

# **E-Governance**

## **Introduction**

E-Governance is defined as the application of electronic means in the interaction between government and citizens and government and business, to simplify and improve democratic, government and business, to simplify and improve democratic, government and business aspects of governance. Many developing country government face these problems of inefficiency, internal and external communications breakdowns, poor service delivery, and corruption. Civil society organizations often lack the capacity to use ICT (Information and Communication Technology) effectively, even though ICT can be a powerful tool for making information available to the public and preventing corrupt practices.

"E-government refers to the use by government agencies of information technologies (such as Wide Area Networks, the Internet, and mobile computing) that have the ability to transform relations with citizens, businesses, and other arms of government. These technologies can serve a variety of different ends: 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 cost reductions."

"E-government is defined as utilizing the Internet and the world-wide-web for delivering government information and services to citizens."

## **What is e-governance?**

E-governance can be defined as the process to integrate the ICT (Information and Communications Technology) for carrying out the daily operations of governance. The main aim of this technology is to boost the ability of government for addressing the requirements for normal public. It simplifies the process for all types of people, whether they are in government or businesses at the local, state, and national levels.

In simple language, this technology involves great use of electronic equipment for promoting great governance. The delivery of government services becomes faster than ever using this strategy. Also, it makes communication quicker and efficient.

## Goals of E-Governance

1. **Creating a better business environment:** The use of ICT in government and the establishment of an e-government infrastructure helps to create business-friendly environment by streamlining the interaction and improving the interface between government and business. This goal is highly dependent on the country, its industry strength and its global competitive advantage. Once identified, these should be incorporated in the country's e-government strategy, with agencies, the bureaucracy and public services aligned towards promoting these sectors. E-procurement, for example, can open new markets to local businesses by opening up the government procurement process, making it more competitive and fair.
2. **Strengthening good governance and broadening public participation:** Promoting transparency and accountability in government through the proliferation of ICT in management and operations also opens opportunities for citizens to be more actively involved in the policy and decision-making processes of government. As a major tool in building a tradition of transparency and good governance, e-governance can advance the fight against corruption. However, e-government by itself will not put an end to corruption. It must be accompanied by other mechanisms to be fully effective.
3. **Improving the productivity and efficiency of government agencies:** It helps to Increase government staff productivity, reduce overhead from fewer offices and less paper management, improve capacity for planning management by government and increase revenue as business and citizens actually apply for more licenses, due to the fact that the process is much easier and less corrupt. Induce cost savings in the medium to the long term. In the short term, however, staffing and costs tend to increase as government must offer multiple delivery platforms (both traditional and e-government) during the initial transition.
4. **Efficiency gains:** E-government provides benefits to the citizen and to public administration at a number of levels. Significant savings can be obtained in the data collection and transmission as well as in the provision of the information to whole community with this goal.
5. **Improving the quality of life for disadvantaged communities:** ICT makes it possible for government to reach marginalized groups/communities and improve their quality of life. This means empowering them, through their participation in the political process, as well as delivering much-needed public goods and services.

## Types of E-Governance

- **Government -to-citizen (G2C):** It is the online non- commercial interaction between local and central government with private individuals. Public can get services such as license, death/birth/marriage certificates etc. by the government.
- **Government-to-business (G2B):** It includes dissemination of policies, memos, rules and regulations.
- **Government -to employee (G2E):** It is the online non- commercial interaction between government organizations and government employees. It includes provision of human resource training and development.
- **Government-to-Government (G2G):** It is the online non- commercial interaction between government organizations, departments and authorities and other government organizations, departments and authorities. This services can be used as instrument of international relations and diplomacy.

## **Advantages of E-Governance**

### **Speed**

Technology makes communication swifter. Internet, smartphones have enables instant transmission of high volumes of data all over the world.

### **Saving Costs**

A lot the Government expenditure goes towards the cost of buying stationary for official purposes. Letters and written records consume a lot of stationary. However, replacing them with smartphones and internet can saves crores of money in expenses every year.

### **Transparency**

Use of e-governance helps make all functions of the business transparent. All Governmental information can be uploaded onto the internet. The citizens access specifically access whichever information they want, whenever they want it, at the click of a mouse, or the touch of a finger.

However, for this to work the Government has to ensure that all data as to be made public and uploaded to the Government information forums on the internet.

### **Accountability**

Transparency directly links to accountability. Once the functions of the government are available, we can hold them accountable for their actions.

## **Disadvantages of E-Governance**

### **Loss of Interpersonal Communication**

The main disadvantage of e-governance is the loss of interpersonal communication. Interpersonal communication is an aspect of communication that many people consider vital.

### **High Setup Cost and Technical Difficulties**

Technology has its disadvantages as well. Specifically, the setup cost is very high and machines have to be regularly maintained. Often, computers and internet can also break down and put a dent in governmental work and services.

### **Illiteracy**

A large number of people in India are illiterate and do not know how to operate computers and smartphones. E-governance is very difficult for them to access and understand.

### **Cybercrime/Leakage of Personal Information**

There is always the risk of private data of citizens stored in government servers being stolen. Cybercrime is a serious issue, a breach of data can make the public lose confidence in the Government's ability to govern the people.

## Conclusion

Many nations have successfully implemented the e-governance. It can only be applied if the government of the respective country is ready to apply it. This strategy plays an important role that not only boosts the functionality of the government but also makes their processes simpler. Also, it improves the quality of work between the two. If you have a question about this post, then please tell us in the comment section.

## Reference

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- [www.wikipedia.com](http://www.wikipedia.com)
- [www.studymafia.org](http://www.studymafia.org)