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What do you understand by E-governance and the models of digital governance? Explain broadcasting and interactive-service models in detail.

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-employee (G2E), government-to-citizen (G2C), government-to-government (G2G),government-to-business (G2B) as well as back-office process and interactions within the entire government framework.

There are five different types of models of digital governance which are shown below.

- Broadcasting/Wider Dissemination model
- Critical flow model
- Comparative analysis model
- Mobilization and lobbying model
- Interactive service model

Broadcasting Model:

This model is based on dissemination/broadcasting of useful governance information, which in the public domain into the wider public domain with ICT and convergent media. The strength of the model resets upon the fact that a more informed citizenry is better able to judge the functioning of existing governance mechanism and the make an informed opinion about them. Consequently, they became more empowered to exercise their right and responsibilities.

Application

- Putting government laws and legislations online.
- Making available the names, contact addresses, e-mails and fax numbers of local government office online.
- Making available key information pertaining to governmental plans, budgets, expenditures and performances online.
- Putting key court judgments/judicial statements that are of value to common citizens and creating a precedence for future actions online, through key environment related judgments, state vs citizens court rulings etc.

Interactive service model

Interactive service models in many ways is a consolidation of the earlier digital governance models and opens up avenues for direct participation of individuals in the governance process. ICT as mentioned earlier have the potentials to include every individuals within a knowledge network and enable interactive communication channels among them. This model fully captures the potentials of ICT and leveraged it for greater participation, efficiency and transparency and costs relating decisions making.

Applications

- Establishing an interactive communication channel with policy-makers such as video-conferencing and online dialoguing.
- Conducting electronic ballots for the election of government officials and other bearers.
- Conducting public debates/ opinion polls on issues of wider concern before formulation of policies and legislation frameworks.
- Filing of grievances, feedback and reports by citizens with the concerned governmental body.
- Performing governance functions online such as revenue collection, filling of taxes, governmental procurement, payment transfers etc.
- Carrying out video-conferencing, on-line discussion with policy makers.

2. Explain the characteristics of different maturity levels.

A maturity model is a method for judging the maturity process of an organization and for identifying the key practices that are requested to increase the maturity of the processes. There are five characteristic of maturity levels they are as follows:

Level 1: Closed

- Organization are closed to e-governance
- No plans or vision is available
- Continue with fully manual and conventional operation

Level 2: Initial

- Organization lacks strategic thinking and direction for e-governance at top levels
- Unorganized and individuals efforts of automation in same areas
- Individuals efforts sustains as long as the enthusiasms remains and often abandoned due to lack of direction
- Generally accumulate hardware without any panning and much unutilized

Level 3: Planned

- E-governance becomes a part of organization's agenda
- Strategic thinking and leadership guide the e-governance initiatives
- Clear understanding of e-governance needs as projected by the external and internal users
- Extensive planning for implementing and addressing the Key Area Focus (FKAs)
- Documentation including vision, scope, need assessment survey, policy guidelines, action plan and outsourcing guidelines

Level 4: Realized

- This level corresponds to the stage when the organization actually realizes the complete e-governance plan
- Consequently, an integrated system is established where all the internal processes of the organization are computerized and there is a seamless information exchange among all concerned entities
- The organization starts delivering the services to its external as well as internal customers in an effective manners

Level 5:

- The e-governance system of the organization is driven by a well established knowledge management system that generated an ability in the organization to evolve with time in view of new requirements
- E-governance becomes an effortless exercise for the organization and it becomes a way of life for the stakeholders and customers/users
- The organization at this level is completely paperless

3. Write short notes on:**Good Governance through E-Governance**

The digital governance models bring about a transformation in the existing forms of governance as they change the nature of citizen-governance relationship and bring in new agents and mechanisms to influence the governance processes. The models foster democratic control over the governments economic, social and welfare policies by citizens and civil society organization a key process requirement for good and responsive governance. It ensures that the voices of people are more likely to be related in decision-making processes.

Digital Divide

The digital divide is a complex, dynamic, and multifaceted concept [10]. It captures the gap, separation, distinction, disparity, or gulf between haves and have-nots in terms of various resources and competences related to ICTs, but its multidimensional, multifaceted nature denies a simple dichotomy between haves and have-nots, connoting a more complicated, complex social (nontechnical) phenomenon. Access is fundamental and basic to the digital divide, and little else is possible without access. The nature of that access is not without ambiguity. The concept of access evolves into different and successive kinds of access to digital technologies: motivational access, physical access, skills access, and usage access.