

# ICT, Good Governance, and Development

\* *Neena Jindal*

\*\* *Ashok Kishtwal*

\*\*\* *Anil Sehrawat*

## Abstract

E-governance demand is increasing rapidly in the whole world. India is also not an exception to this demand. The main aim of e-governance is to nourish good governance through information communication and technology (ICT) and widening the participation of public. As we know, people in developing countries are living at the minimum cost of \$ 1 per day, so, with the establishment of ICT it can be seen that the goals of good governance can be achieved. E-governance has no magical trick to achieve this. To strengthen the effective, efficient and transparent government system, the plan of action of ICT has been initiated to enhance the condition of the country. The present article is an attempt to examine the significance of e-governance in refreshing good governance.

**Key words:** ICT, E-governance, development, E-government, good governance

**JEL CLASSIFICATION:** D-73, G-38, G-30, G-39

## I. Introduction

With the increased demand by the people for transparency and accountability from administration, more attention to the voice of citizens is being given both at the national and at community levels. One of the most important aspects of local governance is citizen participation. ICT also opens new opportunities for citizen awareness and civil participation.

## II. Review of Literature

Several studies have been conducted in different countries of the world to evaluate e-governance. Brief review of few studies conducted by some of the authors is as follows:

Practically, the concept of e-governance was unknown a decade ago. As pointed out by Heeks and Bailur [1] it was in a poor state of research, but now, ICT has advanced in a considerable way, so public is giving ideas for the implementation of e-government.

In India, very few studies can be traced for the topic.

According to Dwivedi and Bharti [2], in countries like India people are poor and infrastructures are not according to the requirement. So, in such circumstances it becomes very difficult to provide government services to public. To provide government services, the governing bodies in India explain the adoption of e-governance facilities at nominal prices to provide transparency, to eliminate dishonesty and very significantly, to provide guarantees for a better future to citizens.

Government of India has taken several major initiatives to set up institutions for policy making, for control and deployment of e-governance, which will provide efficient and effective services to public in future.

E-governance is the key to “good governance” for India which is a developing country. It can minimize corruption; provide efficient, effective as well as quality service to the common people.

## III. The Concept

Very recently, good governance has come into everyday

---

\* *Associate Lecturer*, Dept. of HSS, Jaypee University of Information and Technology, Wanknaghat, Solan - 173234, Himachal Pradesh. E-mail : neena.jindal@juit.ac.in

\*\* *Senior Lab Engineer*, Dept. of CSE and IT, Jaypee University of Information and Technology, Wanknaghat, Solan - 173234, Himachal Pradesh. E-mail : Ashok.kishtwal@juit.ac.in

\*\*\* *Associate Professor*, Jaypee University of Information and Technology, Wanknaghat, Solan - 173234, Himachal Pradesh. E-mail : anil.sehrawat@juit.ac.in

use as a concept in political science, public management, and particularly in development management. It can also be conceptualized as a development process. It can also be participatory, transparent, and accountable in characteristics while distributing schemes in decision-making process. The voice of the vulnerable in the society is heard (Gonzalo, 2009). and is taken as prime concern and as the essence of public and financial factor [6].

#### **IV. ICT and Role of the Government**

Governments in the world are looking ahead to control the possibilities suggested by the new ICT technologies to create new and better opportunities for social and economic progress [3]. For this, governments are trying to compress the digital gap by executing the primary needs.

- i. Installing the required national infrastructure for information.
- ii. Developing necessary human resources to operate the ICT system.
- iii. Providing the necessary financial aid to fulfil both the requirements.

In the last few years the condition of good governance has improved with the use of ICT [4].

One of the most important causes for the failure of state governments is poor governance. So, the most important requirement is innovation and reforms in governments and in the bureaucratic set up. Several ICT programs and applications have been set up by administrative agencies to cope-up with ICT problems. So, internet, personal computers, mobile telecommunication etc., can prove to be productive when applied to handle the numerous economic and social challenges. So, the internet to be seen as a good platform and source of information which now also competes with mass media.

Technology has advanced a lot, but there is a big challenge that there are a number of people who are not ready to use it.

Being public institutions, governments are guardians of democracy; it requires playing an important role in the wired society. Governments should ensure citizen participation in using ICT based applications, mostly for decision making. Central and local governments should install such technologies and use these for citizens to manage civil efforts of the administration and for communicating with the external world.

Transparency and openness is the foremost requirement

for citizens' ability to make the government accountable and for the administration and the public sector to keep a check on its activities. Ensure accountability, the most important task is to establish the required infrastructure for ICT. Along with this, the established solutions in recent times are required to be used for more systematic and consistent use of these solutions.

#### **V. Challenges of E-Governance**

For today's government, e-governance and e-governments are the biggest challenge, as these involve multiple processes, coordination and collaboration with multiple stakeholders. Along with these, managerial and financial resources are also involved.

Expectations, technology, resources, knowledge, processes, and management of program are involved in e-government. The four pillars of e-governance are people, process, technology and resources [5]. Therefore, challenges of e-governance revolve around these four pillars.

#### **VI. ICT for Good Governance**

ICT has transformed the lives of the people at large with technological innovation. It is innovative to prepare the society for applying similar type of e-governance, to shift from old, conventional, and routine to contemporary technologies.

Technology is a tool for transforming administration to subject oriented. The continuous feedback and input from the customers i.e. the public, businesses, and officials, who operate these services, is required for the proper functioning of e-government. The main aim of e-government is optimization of services so that the goals of the government can be achieved. One sensitive issue to be focused on is the issue of fraud that may slow down the process. So, in India, to tackle this situation, civil trial courts are established. In case of any fraud or case of corruption, common people can complain to these civil trial courts. Even the departments related to the online frauds are established to handle cases of e-fraud.

#### **VII. Conclusion**

In the end, it can be concluded that despite the efforts of governments, e-governance with the help of ICT is still in its infancy. The present study is an effort to find out the current situation of the use of application of ICT in

governance. This article supports that the websites of the government and the usage of these websites can improve the situation, and ICT could establish as an important tool for participation of citizens, in the process of decision-making, and it can also enhance the efficiency of the working of the central and local governments. To obtain transparency, citizen participation through the use of government website is the main priority of the government. Thus, e- governance aims to create a well informed society and also promote personal development at the citizen level. Some recommendations are presented to develop e-governance in India.

### **VIII. Recommendations/ Implementations**

1. First and foremost recommendation is to increase the usage of internet penetration drastically. In some regions of India, the establishment of internet centres is still required.
2. To complete the targets of the government, improvement in computer training of the people should start early. It might be included in education system and special attention should be given to the specially challenged and uneducated people.
3. Government employees should also be encouraged to utilize the computer and IT based applications, so that they can work on electronic documents.
4. Relation between government and NGOs should be strengthened so that they can build a link that helps them to work in the field of information technology.

### **IX. Future Scope**

The role of information and technology cannot be underestimated. As the concept of e-governance is in its infancy and rapidly growing, it needs to be given more attention by the public, government, and the private sector. Information and technology is helpful in achieving development goals and for this the exchange of knowledge and information is necessary which should be provided by online applications. Administrative officials should also think about how to harness technology to achieve the desired goals.

### **References**

- [1] R. Heeks and S. Bailur, "Analyzing e-government research: Perspectives, philosophies, theories, methods, and practice," *Government Information Quarterly*, vol. 24, no. 2, pp. 243-265, 2007.
- [2] S. K. Dwivedi and A. K. Bharti, "E-governance in India - problems and acceptability" *Journal of Theoretical & Applied Information Technology*, 2015. Available: <http://web.a.ebscohost.com/abstract?direct=true&profile=ehost&scope=site&authtype=crawler&jrn>
- [3] S. A., Adesola , "Entrenching democracy and good governance : The role of ICT", *Mediterranean Journal of Social Sciences*, vol. 3, no. 15, 2015
- [4] D. Kettani, and B. Moulin, "E-Government for good governance in developing countries", London: Anthem Press, 2014 . Available : <http://www.idrc.ca/EN/Resources/Publications/openbooks/561-8/index.html>
- [5] P.K. Mohanty, "Using e-tools for good governance & administrative reforms", 2005, Available: <http://www.cgg.gov.in/workingpapers/eGovPaperARC.pdf>
- [6] "Open government partnership," Available : <http://www.opengovpartnership.org/country/commitment/good-governance-transparency-and-better-public-ict>