

E-Governance Model in Post-Pandemic India: An Effective Mode of Public Policy

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ABSTRACT

Background: E-governance is using tech to increase the reach & transfer of services of the govt to profit its citizens. Hence, it is one of the most effective modes of public policy. This research aims to analyze the importance and impact of the electronic governance model in post-pandemic India and examine the challenges and problems of implementing e-governance.

Methodology: The study employs a descriptivequalitative approachutilizing a survey of 50 respondents to analyze the importance of e-governance and its impact on the citizens. The survey consisted of Likert scale questions framed on the study's two objectives.

Conclusion: The research concludes that e-governance is effective. E-governance has enabled better communication between government and citizens; as a result, people feel more empowered towards government transparency and performance. E-governance initiatives have facilitated the formation of interactive channels that enabled collaboration between different stakeholders. From the policy viewpoint, e-governance initiatives have reduced the appearance of interactive media that helped collaboration between various stakeholders.

Keywords: E-Governance, Covid-19, India, Public Policy

INTRODUCTION

E-governance is the modernization of government functions and processes by implementing ICT tools. As per the World Bank, electronic governance points towards governmental agents' application of data technology (Internet and mobile computing, WAN). It can change relationships with citizens, enterprises & different divisions of the governmental body. It is the usage of tech to increase the government's reach & transfer of service to provide benefits to its citizens, business partners and employees. Additionally, e-governance has been seen as a decisional process that goes beyond service delivery. It is about implementing ICT in governmental systems, which is further effective in utilizing ICT to include multiple shareholders in the process of making decisions & keep the govt accountable & open (Cibgp.com, 2021). E-governance includes five essential models. These are the Critical Flow Model, E-Advocacy/Mobilisation Comparative Analysis Model, Interactive-Service Model & Lobbying Model, & Broadcasting Model. This model guides in development initiatives of e-governance based on the activities of governance and local situations.

Importance and Impact of the electronic governance Modelin Post-Pandemic India

India as a nation has created successful measures in establishing & executing impactful administration programs related to different fields. Although, it has been noticed that, except for a few, most industries have yet to be able to deliver desired outcomes. It has been addressed that the adoption and implementation of electronic governance steps & their victory differs all over the widespread diversity in India. Additionally, after the Coronavirus pandemic, the significance of electronic governance measures has shown significant change in both applicability and acceptance in the lives of citizens (Cibgp.com, 2020). The role of e-governance has been enhanced due to colonial and local governments' enforcement of social distancing. E-governance has played a vital role in delivering critical as well as standard services to the citizens of India.

In its battle to fight pandemics like Coronavirus has used electronic governance for activities like the circulation of information and tracking and monitoring various activities. One of the most critical initiatives launched during the pandemic is the Arogya Setu app. This app effectively tracks contact and provides citizens access to self-assessment and syndromic mapping digital services. The e-Pass service was another e-governance initiative that delivered outstanding service during the pandemic. Using an e-governance facility, the Delhi government provided information regarding the accessibility of beds in the hospital and Coronavirus treatment facilities (Singh, U. et al. 2021). Helpline numbers were also coupled with the initiative to present queries if the patient is not getting any facilities for treatment. Thus, e-governance services have played a vital role in responding to the situation of Covid -19 and continue to serve as a tactical asset during or after the battle to fight 2019 Covid.

India's economy during the pandemic, like the economies of other countries worldwide, is noticed to shrink. Hence, the Indian government has introduced a standard economic measure to increase economic growth and enhance domestic demand by \$ 9.94 billion (2020, CNBC). Electronic governance has also worked as an aid by providing an effective solution for enabling intent dissemination. For instance, the Delhi government has introduced an employment exchange platform for registering potential employees. This platform is beneficial for employers to hire. Until August 8, 2020, the initiative remains successful; all the applicants are either employed or shortlisted for the one million employments uploaded on the forum (2020, Times of India).

From the policy viewpoint, electronic governance initiatives have facilitated the construction of collaborative channels that enabled interaction among different shareholders. As an outcome, a not-for-profit organization joined the e-governance initiative. Additionally, the citizens of India have started to contribute as a producer rather than just as a receiver. The application of electronic governance has provided adequate transfer of services to Indian nationals, as well as it, has also enhanced interaction with business and industry (Goyal, S., 2021). Furthermore, it has empowered citizens by giving them access to extensive information and improved management, convenience, cost reduction and revenue growth.

Challenges and problems of implementing e-governance

Various challenges can work as a hindrance striving to achieve the benefits of electronic governance. The complexity and variety of e-government initiatives come across several challenges and barriers to their management and implementation.

ICT Infrastructure

Challenges in implementing e-governance initiatives are tech issues, like a need for a transmitted & consistent framework among agencies & departments. The structure of ICT is among the principal obstacles to electronic governance. Inter-networking is necessary for information sharing and opening new channels for establishing communication and delivering better services (jetir.org, 2017). To shift to digital govt, architecture must provide a bunch of regulations, standards & required models. Hence implementing e-governance requires vital technology infrastructure. Thus, the government must develop telecommunication infrastructure to deliver e-governance services to its citizens successfully.

Privacy and Security

Privacy & safety are other challenges in the application of e-governance. The govt is obliged to protect the rights of citizens, such as rights regarding privacy collection of and process of personal data for legitimate purposes only. Government is concerned about information sharing, tracking of websites and the disclosure of private information (Cibgp.com, 2022). Additionally, there is a need to provide frequent solutions to privacy issues to gain citizens' confidence in using e-governance services. E-governance provides the usage of protection tech, like virtual encryption, to safeguard user IDs, bank account details and passwords, & additional information shared on the web must be provided higher security to fulfil the goals of e-governance applications.

Digital Divide

The digital divide points towards the void in a chance where some citizen has full access to the internet while others are unaware of it or do not have that reach. Hence, citizens need space or internet access to avail of the online services provided by e-governance. Therefore, in the digital divide scenario, all nationals do not hold equivalent permits to computers & the web because of a shortage of required skills or economic sources. Therefore, citizens must have computer literacy to take advantage of electronic governance facilities.

OBJECTIVES

- To analyse the significance and impact of the electronic governance Modelin Post Pandemic India
- To examine the challenges and issues in executing electronic governance

LITERATURE REVIEW

Ullah A. et al. (2021)state that information technology shall encourage a society grounded on knowledge. Electronic governance is the unification of IT in all government processes to fulfil the public's needs. E-governance effectively reduces corruption, increases transparency, and enhances convenience and GDP growth. Additionally, it provides a form for locals to get straightly engaged with the nation, decreases prevailing expenses & widens government stretch. Via the systematic electronic governance strategy and the use of ICT, the government enhances the quality of data provided to the people economically & productively. Therefore, electronic governance positively influences the country's overall growth before or after the pandemic.

Naqvi, S. A. M. et al. (2021)segregating e-governance systems into four broad segments. Therese segments represent operational as well as functional divisions of governance. For instance, the government-to-citizen(G2C) segment is responsible for connecting with individual citizens and providing online information. An operation like a political voice in education and health related to individuals fall under this segment. The second segment, which is government-to-business (G2B), operates economic policy, business rules, budgets of government, and facilities for the corporate sector at the national or international level. Hence, e-governance is one of the best mediums to circulate information, rules, and practices regarding entrepreneurial activities, small and medium enterprises, and start-ups. After the pandemic Covid 19 the demand and traffic of e-governance have enhanced. E-governance has enabled better communication between government and citizens. As a result, people feel more empowered towards government transparency and performance.

Jha, R. (2020), e-governance faces challenges like lack of comprehensive framework, difficulties in availing baseline data, and less amount or funds for holistic assessment. A complete framework must be an accurate indicator of e-governance offerings and benefits to the citizens. The assessment framework needs to be planned successfully for better operation. Additionally, in most projects, it has been noticed that the primary data has not remained uncaptured, which is further taken as the perception of the stakeholder and results in presenting a wrong assessment of the impact done by the projects. In addition, the systematic functioning of e-governance requires a wide range of expertise. Hence, it also needs a lot of resources. A deep holistic assessment study requires a high amount of funding, which must be fulfilled.

MATERIALS AND METHODOLOGY

The present descriptive research study mainly analyses the importance and impact of the e-governance model in post-pandemic India and the challenges and problems of implementing e-governance. A descriptive qualitative survey was conducted among 50 respondents. The survey was designed to gather data on e-governance transparency, effectiveness, e-governance monitoring engine, security and privacy—the data collected on the operation of electronic governance between Govt -to-Business, Govt-to-Citizen, Govt-to- Govt &Govt-to-Employee.The survey consisted of Likert scale questions framed on the study's two objectives. First, it was keeping the convenience of the respondents. It was distributed to a sample of 50 individuals online. The response to the survey was analyzed using descriptive statistics, such as frequency distributions, to provide an overview of the attitudes and perceptions of the respondents of the e-governance model.

DATA COLLECTION

The researcher has used MS Excel software for the analysis of collected data. In addition, statistical analysis was performed to evaluate the study's results by calculating the mean and standard deviation.

Sr. No.	Questions	Responses					Statistical Analysis	
		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Mean	Std. Dev.
		Frequency	Frequency	Frequency	Frequency	Frequency		
1	E-governance is one of the best mediums to circulate post-pandemic information, rules, and practices.	25	12	3	7	3	2.02	1.92

2	E-governance system and by using ICT, the government enhances the quality of information delivered to the public economically and productively after the pandemic.	22	15	4	6	3	2.06	1.92
3	E-governance effectively increases transparency, enhances convenience, and increases gross domestic product (GDP) growth.	14	21	5	8	2	2.26	2.03
4	E-governance keeps public data safe and secure.	19	11	5	7	8	2.48	2.43
5	E-governance is concerned with information sharing, tracking of websites and the disclosure of private information.	15	18	7	5	5	2.34	2.18

DATA ANALYSIS

The respondents believe that e-governance is one of the best mediums to circulate post-pandemic information, rules, and practices. The respondents agree that e-governance successfully establishes communication between the government and citizens and keeps the data safe and secure- governance is highly concerned about encryptions, information sharing, tracking websites and disclosure of private information, and the respondents agree with these points. Additionally, the respondents agree that e-governance effectively increases transparency and enhances convenience and gross domestic product growth. E-governance is one of the best crisis management systems during or after the pandemic. The clarity, as well as service and accessibility of e- administration, has made citizens overwhelmed. It enhances the quality of service, transparency, and performance and respondents strongly agree with this point.

RESULTS AND DISCUSSIONS

The survey findings imply that respondents have favourable opinions on the importance and impact of the e-governance Modelin Post Pandemic India. Respondents have shown positive feelings towards the functioning and operation of e-governance is effective in stretching the fabric of democracy by ensuring a higher level of participation of citizens in all levels of governance. E-governance revolutionizes post-pandemic after the way government functions used to work. It effectively provides more transparency in the function, resulting in the elimination of corruption. Since the information concerned with each government activity is easily accessible or available, it has made every government department responsible. Survey findings have also shown that successful implementations of e-governance practices have provided a more significant opportunity for people to get their work done online without unnecessarily travelling to their respective offices post-pandemic.

Overall, the survey findings have provided insightful information about the e-governance that brings the citizens' closures to the government. It has made it possible and coinvent to contact the agency government quickly. In addition, E-governance simplifies the information collection process for both citizens and businesses. The challenges of e-governance are the safety and security of the online data of citizens and companies. However, the successful implementation of ICT in e-governance has made everything possible. Thus, e-governance provides better operations to citizens.

CONCLUSION

The premise of this research paper is based on the importance and impact of the e-governance Model in Post Pandemic India and the challenges and problems of implementing e-governance. Covid - 19 has pushed the country towards the best e-governance systems. The study has shown the effectiveness of e-governance in increasing transparency and enhancing convenience. The importance of e-governance in handling government-to-business (G2B) and government-to-citizens (G2C) has been demonstrated. In addition to this, the effectiveness of e-governance in providing all the information to the citizens efficiently and making them more closure towards the government. E-governance is not only having effective operation towards the quality of news delivered to the public economically and productively after the pandemic. Still, it is also highly concerned about information sharing, tracking of websites and the disclosure of citizens' private information.

The challenges of e-governance, like security and privacy and digital divide gap, have also been illustrated. E-governance faces challenges like lack of comprehensive framework, difficulty availing baseline data, and less amount or funds for holistic assessment. Overall, the study has discussed the importance of e-governance in the successful operations of online information to the citizens post-pandemic and the challenges that come along the way.

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