

E-GOVERNMENT HAS IT HELPED THE COMMON PEOPLE

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Abstract: Government is a working body selected by the people, for the people. It helps the people in smooth working of their day today routine work with the bureaucracy. Every time it is not possible for the government to reach to the people within a short period of time. So it delays work. E-Government is regarded as the usage of information and communication technologies (ICTs) in order to enhance the activities of public sector organisations. A few definitions limit e-government to Internet-empowered applications just, or just to communications amongst government and outside gatherings. Here e-governance helps the government. With the use of Information Technology, it can reach immediately to the people and get their work done. But has e-governance actually helped and improved the life of middle class people? This paper looks into the overview of e-governance and its impact on the life of common people. This research paper is an Act to improve the administration and advancement of electronic Government administrations and procedures and suggesting measures that require using Internet-based information technology to enhance the day to day activities of the citizens.

1. INTRODUCTION

E-government (short for electronic government) is a term which is regarded as the usage of electronic communication devices, computers and the Internet in order to provide public services to the citizens and other people in a country or region. As indicated by Jeong, 2007 the term comprises of the computerized associations between a citizen and his or her administration (C2G), amongst governments and other government organizations (G2G), amongst government and residents (G2C), amongst government and workers (G2E), and amongst government and organizations/business' (G2B).

A Proper usage of e-governance helps in the smooth running of democracy. However, the implementation of efficient e-government services faces several challenges and issues both in part of the Government as well as the general public. In the following sections let us look at the challenges and issues brought about by E-government and solutions to overcome them.

1.1 Why E-Government?

E-government is an important requirement for both the Government as well as the citizens. It helps the Government to become more proactive and increase internal efficiency and service levels to its constituents. It helps the Government to be more transparent to the public and become more service-oriented. It helps in reduce the cost of operating expense for the government. It provides opportunities to the government to develop new sources of growth and ways to reduce vulnerability. Not only does it help the Government, it helps the citizens to get from their Government a greater governmental accountability. With the help of E-government, citizens have easy access to governmental and other information. Citizens get convenient government services and quick response to request. E-government helps the public with fast delivery of services and secures their data and confidentiality.

Integrated Mission Mode Projects

1.2 E-Procurement

Ministry of Commerce & Industry (Department of Commerce) has been designated as the Nodal Ministry for usage of e-Government Procurement (e-GP) Mission Mode Projects (MMP). The vision of the e-Procurement MMP is the creation of a national initiative in order to implement procurement reforms, with the usage of electronic Government procurement, to make public procurement in all divisions more straightforward and efficient.

1.3 E-Courts

The e-Court Mission Mode Project (MMP) was conceptualized with a dream to change the Indian judiciary with the utilization of technology. The undertaking had been created, following the report put together by the e-Committee under Supreme Court on national policy & action plan on implementation of information communication tools in Indian judiciary. A reasonable goal is to re-design procedures and improve legal efficiency both subjectively and quantitatively to make the justice delivery system moderate, available, financially savvy, straightforward and responsible.

1.4 E-Biz

The e-Biz Mission Mode Project, being executed by Department of Industrial Policy and Promotion (DIPP), Ministry of Commerce and Industry, Government of India, was conceptualized with the vision which was to change the business condition

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in the nation by giving productive, advantageous, straightforward and coordinated electronic administrations to financial specialists, enterprises and business all through the business life cycle.

1.5 Common Services Centers

The Common Services Centers would give high caliber and practical video, voice and information content and services, in the field of e-governance, education, health-care, medicine, entertainment in addition to other private services. A feature of the Common Services Centers is that it offers web-based e-governance services in rural areas.

2. RELATED WORK

A survey was conducted to learn the awareness of E-government and its various facilities. In the survey it was found that 58.3% of the people conduct the transactions face to face with the government sector while the same percentiles of people conduct governmental sector transactions online. Compared to this, 16.5% of the people use an intermediate agent for their government transactions and nearly 30% conduct transactions over the phone. In the same survey, 62.5% of the people get to learn government regulations via the newspapers whereas 70% learn about new government regulations via television and internet. 41.7% of the people learn about new government regulation in person. The survey showed that 80% of the people who accessed E-Government websites access it for educational purposes, 50% of the people use it for transportation related purposes. 33.3% of the people use it for arranging visas, 54.2% of the people use it for paying fees for schools or colleges. 12.5% of the people haven't accessed any form of E-Government websites.

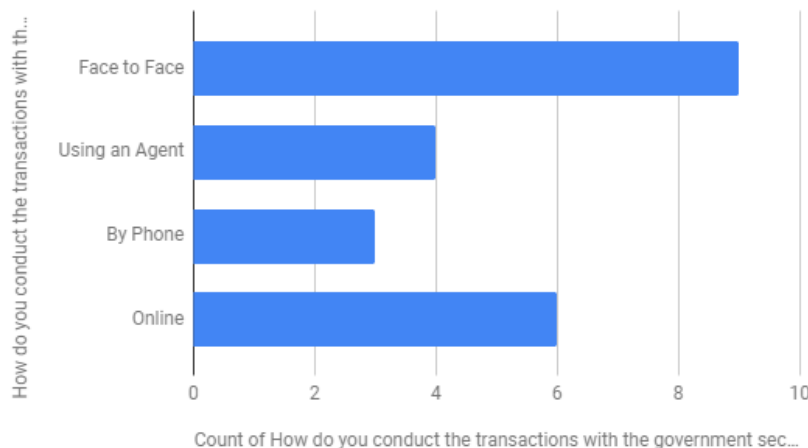
The Same survey showed that 25% of the people agree and 8.2% of the people strongly agree that the E-Government websites are user-friendly while the same percentiles of people are opposed to the matter and disagree that the E-Government websites are not user-friendly. The remaining 41.7% of the people are neutral in this regard whereas no one has strongly disagreed on the matter. In another question, the results showed that 8.3% of the people strongly agree and 37.5% of the people agree that the e-government services are easy to find and use. 16.7% of the people have disagreed that the e-government services are easy to find and use. The remaining 37.5% of the people are neutral in this regard whereas no one has strongly disagreed on the matter. In the same survey, it was noted that that 4.2% of the people strongly agree and 45.8% of the people agree that they are satisfied with e-Government services. 16.7% of the people have said that they are dissatisfied with the e-Government services. The remaining 33.3% of the people are neutral in this regard.

In the survey we asked the question on what kind of facilities should be provided for people who find it difficult to use e-government services to which 54.2% of the people answered with installing advice shops, 50% of the people wrote that kiosks should be built in public places. 33.3% of the people answered with a need of terminals in libraries. 4.2% of the people answered that there was a need of spreading awareness via awareness programs. 12.5% of the people had no answer. Another question on what kind of barriers exists which affect businesses and citizens when they are trying to apply e-government was asked. 54.2% of the people were worried about the security, 33.3% of the people were worried about the cost, 45.8% of the people said that there was a lack of interest. 4.2% of the people believed that there is a lack of knowledge of existence of e-Government for that particular service.

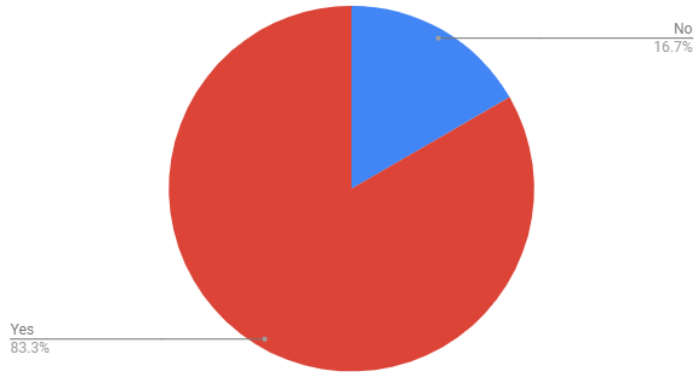
It has to be noted that 91.7% of the people who took the survey were of the age range of 18-24 years and the rest 8.3% of the people were of the age range 26-35. Among this 58.3 percent of the survey takers were male while the rest 41.7% were female.

3. EXPERIMENTAL RESULTS

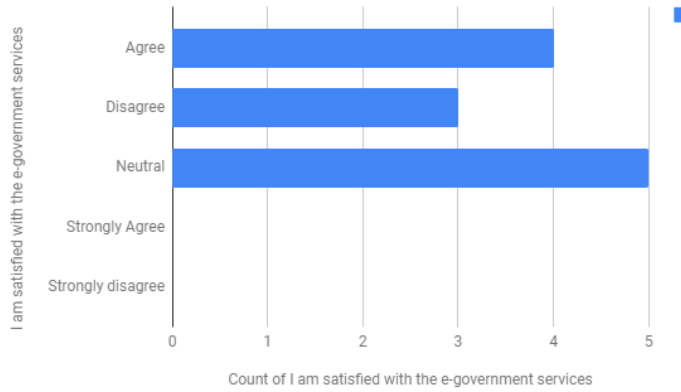
Count of How do you conduct the transactions with the government sector? Choose more than one option if applicable.



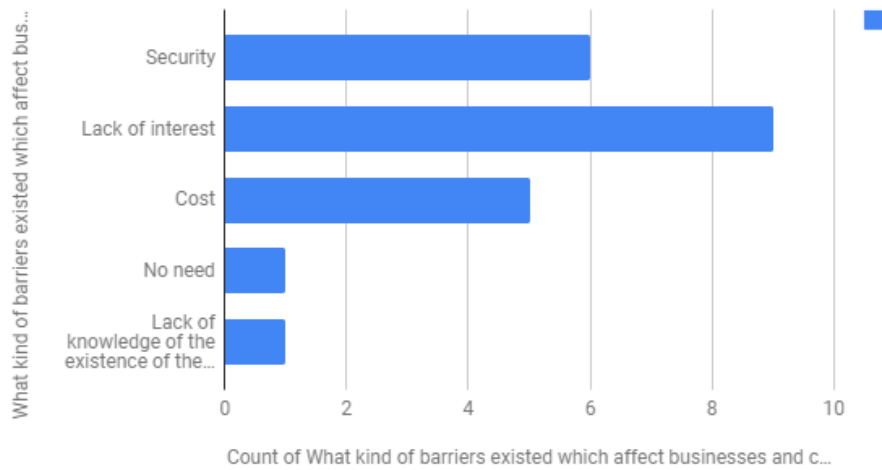
Count of Do you access the Government Websites?



Count of I am satisfied with the e-government services



Count of What kind of barriers existed which affect businesses and citizens when they are trying to apply e-government?



3.1 Issues in E Government

E-Government, while helpful, is filled with issues that impact its function and degrade its services and helpfulness to both the Government and people. E-Government services have to be accessible to all the citizens, anywhere and at anytime. Many citizens despite using the internet for most of their time barely engage or have knowledge of e-government and its services. The cost of implementation and maintenance of e-government services have to be low in order to get a high cost benefit. All users of e-government may not be technically skilled in order to use the e-government services, thus, these services must be user-friendly.

These services must be made available not only in English but also in local languages for easier user access. Technology is a fast growing sector, therefore, it is essential for the e-services to be up to date and keep up with the latest technological trends. The flow of data and information within the several government sectors is another issue. Government must ensure the privacy and confidentiality of the data and transactions made by the public is not misused. When users request services, their identity must be authenticated via Digital Signatures which are expensive and require maintenance. India, as a country, is highly rural in area and therefore it is necessary that these regions are also made aware of the e-government services and these regions are needed to be given equal opportunities like the city areas when it comes to E-government.

3.2 Challenges

E-Government faces various challenges that hinder its successful execution. There is a lack of awareness about the benefits of E-government among the general public. For a most part, Computers in the Government sectors are used for word-processing uses only, these electronic machines are underutilized and their use in Data-Mining for various decisions making purposes. The existing technology needs to catch up the fast growing trends in the field of technology. There exists fear within the mindset of the Government Employees that automating the e-government tasks will result in their unemployment and this causes them to create resistance for changes in E-government. Automating the government services, will create a major restructuring of several administrative processes and this change in the normal routine would bring in a lot of resistance.

3.3 Suggestions for E-Government Success

For the successful implementation of E-government and its services it is necessary that the Government knows that E-government is to build around the convenience of the user and not the convenience of the Government. We need to create awareness about the benefits of the E-government and create training programs for both the Government as well as the public. The level of E-government integrity in the daily lives of the public is mostly distributed in few regions and none at the others. Periodic surveys need to be taken to learn the public side of the spectrum on e-governmental issues faced by them and these issues need to be addressed by the appropriate committee. Instead of implementing larger and more expensive projects, E-government must start small and depending on their achievement level must be integrated and a larger project must be undertaken. Information is essentially a 'heart' of any development work. Government must provide relevant information to the public and this information must be updated regularly.

4. CONCLUSION

Despite Government trying its best to provide its best service to the general public, there are many hindrances like illiteracy, large population, poverty etc. E-Government helps in tackling most of these issues and come closer to the people, but again, E-Government has its own issues and challenges. By better planning and resource management, these issues and challenges can be overcome helping the people get a better administration from the Government. We have seen how the concept of e-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.

5. REFERENCES

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