Use Of Technology And Innovation In Promoting Good Governance

Good Governance has been the core *mantra* of our Prime Minister Mr. Narendra Modi's Development Model. He envisions for responsive government that will bring about the transformation of *Representative Democracy* into *Participatory Democracy*. From 'Make in India' campaign to Foreign Direct Investment (FDI), all these measures have been taken to serve the interests of stake holders which forms the basis of good governance.

The process of decision-making and their implementation is the concern to governance as it applies to its corporate, international, national, local forms or to the interactions between other society to society. But all these concepts arose with the advent of time when our democracy moved towards more complex system. It was marked by population growth, growing organizations, industrial growth, decentralized managerial processes and their pertaining issues.

From 345 million at the time of independence, our country now holds the population of 1.252 billion[3]. It signals to adopt innovational approaches other than the traditional measures to serve the best interests. But where does technology stand in the league of combating measures?

Country's development parameters breathe in the environment of technological application. Be it ground breaking researches in Space technology, Medicine, Engineering (missiles, naval ships, etc.) or fighting in-house naxalism & external state terrorism with proper surveillance and sophisticated weapon technology. All these things establish our country as a nation, firm on its guiding principles of public interests.

Moreover, the introduction of Internet has revolutionized our conventional approach to information exchange. From electronic media to social networking, it is now duly incorporated in our lives. The statistics shows that India with around 300 million internet users & the growth rate of 32% is the second largest nation in terms of mass Internet usage with 24% of its population using it.[7] .

It shows that Internet can be an effective tool to reach wider mass. Technology helps in removing data redundancy and cumbersome transactions as it enables the organizations like banks, post offices, passport offices, etc. make their processes online. Another instance of it is the launching of petitions like '**Good Samaritan Law**' on the change.org for people to vote. Henceforth the petition can be put forward in-front of policy makers with required support. Thus the Government and the stake holders both are seeking innovative ways brought about by technology to ensure the proper functioning.

Good Governance is characterized by the way public institutions conduct public affairs and manages public resources. It is a comparative measure of viable economies and political bodies. Principles of being participatory, consensus oriented, accountable, transparent, responsive, effective and efficient, equitable and inclusive are some of the parameters underlying it.

These eight minimal criteria of good governance are expressions of fundamental values of democracy and more liberal constitutionalism [4]. They allow it to be responsive to the present and future needs of organization & exercising prudence in policy-setting. In international affairs, analysis of good governance can look at the relationships between government and markets, government and citizens, governments and the private or voluntary sector and between elected officials and appointed officials [5].

The state, the private and the civil society- these three institutions can be reformed to promote good governance which may be affected by the aspects of society like type of political regime, process of exercising authority in the management of economic and social resources and the capacity of government to formulate policies and have them effectively implemented[6].

But how does the good governance assure of achieving these goals?

The answer lies in our perspective towards problems and their remedies with assistance of technology and possible innovation. Take the case of corporate instance of having **Foreign Direct Investment (FDI)** in our economy. Our Government seeks to adopt this policy in the hope that it would bring latest technologies and the much needed capital investment for the developing countries like us.

But on the other hand, it also affects our medium and small scale industries with their sophisticated products brought at cheaper prices. Thus we face a trade-off where good governance is supposed to come up with innovative solution for optimal results.

Moreover, if we look into the key element of technology, India has firmly established itself in Information Technology sector. This IT governance framework can contribute to the implementation of key principles of good governance, particularly in the public sector. The way our political system works which is of utmost importance of ensuring the good governance presents the other instance.

In such a large democracy, it becomes difficult to keep check over the functioning. Sometimes adverse outcomes are observed. Public motive of all-round development may be driven by private motive of individuals. In turn corruption originates, get nurtured and flourishes.

Corruption often compromises the peace and stability of countries in transition. It diverts funds intended for development, undermines the ability of government to provide basic services, feeds inequality and injustice, and discourage foreign aid and investment.

Corruption can undermine institutions of governance that are responsible for accountability, transparency and oversight. It destroys the credibility of the government and erode the consent of the governed [5].

To keep a check over fraudulence, technology can effectively assist like keeping track of issues using all India network, providing people to have a right to Information for maintaining transparency or introduction of unified system like **'Aadhar Card'**. The later has proved to be boon mainly in rural areas as it links the payment and identification prospects to eliminate the middlemen.

It is the need of hour to explore and exploit the technological development in the interests of stakeholders and devise innovative ways to enhance our democratic performance of good governance.

In1996, IMF declared that *"promoting good governance in all its aspects, including by ensuring the rule of law, improving the efficiency and accountability of the public sector, and tackling corruption, as essential elements of a framework within which economies can prosper."*

Thus as the measure to improve economy, appreciating technological researches in our own country like **'Make in India'** campaign would be right step to combat the negative effects brought by the introduction of Foreign Investment.

On the second instance, research at the Overseas Development Institute suggested that political parties can play a key role in pivotal moments of a state's development, either negatively (by organizing and instigation violence) or positively (by leading dialogue in a fractured society).

It's important to increase the support for capacity development activities including the development of party manifestos, party constitutions and campaigning skills. Technology has also brought a revolution in campaign medium over Internet.

By promoting campaigns like **Internet.org** and the events like introduction of free Wi-Fi at certain place, people can be made aware towards technology. Moreover, government can have their own websites to inform masses over policies in their interests before the people to have right to choose.

Though the concept of good governance is tough to achieve in totality, it is not impossible with more sophisticated technology and innovational approaches where the government and stake holders meet hands for their mutual success.

References-

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