

ISSUES RELATED TO E-GOVERNANCE

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Abstract

The advancement in information and communication technology provides an opportunity to create the relationship between the government and citizens in new ways to achieve good governance. It finds out that e-governance activities are effectively carried out by local administration in different parts of the country but the progress of e-governances slow because for various reasons. As governments seek to increase their own implementations of E-Governance solutions, they become subject to the same kind of pressures for organizational and managerial changes. In government, the concept of electronic administration is evolving in a somewhat symbolic relationship with the development of Electronic Governance. Together, these forces are bringing many of the interests of government and industry closer together, both with respect to the benefits and problems of e-government. E-Governance faces many challenges during the implementation of e-governance in different fields i.e., technical challenges, low IT literacy, Economical Challenges, etc. Government should follow more technical security protocols with more training programs to improve E-Governance. The present paper analyzes the issues & main challenges related to the implementation of E-Governance in India.

Keywords: - E-Governance, ICT, security, technical challenging, IT literacy.

Introduction

There are a number of E-Governance projects running today but most of the E-Governance projects fail to sustain long run due to a large number of obstacles in the implementation of E-Governance in India. We can categorize them as Environmental and Social Challenges, Economical Challenges, and Technical Challenges. The nature of government projects is normally tended to be extremely complex and tends to spread across multiple boundaries and timelines. Implementing e-governance to empower its population and promote general economic growth, especially in rural areas, provides a significant challenge. Digital inequality has been a significant concern in developing countries like India. The issue of bridging the digital gap calls for technological, infrastructure, and social-economic solutions that address accessibility, affordability, and digital literacy. Challenges in the e-governance service delivery system are discussed below-

E-Governance

The term E-Government came into existence with the advent of government websites in the late 1990s. e-Governance or “electronic Governance” refers to the use of Information and Communication Technologies (ICTs) to provide citizens and organizations with more convenient access to the government’s services and information. In other words, E-Governance involves ICTs, especially the internet, to improve the delivery of government services to citizens, businesses, and government agencies. Launching the innovative platform, ‘ MyGov’ is an important milestone towards E-Governance as it ensures citizens' engagement in the decision-making process as they can share their views on this platform. E-governance stands for electronic governance and the main objective of e-governance is to provide government services at the doorsteps of citizens.

E-Governance Framework

A framework is a conceptual or strategic plan to implement a concept. Overall frameworks of electronic governance may be defined as several

multidimensional components. In Figure 1, we discuss the basic framework of E-Governance.

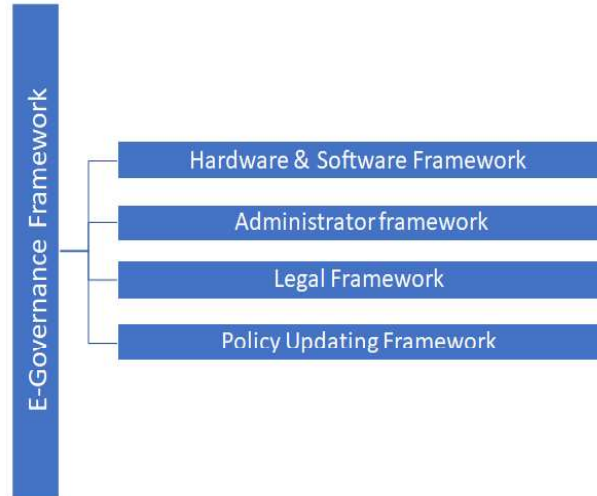


Fig. 1

1. Issues & challenges

In this section, we point out the main barriers to implementing e-governance basically in developing countries like India.

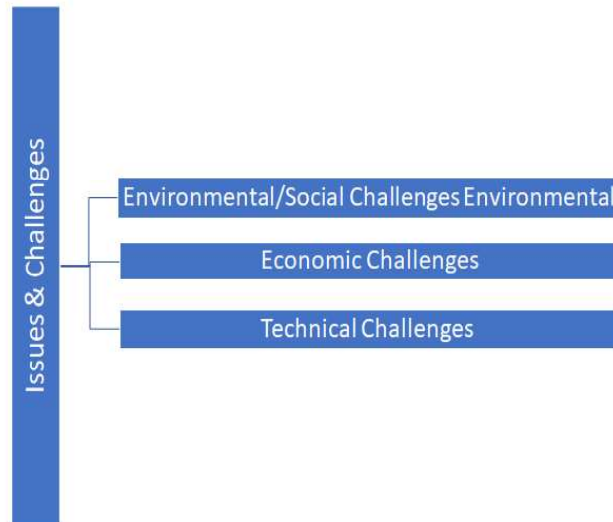


Fig. 2

Environmental/Social Challenge

- 1) Different language: -In India there are 22 different languages spoken by people belonging to 29 states and 6 union territories. Most of the e-governance applications are in English/Hindi language. Only 10.62% population of India speaks and understands English. (Source: " how language intersects in India." Hindustan times.22 Nov 2018) Therefore it's become a big challenge for the government to develop e-governance applications in more than one language.
- 2) Digital literacy: -digital literacy is the ability of individuals to understand and utilize digital technology & its available tools. In urban areas, digital literacy is relatively higher at 61% relative to 25% in flourishing. (Source: timesofindia.indiatimes.com/education/online-schooling/how-e-learning-is-contributing-to-digital-literacy-in-India.) One report says that digital literacy is almost non-existent among more than 90% of India's population.
- 3) Lack of Expertise: - various observations show that expertise is not available in the different departments of e-governance. The new requirement takes a long time & cost to implement in the existing system.
- 4) Lack of integration: - most of the e-governance services offered by the state or central government are not integrated on one platform. The government faces various challenges to implement e-service. These challenges could be political, technical, economic, social, or organizational.

Economic Challenges

- 1) Limited Financial Resources: - people cannot afford online services, provided by the gov which is a challenge to the importance of e-government. The second main problem is the GDP in India was worth 2066.90 billion US dollars in 2014. ("Gross domestic product (GDP) in

India,” (2014). India GDP Table) since India has low GDP it is difficult to implement and maintain the e-government project properly.

- 2) Maintenance of e-devices: - in developing countries like India, the cost is one of the most important abstracts in the implementation of e-government projects. A huge amount of money is involved in maintenance tasks. Maintenance is a key factor for a long living system in a rapidly changing technical environment.

Technical Challenges

- 1) Undefined requirement: - requirement gathering is an essential part of the E-Governance project. It is critical to identify full and correct user requirements. There are many challenges in the requirement-gathering process. Being able to identify these challenges and manage them appropriately is the key to overall e-government project success.
- 2) Lack of infrastructure: - to deliver government services over a digital device, we need good download speed as well and presently the medium speed on our mobile device is around 13.5 Mbps with the launch of 5G. we are looking at the significant improvement on this front as well. During the 18th national conference on e-governance, the prime minister said that in order to successfully implement e-governance, the country must think ‘mobile first’ and give importance to mobile governance.
- 3) Privacy and security: - the easy access to the e-governance website for available government services has made the government more transparent and efficient. Privacy and security threats may include unauthorized access, modification, and destruction of data.

An understanding of the information security technology and the need for its implementation is key for the safer, more secure, and smooth functioning of e-governance undertaking.

Conclusion

e-governance is important for good governance. E-Governance at administration improves service delivery, education, and citizen participation. Government should use ICT technology for administration and provide services to citizens. Progress of e-governance slowdown in India due to lack of technology, knowledge, security related issues. Government should give more attention to the ICT sector and the E-Governance tanning program for the progress of E-Governance.

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