UNIT-1

Introduction to E-Government and E-Governance

✷. **Difference between E-Government and E-Governance:**

E-Government	E-Governance
i) E-Government refers to the implementation of information and communication technology (ICT) like internet, to improve government activities and process.	i) E-Governance refers to the utilization of information and communication technology (ICT) for providing government services, disseminating information, communication operations with the general public.
ii) E-Government is a system	ii) E-Governance is a functionality.
iii) It uses ICT as a tool to make better government.	iii) It uses ICT in transforming and supporting functions and structures of the system.
iv) It is a one-way protocol.	iv) It is a two-way protocol.
v) E-Governance is the part of E-Government.	v) E-Governance never comes alone.

✷. **E-Government as Information System:**

     E-Government is defined as the implementation of ICT to improve government activities and process. The objective is to improve public services, support democratic processes, share information to public mass and support public policies. A system is a collection of elements that works and has a purpose. E-government to be a working information system, it must be seen to consist of technology plus information plus people who give the system purpose and meaning plus work processes that are undertaken rather than just the technical elements of IT. We can therefore produce an initial model of an e-government system.
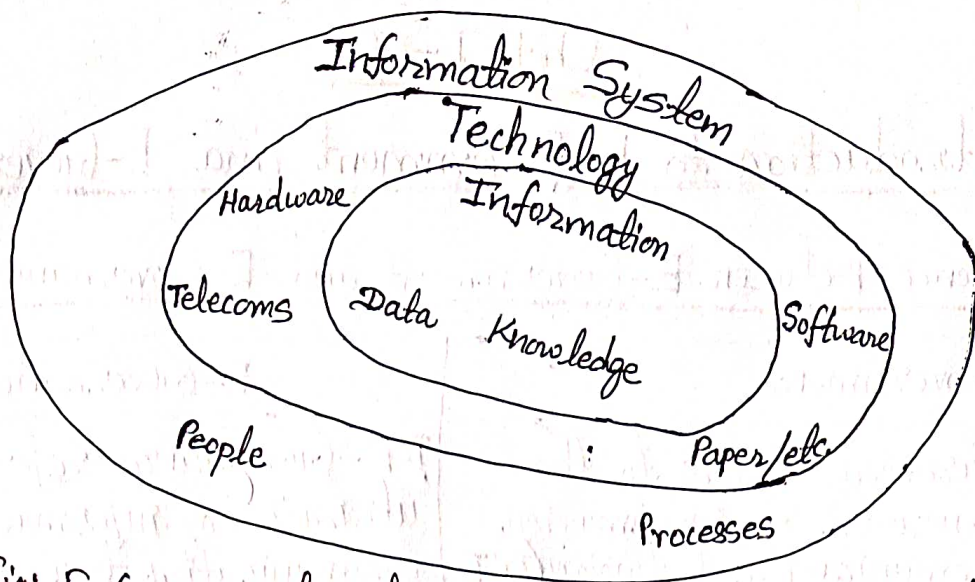
Fig: E-Government systems as Information systems (Structural view)

⊛. Benefits of E-Government:

→ Ans for why do we need E-governance?

→ Better provision of government services.

→ It ensures the transparency in the operation of government programs.

→ It ensures greater level of efficiency and effectiveness in government activities and operations.

→ Improved interaction with different groups and citizen.

→ Efficient government management.

→ It helps in improving the quality of public services.

→ Easy implementation of Right to Information.

→ Increases communication between various government agencies.

⊛. E-Government Life Cycle:

Design of e-government technology typically deals first with software and then the hardware. E-Government projects typically involve a cycle of five stages:
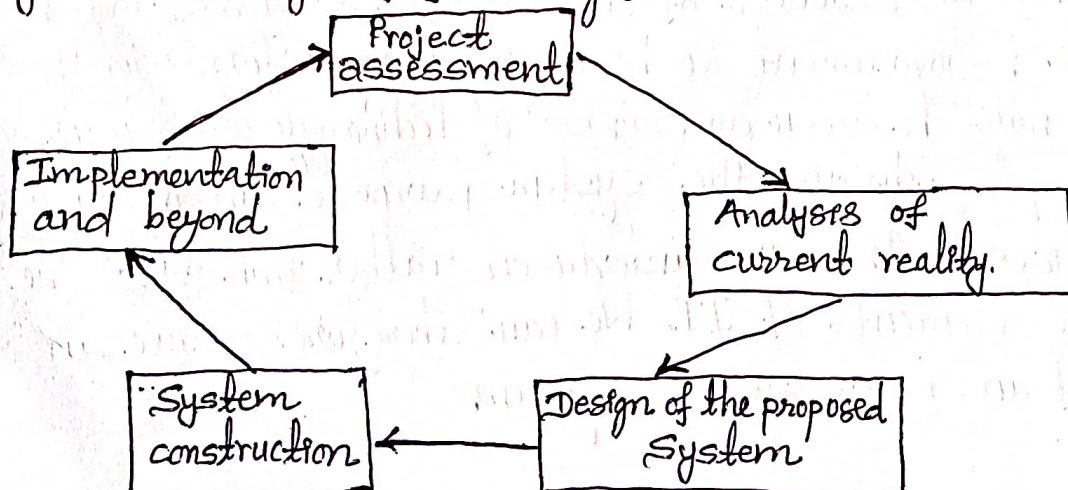
i) Project Assessment: A project assessment is an authorize. planning and evaluation process. It is intended to ensure the environmental, social, cultural and economic well-being of residents and communities is protected from any significant adverse effects that may be caused by a development project.

ii) Analysis of Current Reality: Another important part of the project is analysis of current reality. Low project management experience, ad-hoc project management, unclear scope, ad-hoc staffing etc. are the major problems of an organization. To get overcome from those problems, need analysis of the current situation and choose the suitable modularity.

iii) Design of the New System: When we develop the system we need to be on the base on our audiences or user. Same here in e-government, system need to be, familiar and easy with public. Same time it need to focus on legal challenges as well. System need to be simple with high output.

iv) System Construction: The result from previous stages help to construct the system. It should cover the requirements, a combined focus on information technology, processes and end users.

v) Implementation and beyond: At this stage end user interact with the system. Main focus at this stage is focus on system maintenance and clear responsibilities. We get the output of the system and kind of result which is useful to upgrade the system and analysis user demands as well as requirements.

⊗ Online Service Delivery :
Online service delivery is an effective way to build closer relationships with customers, partners, and the public while simultaneously cutting costs and reducing delays. These services not only allow subscribers to communicate with each other, but they also provide unlimited access to information. Online services can range from simple to complex.

Benefits:

→ We can keep choosing for days until we get the right product we are looking for.

→ Don't have to reach out the shop and search for one, we can simply order staying at our home.

→ It is fast and reliable.

→ We can pay when we get our order.

→ It saves our time in visiting the store.

Drawbacks:

→ Online delivery could be more expensive sometimes than self-visiting the store.

→ Sometimes we get wrong and unmatched products during the delivery.

→ Delivery charge might add up the product expense.

⊛. Electronic Service Delivery :

Electronic Service Delivery is the process of providing government services, through the internet or any other electronic media. It is related to e-services and e-government. E-service is highly generic term usually referring to " The provision of service via the internet".

The three main components of e-services are: service provider, service receiver and the channels of service delivery (i.e, technology). For example, as concerned to public e-service, public agencies are the service provider and citizens as well as business are the service receiver. The channel of service delivery is the third requirement of e-service. Internet is the main channel of e-service delivery while other classic channels (e.g, telephone, call center). It may also include e-commerce and also noncommercial services provided by the government.

⊛ Evolution: The evolution of e-governance is examined in terms of five interrelated objectives:

i) A policy framework: Information-related rulings and policies are the essential validate foundation for e-governance. They set policy goals and specify the rules and conditions under which information is gathered, used, protected, and shared by government, individuals, and the private sector to achieve them.

ii) Enhanced public services: E-governance goals for service enhancements embrace a commonsense approach that replaces an organizational outlook with a customer orientation, providing access, convenience and choice to citizens and businesses seeking information or services from government.

iii) High quality and cost-effective government operations: A wide array of administrative, professional, and techical improvement goals address not only efficiency but also infrastructure investments, information management and use, organizational revolution, risk management etc.

iv) Citizen engagement in democratic processes: It is often called "e-participation", engagement covers the range of democratic processes. It includes accessibility and usability of technologies and information content, public interaction with government. etc.

v) Administrative and Institutional reform: With the emphasis on accountability, transparency, and trust, reform apply to the structures and processes of government as well as the roles and responsibilities government delegates to the private and non-profit sectors for carrying out public functions. Reform also addresses the culture of government and the way the public service preceives it's role with respect to governance, citizens and society.

⊛ Scope and Content of E-governance:

Scope:

↳ Improvement of efficiency and effectiveness of the executive functions of the government, including delivery of public services.

↳ greater transparency of government to citizens and business, permitting greater access to the information generated or collected by the government.

↳ Fundamental changes and improvement in relation between citizen and the state thereby improving the democratic process and better relationships among different:

→ wings of the same government.

→ state of local governments within a country.

→ Countries whose governments are web-enabled.

Content:

↳ Hardware and corresponding system software.

↳ Networking of the hardware identified both the internet and intranet.

↳ Application software along with appropriate database management software.

⊛ Present Global Trends of Growth in E-Governance:

Press reports (during the end of 2002) indicate a trend of global growth in e-governance utilization by people in different categories. They include the following:

→ The proportion of adults using the Internet to access government services increased by around 15 percent.

→ 30% citizens globally said that they had accessed government services online to search for information or download information.

→ The increased use of government online services is primarily due to rise in the proportion of people searching for information.

→ Globally, online government transactions increased 6 to 7 percent during this period.

→ Security issues about accessing government services online were the main concern for many countries during 2001, perceptions of safety improved globally during 2002.