A Challenged Survey on e-Governance Applications

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ABSTRACT
Governments of developing nations have more challenges and responsibilities to bring their nations at par with the developed nations. E-Governance helps to face such challenges and it offers a new way forward by helping government to improving process, connect citizens, and build interactions with and within the civil society. The word “electronic” in the term e-Governance implies technology driven governance. Though e-Governance provides government services to the citizens in a convenient, efficient and transparent manner. But there are some problems that are faced in providing these services in more effective and efficient manner. This paper provides a survey on problems that are faced in providing these Services.

INTRODUCTION
E-Governance is the application of Information and communication Technology (ICT) for delivering various government Services, information communication transactions exchanges, integrating various stand- one systems and services between Government–to-citizens (G-C), Government-to-Business (G-B) ,Government-to-Government (G-G) as well as back office processes and interactions within the entire government frame work. The E- Governance can be understood as performance of the governance via electronic medium in order to facilitate an efficient with speedy and transparent process of disseminating the information to the citizens and also facilitating the electronic channel of communication from citizens to government which would led to efficient and effective service delivery and proper redressal of the grievances. It also includes the use of various ICTs for performing the activities within the administration. Automation, Informatisation and Transformation are the three basic change potentials for good governance for development:

- Automation: it is replacing the current human-executed processes which involve accepting the various details, its storage, processing and outputting information. Example includes the automation of existing clerical functions.
- Informatisation: it supports the current human-executed information processes. Example includes supporting current processes of decisions making, the communication, and the decision implementation.
- Transformation: It supports new human-executed information processes. (e.g.)creating new methods of public service delivery.

The Good governance becomes imperative in today’s context as change, rapid and continuous, becomes the only constant of the new era. In order to manage ourselves and our affairs through an age of uncertainty it is important to begin to address seriously the issue of how we can organize, manage it and administer by ourselves.

Emerging E-Governance Models:
Government-Citizen conjoined model:
With the intervention of Information technology now, there is a possibility of adoption of government community conjoined model, which will inherit its traits from the culture of each government and society. Together with Information Highway it removes the boundaries between various sub-functions of government. Not only this, it will also remove the boundaries between governments worldwide because service delivery will now be centralized around the needs of citizens and not on political structures. This model aims at providing a new government-citizen network by collapsing the boundaries created by political and historical structures.
Service delivery Model:
In the service delivery model, citizens will also participate in decision making processes, replacing the top-down process that characterizes too many governments. The important focus will be on effective and efficient delivery of government services. Such a citizen centric and citizen focused model will create new roles for citizens thereby replacing "broadcast" democracy to a more intimate and immediate model. For this to happen, partnership must become a customary mode of operation, which would primarily mean, that there would be a real shift in traditional notions of accountability and governance. This would involve lots of challenges as sharing power, decision-making, and responsibilities are inherently counter-cultural to many government organizations.

State of e-Service delivery in India:
The government has also setup core common infrastructure for effective delivery of public services. The three important elements forming the basis of this infrastructure are State Wide Area Network (SWAN), State Data Centre (SDC) and Common Service Centers (CSCs). SWAN has been planned to act as the backbone network for data, the voice and the video communications throughout a state and to cater to the information communication requirements of all the departments. On the other hand, the data centers have been established under SDC in all the states to host state level e-Governance data thus enabling seamless service delivery.
The State Wide Area Networks (SWAN) project provides the connectivity to facilitate the rolling out of citizen centric services under various Mission Mode Projects (MMPs) under NeGP. Government of India has approved the scheme of establishing Common Service Centers (CSCs) across the country.

As on November 30, 2011, there were about 97,439 CSCs across various parts of India. While CSCs established a delivery channel facilitating the reach of public services to rural areas, the government has also encouraged the people in urban settings to use internet for accessing public services.

IISFM is an important MIS solution developed and implemented by National Informatics Centre (NIC) for the Food Corporation of India (FCI).

An e-Government Lifecycle:
An e-government lifecycle has the following unique elements:
• When a program is being scoped, it is a time of innovation when increased research into:
  – Demand and impact and the mechanisms that will deliver against these objectives is needed
  – The justification and understanding of benefit/cost ratio will be needed so social value can be understood
• As a program is being designed and built there will be a need for exploration and experimentation to discover the best ways to:
  – Direct design and deployment of the program
  – ensure the service engages target users
  – integrate the program, especially cross-agency and
  – deliver citizen-centric solutions.
• After a program is rolled-out it will need to be supported through a transformation agenda of:
  – Ongoing monitoring of usage and acceptance levels
  – Feedback to understand the changed perceptions that will emerge as to the positioning and suitability of the program content and delivery mechanisms and
  – Iterative learning and experience by agencies, government and users – a cycle of refinement and renewal.

The elements combine to provide a way to move up the maturity curve while progressively delivering value to the community and to the government.

The various services provided by E-Governance:
In 2006 of may month, the Government of India approved the National e-Governance Plan (NeGP) with the vision: “Make all Government services accessible to the common man in his locality, throughout common service delivery outlets and ensure efficiency, transparency & reliability of such services at affordable costs to realize the basic needs of the common man” and it consist of a series of Mission Mode Projects (MMP).
Variuos issues related to E-Governance:

There are several issues related to E-Government services.

Technology issues like hardware and software related issues. The Government for effective function it needs heterogeneous hardware and software platforms which may pose a problem for mere future.

Managing the changes e-Governance initiatives would lead to mandatory organizational and institutional changes affecting both people and methods at all interfaces of the Delivery Chain, funding issues-ongoing projects may need for more fund and these issues are to be given importance.

Inhibitors and barriers to use:

There are a number of inhibitors and barriers to use of online services. Some inhibitors and barriers survey respondents raised were: use ability, technology, discoverability, the skills or culture, the security and for regional and for the indigenous community

Specifically, the users of e-government indicated that the most common barriers to using e-government services were:
• Poor search capabilities (28%),
• Inappropriate or incomplete information (28%),
• Difficulty navigating (27%),
• Difficulty finding the service (22%) and
• Concerns about security and privacy (17%).

E-Government is to be able to offer an increased portfolio of public services to citizens in an efficient and cost effective manner and it allows for government transparency. The Government transparency is important because it allows the public to be informed about what the government is working on as well as the policies they are trying to implement.

E-government is an easy way for the public to be more involved in political campaigns. It is convenient and cost-effective for businesses and the public benefits by getting easy access to the most current information available without having to spend times, energy and money to get it. The E-government helps simplify processes and makes access to government information more easily accessible for public sector agencies and citizens.

Benefits of e-Services:

The dissemination of services using ICT offers significant benefits in terms of costs, governance and effectiveness. While ICT leads to a transformation in work processes and service delivery, it also lowers transaction costs by enabling transparency and accountability. The benefits of e-Services are:
• The transparency, accountability and reduced corruption.
• Increased participation by people.
• Balanced Development
• Passport Seva Project
• E-ticketing

Internet Penetration in India 2012 Report:

The Report shows us the top 20 countries with highest internet users, India leading 3rd place with 57% of internet users and 11.4% of penetration population. The population growth of India in year 2012 was 1,266,872,682.

Multifaceted challenges of e-service and its usage:

Online privacy and security concerns may be preventing users from trusting and therefore using e-government services.

E-government services, and hence affects the level of usage. The important factors range from convenience to concerns over the trust, security and privacy. The same factors may have different impacts in different country situations. On this basis recognition, policymakers need to develop a concrete operational strategy in a manner that maximizes positive and minimizes negative usage factors.

Online service integration:

A key objective of such portals is to facilitate citizen navigation and use of the content.
A common approach in this model includes organizing content around life themes and/or specific audiences, such as the young, elderly, women, job seekers, students, etc. These portals also typically include an advanced search feature that may index content from dozens of government websites. The 2012 survey includes a specific indicator that assesses whether a country has integrated portals under the rubric “one-stop-shops”.

Another way by which the 2012 survey, measures whole-of-government strategy execution is by assessing how many government websites provide information and services in key government portfolios covering citizen’s basic needs.

**Integration of Mobile Services:**

Mobile devices are among the most widespread personal technologies in the world yet m-service delivery lags behind web channel development in many countries. Empowerment of field workers and cross-agency interactions can reduce requirements and costs for time, travel and staffing, as well as eliminate redundant data entry. Mobile crews with mobile devices can increase unit availability.

Real-time and location-based processes result in quick and easily accessible data and communications, the information consistency, various responsive case management and seamless information exchanges.

**Conclusion:**

The study found that a weighted average increase in demand for online government services of about 30 per cent might be expected between 2010 and 2012. This is a strong growth in demand and a useful benchmark for agency business managers planning to introduce or expand future programs. In future, considerable effort will be needed by agencies at a whole-of-government level, to meet customer expectations and demand.

**REFERENCES**


