruption, increased transparency, greater convenience, revenue growth and / or cost relations.

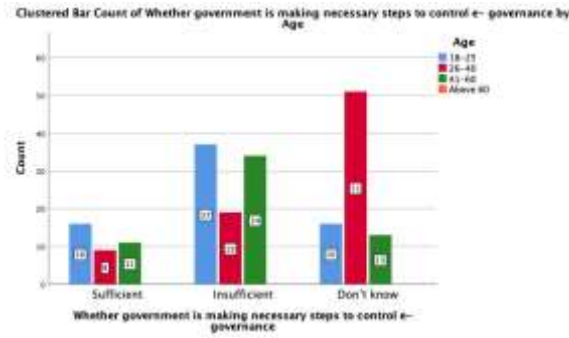
METHODOLOGY :

The research method followed is descriptive research. The data is collected through a questionnaire and the sample size is 210. Simple random sampling method is adopted in the study to collect the data. The samples were collected from the general public through mailing of questionnaires and forwarding through social media apps like Instagram and Whatsapp . The independent variables are gender, age, and education qualification, Occupation and Income of respondents. The dependent variables are e-government facing crisis, government making necessary steps e-government, every person in society can access the e-government. The research tools used in the present paper such as cross tabulation, chi-square and case summary and graphical representation was also used to analyze the study.

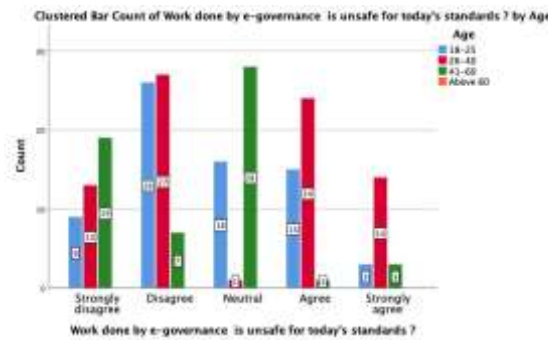
ANALYSIS



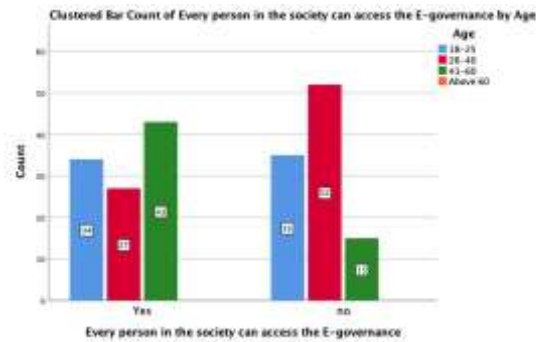
LEGEND : The above graph were taken online where 210 responses were taken into consideration where the independent variables were taken such as gender age and e-government facing crisis



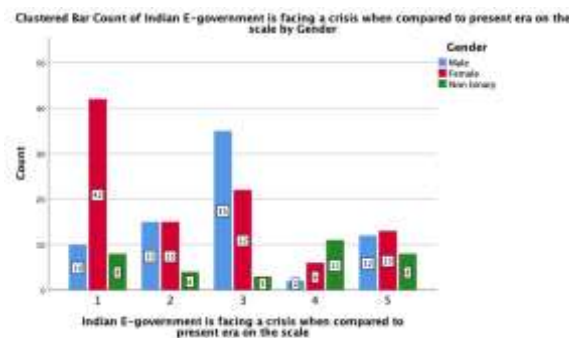
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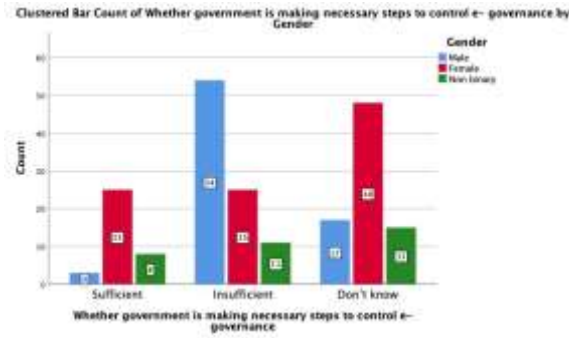
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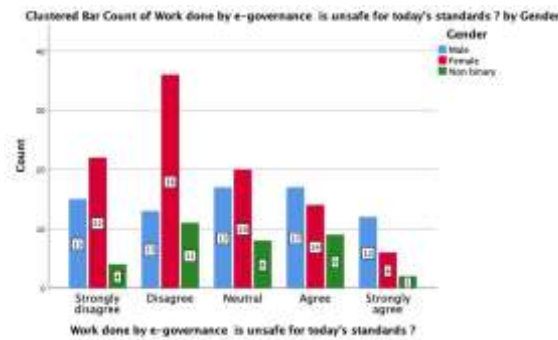
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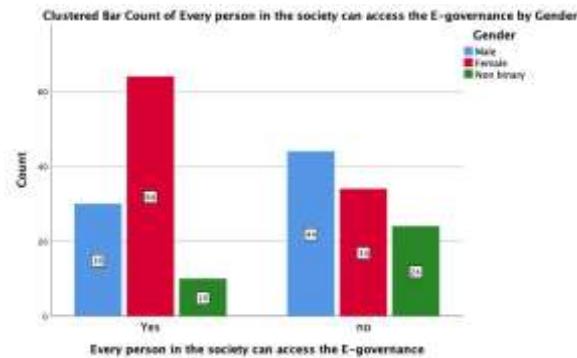
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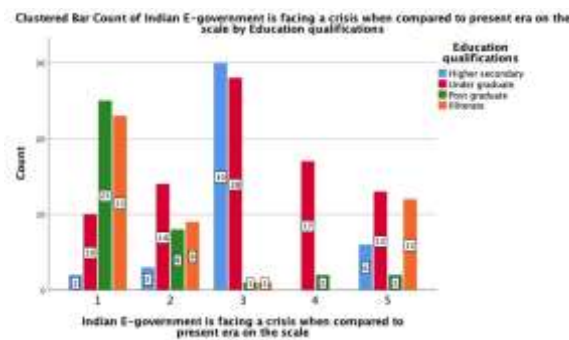
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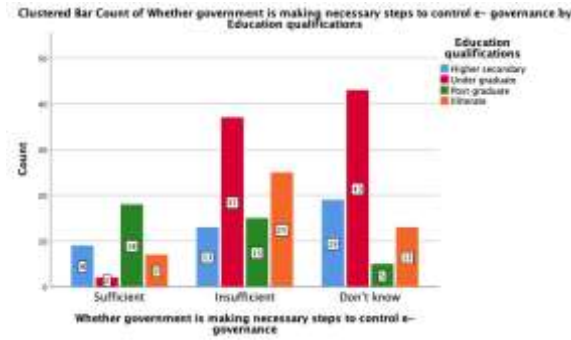
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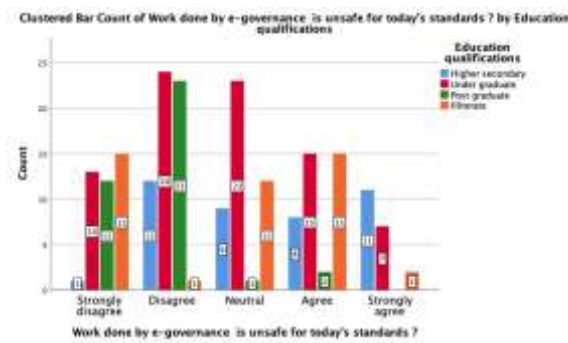
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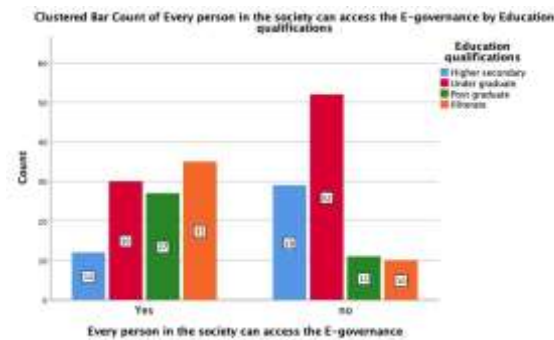
LEGEND : The above graph were taken online where 210 responses were taken into consideration where the independent variables were taken such as educational qualificational and e-government facing crisis



LEGEND : The above graph were taken online where 210 responses were taken into consideration where the independent variables were taken such as gender age and government make necessary step e-government



LEGEND : The above graph were taken online where 210 responses were taken into consideration where the independent variables were taken such as educational qualification and government make necessary step e-government



LEGEND : The above graph was taken online where 210 responses were taken into consideration where the independent variables were taken such as gender age and every person in society can access the e-government.

DISCUSSION

In **Fig.-1** bar graph shows that people response for the e-government facing crisis

question that age with the responses are classified according to their Age. Most of them have given the answer.

In **Fig.-2** bar graph shows that people's responses for the e-government facing crisis question that age with the responses are classified according to their Age. Most of them have given the answer.

In **Fig.-3** bar graph shows that people's response for the e-government facing crisis question that age with the responses are classified according to their Age of all people are most of them have given the answer dissagreed.

In **Fig.-4** bar graph shows that people's response for every person in society can access the e-government question that age with the responses are classified according to their Age of all people are most of them have given the answer disagreed.

In **Fig.-5** bar graph shows that people response for the e-government facing crisis

The questions that age with the responses are classified according to their gender. Most of them have given the answer.

In **Fig.-6** bar graph shows that people response for the e-government facing crisis

The questions that age with the responses are classified according to their gender. Most of them have given the answer.

In **Fig.-7** bar graph shows that people response for the e-government facing crisis

questions that age with the responses are classified according to their gender of all people most of them have given the answer disagreed.

In **Fig.-8** bar graph shows that people's response for every person in society can access the e-government question that age with the responses are classified according to their gender. Most of them have given the answer to disagree.

Fig.-9 bar graph shows that people's responses for the e-government facing crisis question that age with the answers are classified according to their educational qualification of all people most of them have given the answer.

In **Fig.-10** bar graph shows that people's response for the government should make necessary step e-government questions that age with the responses are classified according to their educational qualification of all people most of them have given the answer.

In **Fig.-11** bar graph shows that people's responses for the e-government facing crisis question that age with the responses are classified according to their educational qualification of all people most of them have given the answer.

In **Fig.-12** bar graph shows that people's response for every person in society can access the e-government question that age with the responses are classified according to their educational qualification of all people most of them have given the answer to disagree.

ANALYSIS

Figure 1 is represented in the form of a graph. The question raised for figure 1 is awareness of the statement with. Upon which the most of them AGE 18-25 have given the answer as 3 Rate from the people of age group 26-40.

Figure 2 is represented in the form of a graph. The question raised for figure 2 is awareness of the statement that the government should make necessary steps for e-government. Upon which the most of them AGE 18-25 have given the answer as 3 Rate from the people of age group 26-40.

Figure 3 is represented in the form of a graph. The question raised for figure 3 is awareness that the statement with e-government is unsafe for today's standard. Upon which the most of them AGE 18-25 have given the answer as 3 Rate from the people of age group 26-40.

Figure 4 is represented in the form of a graph. The question raised for figure 4 is awareness that the statement with e-government is unsafe for today's standard. Upon which the most of them AGE 18-25 have given the answer as 3 Rate from the people of age group 26-40.

Figure:5 is represented in the form of a graph. The question raised for figure 5 is awareness of the statement with. Upon which the most of them no for age 26-40 have given the answer as 3 Rate from the people of gender group female.

Figure 6 is represented in the form of a graph. The question raised for figure 6 is awareness of the statement with government should make necessary step e-government. Upon which the most of them gender have given the answer as don't know Rate from the people of gender group female

Figure 7 is represented in the form of a graph. The question raised for figure 7 is awareness that the statement with e-government is unsafe for today's standard. Upon which the most of them gender group female have given the answer as 3 Rate from the people of gender group female.

Figure 8 is represented in the form of a graph. The question raised for figure 8 is awareness that the statement with e-government is unsafe for today's standard. Upon which the most of them gender group female have given the answer as no from the people of gender group female.

Figure 9 is represented in the form of a graph. The question raised for figure 9 is awareness of the statement with. Upon which the most of them no for age 26-40 have given the answer as 3 Rate from the people of educational qualification group hsc and UG.

Figure 10 is represented in the form of a graph. The question raised for figure 10 is awareness of the statement with government should make necessary step e-government. Upon which the most of them gender have given the answer as don't know dont know from the people of educational qualification group UG and HSC

Figure 11 is represented in the form of a graph. The question raised for figure 1 is awareness of the statement with government should make necessary step e-government. Upon which the most of them gender have given the answer as don't know Rate from the people of educational qualification group UG and HSC

Figure 12 is represented in the form of a graph. The question raised for figure 1 is awareness that the statement with e-government is unsafe for today's standard. Upon which the most of them educational qualifications have given the answer as no from the people of educational qualification group UG and HSC.

Limitation:

The Major limitation of the study is the sample frame. The sample frame Collected through online platforms like sending mail, sending links via WhatsApp is the limitation of the study, the real field experience is missed out. . The restrictive area of sample size is yet another drawback of the research. Collection of data via online platform is limiting the researcher to collect data from the field. Since the data is collected on online platform where in the respondent is not known, the original opinion of the respondent it is not found, The researcher could only come to a approximate conclusion of what the respondent is feeling to convey.

CONCLUSION AND SUGGESTION

We have seen how the concept of e-governance and m-governance has evolved in Indian scenario and how much it is required for transparency and accountability on the part of government and at the same time it is also a toll to increase the participation of people in policy making by empowering them with the right information at right time. The penetration of internet, telecommunication services in India has increased in the last decade and this gives a ray of hope to the citizens of India to fight with the long persisting problems of poverty, corruption, regional disparity and unemployment. But at the same time, due to slow pace of project completion, red-tape and resistance from the side of government employees and citizens too has not given the desired result. E-Governance or E-Government or both. Our best hope is that researchers and practitioners worldwide will embrace this framework and avoid any more confusion in all kinds of communications – research papers, text books, conferences, speeches, presentations. E-Governance is all over – so we did not attempt to provide its status around the world.²³ However, we have provided status of e-Government around the world. E Governance is a way to solve the social as well as economical problems that exist in developing countries like UK. India envisages one-stop solution to address all transactional procedures of the citizens with the government departments. Facilitate citizen navigation and content disseminations are the key objectives of such portals. Still, more integration strategies are needed for the further improvement in Indian eGovt system. As per UN surveys no country's portal completely integrated all information, services, and features assessed, but several came close. India can achieve phenomenal growth by multi-channels in near future. Thus India can fulfil her eGovt vision and turn into one of the best performers by improving the essentials for interoperability and integration issues.

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