



E-GOVERNANCE AND ITS CHALLENGES IN RURAL INDIA

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RESEARCH ARTICLE



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DOI:

<https://doi.org/10.70096/tssr.240205004>

Abstract

Government is the backbone of the country. The main purpose of any country's government is to welfare of its citizens. In the 21st century, no country will be survived without taking help from the information and communication technology. Government of India was also started using information and communication technology like other countries of the world. In India e-governance has emerged in the years of 1970s. In the contemporary India, within the government sectors, Private sectors, among citizens, and businesses e-governance has playing vital role to improve transparency, accountability, efficiency and effectiveness of the governing process. There are four types of e-governance includes government to citizens, government to government, government to business and government to employees. The main objectives of e-governance are fast, better, transparent and accountable services to the residence of this country. In India, e-governance has been facing huge challenges both in rural and urban areas. But most of the challenges of e-governance are in rural areas. In this research paper we are basically focuses on meaning of –e-governance, types, objectives of e-governance, significance of e-governance, advantages and disadvantages of e-governance, and challenges of e-governance in contemporary rural India.

Keywords: *Governance, E-governance, Objectives of E-governance, Significance of E-governance, Challenges of E-governance, Information and Communication Technology*

Introduction

The word governance is derived from the Greek word “kybernan” which means to steer and to pilot or to be at the helm of things (Pal.2020, P.4). For the first time the word governance was used by Harlan Cleveland in the 1970s when he was he said that, ‘what the people want is less government and more governance (ibid). The ‘Governance’ has wider meaning and implications than those of government. Government refers to the machinery and institutional arrangements of exercising the sovereign power for serving the internal and external interests of the political community, whereas governance means the process as well as the result of making authoritative decisions for the benefit of the society (Avasthi and Maheshwari, 2010, p.82). R. A. W. Rhodes mentioned six uses of governance includes the minimal state, corporate governance, new public management, good governance, socio-cybernetic system and self-organizing networks. Rhodes's six applications of governance are based on the experiences of the functioning of the British government, but generally governance are seven types such as 1) organisational governance it has three categories like hierarchies, market and network, 2) corporate governance, 3) public governance, 4) global governance, 5) good governance , 6) meta governance and 7) e-governance.

In this study we are mainly deals with the concept of e-governance, so we have to make an understanding about concept of e-governance. E-governance means the government functioning with the application of Information and communication technology. In simple, the term E-governance refers electronic governance. So, e-governance is basically a move towards SMART governance. The SMART governance implies Simple, Moral, Accountable, Responsive and Transparent governance. Through the process of e-governance, there are four types of interactions which are (1) government to government, (2) government to citizens, (3) government to business and (4) government to employees.

In India, the government was first established the department of electronics in the year 1970s. It was the first steps towards the process of electronic governance in India. The establishment of the national informatics centre in the year 1977 known as the first and major steps of e-governance in India. Next is NICNET, it was launch in the year 1987. It was the first nationwide computer network. The District Information system of national Informatics Centre programme was also launched to

computerise all the district offices throughout the country. The NICNET has been also extended to all the district headquarters of this country by the year 1990. In India, a separate ministry was created for the department of Information and technology. Information and technology Act was passed in the parliament of India by the year 2000.

Objectives of the Study: The objectives of this study are followings:

1. To know about the Governance and E-governance.
2. To examine the challenges of E-governance in Rural India.

Research Methodology: This research paper is descriptive in nature. The necessary data have been collected from all relevant and available sources. In this study data are collected based on the secondary sources including books, journals, research articles, newspapers, magazine and electronic media etc.

Meaning of E-governance: E-government is the provision of government services, information interchange, transactions, integration of already existing services, and information portals through the use of information and communication technology (ICT). In another word, it can be said that E-Government is the use of information technology to enhance the capacity of the government to respond to the needs of citizens. Delivering online services is only one part of it; technology must also be used strategically. Also, e-government is responsible for planning and achieving the government's development goals in the country. The online grievance procedures, policy disclosures, and e-referendums are a few examples of it.

Types of E-governance: E-governance generally is four types which are following:

Government to Citizens: Under the government to citizen model of e-governance has given some services which include to share information between government to citizens, payment of online bill like electricity, water, telephone bill, online registration, land records, online filling of complaint, and accessibility of any kind of information.

Government to Government: In this model has given some services are to share information between the intra government also sharing of information between the police department of various states, the government documents exchanges (preparation, approval, distribution and storage) and most of the finance and budget work done by e-governance.

Government to Business: In this model given services are like to share the information between government and private sectors, taxes collection, rejection and approval of patent of the companies, payment for all kind of bills and also sharing of various kinds of information, rules, data etc.

Government to Employee: In the model of government to employee has links the information between government and employee. Also employee can register all kind of operational forms though online. All kind of rules regulations and information for employees can be shared by the employees and they also file complaint and their dissatisfaction by this model

Pillars of E-Governance

Dr. Martin Daniel, in his article 'Essential pillars of e-government for developing countries' has mentioned various pillars of e-governance including (1) Citizen Centricity, (2) standardised infrastructures, (3) back-office reorganisation, (4) governance, (5) new organizational model, (6) social inclusion (Kaczorowski, 2014). Others pillars of e-governance are (1) People, (2) process, (3) technology, and (4) resources (Kalam, 2006).

Objectives of E-governance

Better service will be advantageous to the public. The system is being updated to include accountability and transparency. Information gives people more power. Boost interstate and centre-state relations' efficiency in terms of governance. Improve the relationship between government and people as well as business and industry.

Significance of E-governance

In order to enhance economic inclusion and social transformation, the government has been working hard to foster digitisation through initiatives like "Digital India," "Make in India" and "Skill India". India is preparing for a new era of more digitalization as a result, e-governance is crucial for ensuring that all facets of society receive the numerous advantages of the economic growth brought on by digitization. E-governance is helping the people to collect information regarding any department of the government as well as it is also make available information to the citizens about various developmental schemes of the government of India. It is accelerate government operations in order to create a society that is safer, more effective, and more sustainable. Given India's complexity, successful governance requires a comprehensive approach. In the era of digitisation, a government will be quicker, wiser, and more proactive in servicing its residents if it abandons outdated methods and adopts new technologies. As the globe enters a new era of digitization, governments must adopt modern governance techniques to address modern concerns like cyber fraud and fake news.

Advantages of E-Governance

1. Providing online services and applications,
2. High efficiency of administrative services,
3. Reliable data source for rules, law, regulation and etc.,

4. Being able to have direct contact with the government and vice-versa,
5. Increase of trust of the citizens to the government,
6. Faster data access and availability for all (anywhere any places and anytime),
7. Achieving objectives and reaching out to the citizens to satisfy their needs, and
8. Decrease in costs (transportation, paper and etc.)

Disadvantages of E-governance

1. Fear of identity theft because of sharing personal information,
2. Lack of trust from the citizens side in using the e-governance services,
3. E-literacy because not all citizens have the essential computer skills,
4. Digital divide that means some people have complete access to internet while the others don't, therefore not all can access the services,
5. Having some automation of outdated services which cause inflexibility for the citizens.

Challenges of E-governance in Rural India

With the changing of time, and as fasted growing nation, India has introduces information and communication technology to each and every sector of government for providing a batter governance to its citizens. But as a third world country, it is not possible for India to successful like the developed countries all over the world. So, it is clear that there are large numbers of challenges to implemented e-governance in India. But the challenges are generally is more facing in rural areas in India. The following challenges are discusses in below one by one:

- 1. Trust:** Government should be trusted, and people should feel relaxed and confidence in the tools and technology they are using. But because of fraudulent claims and other causes, public trust is eroded, which contributes to the relatively limited use of electronic government.
- 2. Digital divide:** It refers to the gap that exists between people with access to digital technology and those who do not are discussed. One of the primary reasons of the digital divide is economic distress. People are not capable to afford computers.
- 3. Lack of Awareness:** The limited adoption of e-governance methods is also a result of the use of digital technologies. People are dependent on intermediaries to use e-governance because they are unaware of its full potential.
- 4. Cost:** The adoption of e-governance is heavily influenced by cost in developing nations. In India such problems are basically found in rural areas.
- 5. Privacy and Security:** People are worried about the security and privacy of their personal data. Government should make sure that there are no compromises made towards that goal.
- 6. Accessibility:** Due to insufficient infrastructure facilities in rural areas and language barriers people are unable to access e-governance.
- 7. Low Computer Literacy:** India's population is more than 90% digitally illiterate. One of the main problems is that between 25% and 30% of the population is illiterate in the Field of ICT.
- 8. Resistance to Change:** Several changes have been brought about by the introduction of information technology, but there are still a number of officials, people, and politicians who are reluctant to change and have differing views on e-government.

Conclusion

From above discussion, it is clear that the e-governance means the use of information and communication technology in the government sectors for the better services to the citizens of the country. The main goals of e-governance are fast, better, transparent and accountable services to administrative works. E-governance has numbers of advantages and it's also has many disadvantages. E-governance is playing positive role for people, who are rich, well-educated and have enough knowledge on information and communication technology. But e-governance has not well performed, not benefited for the people who are illiterate, poor, and living remote areas where no electricity facilities, etc. So, it is clear that e-governance has facing huge numbers of challenges mostly in rural areas in India.

Acknowledgement: Not Applicable

Authors Contribution: Not Applicable

Funding: No funding.

Declarations Consent for Publication: Not Applicable

Competing Interest: No

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