Research Paper on Conceptual Study of E-Governance for Improving Efficiency of Government Services.

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ABSTRACT: Online Services are very common in present times many business organizations are using the benefits of this technology for performing maximum business services and functions through online mode. The Governments throughout world are now implementing maximum services though this mode which I short term are call E-Governance . Electronic governance or **e-governance** is the application of IT for delivering government services, exchange of information, communication transactions, integration of various stand-alone systems between government to citizen is widely used type of e-governance facility. (Government to Citizen), government-to-business here two business and government entities interact with each other for various services from the government (Government to Business), Government-to-Government In this type of mode to government will share the services with each other and get the benefit of the technology (Government to Government), we also have separate type to provide service to employees and this is termed as government-to-employees (Government to Employees) as well as back-office processes and interactions within the entire government framework. Through e-governance, government services are made available to citizens in a convenient, efficient, and transparent manner. The three main target groups that can be distinguished in governance concepts are government, citizens, and businesses/interest groups. In e-governance, there are no distinct boundaries.

In this type of system the main advantage is timely service and error free service to the stakeholders of the government . e-Government is a system whereas e-Governance is a functionality. E-Government means the application of Information Communication Technology in government operations at all the levels to provide better and quality service to the citizens of the country, as a tool to make better government. e-Governance, on the other hand, implies the use of ICT in transforming and supporting functions and structures of the system. The e-Governance is the requirement of future governments in the different countries with out this facility and maintenance of good and timely service the government sector services will not be functional and efficient. The above paper is decent contribution in creating awareness about the E-Governance in the stakeholders.

KEYWORDS- Online Services, Government , Business , Employee , Citizen, Network, Quality.

I. INTRODUCTION

The Present age is of technology and use of technology at all the levels of Government services is must to get the benefits of the ICT services through out world. The Countries which will remain ahead this area will be having lot of benefits financially and service wise to provide best and timely government services to the citizens of the country**.**

Electronic -governance is the application of Information and communication which involves two broad sectors to make this possible from the government agencies. ICT services are common in these days and people are accustomed to these facilities with wide and readily available smart mobiles and other computer devices which enable the e-governance facilities and which saves the time and money of the stakeholders of the government . The government provides many services to the citizens from the identity document to last many services are provided from the government from this facility . To the processes of government functioning for good governance. In other words, e-governance is the public sector's use

of ICTs with the aim to improve information and service delivery, encourage citizen participation in decision-making and make government more accountable, transparent and efficient. The Ministry of Information and Technology states that e-governance goes far beyond mere computerization of stand alone back office operations. e-governance means providing public access to information via the internet by government departments and their agencies. So in essence, e-governance is the application of ICT in government functioning to bring in SMART governance implying: simple, moral, accountable, responsive and transparent governance. The backbone of the e-governance is as shown in the figure below which has process , people , technology and resources which make the e-governance backbone.

Source :https://www.google.com/search

TYPES OF E-GOVERNANCE IN BRIEF

There are different modes by which the E-Governance is operated and it is providing related services . The basic way to interact the various stakeholders for the better service . The main players in this system are Citizens, Business organizations , Employees and other sectors of the government also take part in sharing and implementing the services of government .The important services to the various sectors.

1. Government to Citizen - Service from Government to Citizens of the Country
2. Government to Government – Service from Government to government sections
3. Government to Business – Service to Business Organizations in the country
4. Government to Employee – Service to employees for the better service

MAIN FUNCTIONS OF E-GOVERNANCE

Following are the some of the main functions of the E-Governance which can be updated as per the requirement of the service in the future course of time.

1. The main **objectives of e-governance** is to make every information of the government available to all in the public interest.

2. One of its goals is to create a cooperative structure between the government and the people and to seek help and advice from the people, to make the government aware of the problems of the people.
3. To increase and encourage people's participation in the governance process.
4. e-Governance improves the country's information and communication technology and electronic media, with the aim of strengthening the country's economy by keeping governments, people and businesses in tune with the modern world.
5. One of its main objectives is to establish transparency and accountability in the governance process.
6. To reduce government spending on information and services.
7. To provide timely and error free service to all the stakeholders.

E-GOVERNANCE IN INDIA

The government in India is widely accepting the services provided through computerization and information and Communication technology . The Country has diverse culture , cast , language which creates the problem in providing the services through this technology but still the large services are made online are remaining services are in the process of making available through e- governance pattern geography and the monetary condition of the people. In this country, there are number of people who are below the socioeconomic benchmarks. This includes rural and urban poor, women in rural areas, street children, people of disadvantaged castes and people living in less developed areas. The susceptibility of these sections of society has increased with globalization and this section is prone to become even more marginalized, economically and socially. According to scholars, India is a developing country with great potential for a speedy development. However, it has undergone the impact of political crisis. These events severely affected India's growth as well as they have pushed India back by many years.

E-Governance/ICT initiatives has immense role in the enhancement of improving accessibility, cutting down costs, lessening corruption, extending help and increased access to un-served groups in India. In the age of technical advancement, e-government initiatives have reached most of the people belonging to these sections of society. Improved access to information and services has offered economic and social development opportunities, enabled participation

and communication in policy and decision-making processes and empowerment of the feeblest groups of society. This has promoted ownership and building of social capital, which in turn, constitute a basis for local revival.

BENEFITS OF E-GOVERNANCE
- Reduced corruption in all levels of service
- High transparency and best quality of service
- Increased convenience to the people by getting service at door step
- Growth in GDP due to reduce cost of service and saving the time and efforts of the employees.
- Direct participation of constituents in the services of the government through the e-platform
- Reduction in overall cost of the facilities and services provided through the government .
- Expanded reach of government to all the places and areas away from each other.

The Major benefits are enlisted above just to high light the advantage of e-governance the overall efficiency of the government is increased and it give s benefit to all the parties involved .
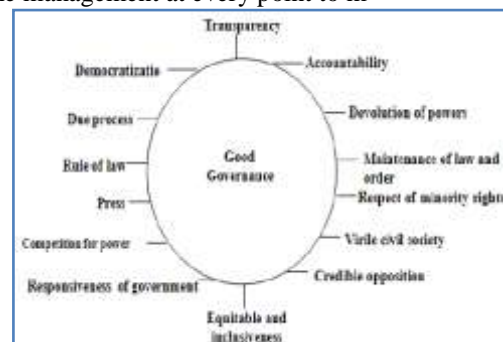

Source :-
**https://www.google.com/search?q=functions+of
+**

IMPROVING EFFICIENCY THROUGH E-GOVERNANCE FACILITIES

Effective Service Delivery ICTs play an important role in effectively delivering services to the people. ICTs ensure:

Transparent in Service provided by E-Governance technology. This provides easy access to information and subsequently makes the system publicly accountable. Also as web enables free flow of information, it can be easily accessed by all without any discrimination.

Economic Development of the Country is possible by properly implementing the e-governance facilities at all the levels .Accessing online would lead to better and more opportunities and thereby prosperity in these areas. This will give more time to the employees to utilize for developmental work and innovative tasks. Society will be more benefited by use of this techno at large. The Strategic Information System Changing organizational environment and increasing competitiveness have put pressures on the performance of the functionaries. Information regarding all aspects need to be made available to the management at every point to m

Source :-
https://www.google.com/search?q=Main+funct

ISSUES IN E-GOVERNANCE
Following are the issues in implementing the facilities of government through e-governance mode.
1) Infrastructure Problem
2) ICT Facilities
3) Language Barrier
4) Experts in IT
5) Legal Issues
6) Financial Problems
7) Mind set of Government employees
8) Citizen Approach towards services

Source :- https://www.revesoft.com/products/e-governance-solutions

II. CONCLUSION :-

The Development of any country will depend on the services provided to their citizens in minimum and best cost in time . This technology will make it possible and wide use of such facilities will be increased in future . The E-Governance Services in near future will be growing in number and it will be basic need to provide such facilities

to all the countries to increase their GDP and keep the people happy. The various limitations of this technology have to be overtaken to get the maximum benefit of thee e-governance at different levels of the government services. e-governance is a global phenomenon today and it is the most recent paradigm in public administration. The speed and transparency associated with e-governance has the potential to make public administration responsive and effective. As the development of e-governance gets past the phase of pilot projects, it becomes apparent that sustainable development of e-governance will depend on an adequate institutional framework that will enable public administration to manage and harmonize the emerging multitude of technical and organizational changes at all levels of government…. The time has come to focus on the challenges in implementation, especially those related to cross-level applications and institutional framework, which would enable to bring in broader changes in governance.

III. ACKNOWLEDGEMENT :-

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