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E- Governance For A Better Governance

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Abstract

Electronic governance or e-governance is the usage and information and technology by the government to provide various services to the society. It integrates various departments and provides transparency in the functioning of government organisation. There are four types of e-governance, G2C (Government to Citizens), G2B (Government to Business), G2E (Government to Employee) and G2G (Government to Government). In this study we analyze the Government to Citizen types of e- governance. The main focus is on the role and importance of e- governance during COVID-19 pandemic and the attitude of the citizens towards the system of e governance. Various drawbacks or problems associated with the e-governance are taken into consideration. The objective of e-governance is to satisfy the public needs by simplifying it with various online services and to provide speedy, transparent and effective processes for performing various government administrative activities, but the lack of infrastructural facilities, privacy and security issues are the challenges which the system encounters. The success of e- governance largely depends on political support, stability and central coordination. The importance of e- governance is high as it encourages taking up of digital technology which is much important in today's world. The success of e-governance lies in the pillars such as connectivity, content, capital and capacity. E-governance redefines the role of government to be more citizen focused.

Keywords:E-Governance,ICT

INTRODUCTION

Rapid intervention in technology had made the government institution to think and change the various services and processes in electronic format with the help of the Information and communication system. E-governance is the application of ICT to make the functioning of the organization in a better manner. In 2006, the National e-Governance Plan (NeGP) was formulated by the Department of Electronics and Information Technology and Department of Administrative Reforms and Public Grievances that aims at making all

government services accessible to the common man, ensure efficiency, transparency and reliability of such services at affordable costs to realize the basic needs of the common man. Through the system of e-governance, the government provides various services to the citizens and business in an efficient, convenient and transparent manner. In order to promote e-governance in a holistic manner various policies has been development by the government.

Advantages of E-Governance

1. **Speed and saves cost:** The services through e-governance reach the citizen with less time and the cost involved in providing various services are less compared to the physical form of execution.
2. **Transparency and accountability:** As all the services can be availed by the business and citizen with the help of internet facility, there is less chance of committing error in the execution of various services.

Disadvantages of E-Governance

1. **High setup cost and technical difficulties:** The initial cost of setting up e-government is high and during various stages there are high chances of causing various technical difficulties.
2. **Illiteracy:** A large number of people in India are illiterate, who are not aware of the usage of the internet which will not make the functioning of e-governance as expected.

Objective

1. To find the challenges encountered in the implementation of the e-governance system.
2. To analyze the impact of e-governance in society.

Sources of Data

The data is being collected through Secondary sources like journals, websites and books.

Research Methodology

This study is based on Meta-analysis of 15 Papers submitted by researchers.

Table 1: A Meta- analysis

Year	State or Country	Data Collection techniques	Findings
2018	India	Secondary data	E governance can make significant contributions to the achievement of successful and sustainable deployment of good governance.
2019	India, Delhi	Secondary data	Analysis the determining factors of e-governance
2017	India, Delhi	Secondary data	Examine the challenges encountered in e-governance and potential opportunities available
2018	India, Mathura	Secondary data	Highlights the main challenges regarding implementation of e-governance
2013	India	Secondary data	Evaluates e-governance project for the social and economic development of ten majors states in India
2010	India	Secondary Data	Analyze the acceptability of e-governance and the benefits for the developing countries.
2015	India	Secondary Data	Analyze the main dimensions of e-governance.
2013	India	Secondary Data	Highlights the challenges faced by developing countries, where the literacy level is very low and where there are people below poverty line.
2016	India	Secondary Data	Impact of e governance is discussed. E governance is considered as the medium to interact between government and public.
2015	India	Secondary Data	Highlights the impact of ICT on e-governance in the changing environment.
2020	India	Secondary Data	Infrastructure and IT contributes a large element in the governance
2021	India	Primary Data	The study says that e-governance is having a mediating element between e governance and profitability of the business
2020	China and Pakistan	Primary Data	Both countries are working together to mitigate social and economic problems
2019	India	Secondary Data	It examines whether the latest information and communication technologies can create an important impact to the success of Electronic-governance.

2021	India	Secondary Data	E-governance by using ICT helps the citizens to make effective governance
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Conclusion

Majority of the studies based on e-governance were conducted using secondary data, and the studies focused on the areas of opportunities and challenges of e-governance, factors affecting it and the contribution towards sustainable development. From the 15 literature reviewed, it can be analyzed that E-governance plays the most effective and significant role in our country and that with the use of ICT it makes up for effective governance.

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