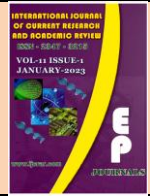




International Journal of Current Research and Academic Review

ISSN: 2347-3215 (Online) Volume 11 Number 1 (January-2023)

Journal homepage: <http://www.ijcrar.com>



doi: <https://doi.org/10.20546/ijcrar.2023.1101.008>

A Study on Digital Human Resource Development Initiatives of E-Governance Movement in India

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Abstract

India is the largest democratic country in the world with a population of 1.3 billion. Democracy is a type of government or political system ruled by citizens, people who are members of a society. In a democratic country, citizens hold some level of power and authority and they participate actively in the political or decision-making process of their government. Even with a backup of a powerful democracy, India ranked 81st position in the Global Corruption Perception Index for 2017 out of 180 countries conducted by Transparency International (Times of India, February 23rd 2017). Open and transparent governance is a precondition for preventing corruption. E-Governance or electronic governance is basically the application of Information and Communication Technology to the process of government functioning in order to bring about Simple, Moral, Accountable, Responsive and Transparent Governance (SMART Governance). E-Governance is being promoted in India with the motto – “Centralized Initiative, Decentralized Implementation”. Digital governance referred to information and technology for providing government services, exchange of information, transactions, integration of previously existing services and information portals. This study aims to evaluate the implementation of E-governance in India.

Article Info

Received: 04 December 2022

Accepted: 15 January 2023

Available Online: 20 January 2023

Keywords

E-governance, Democracy, Corruption, Transparency, Digital State, ICT Perception.

Introduction

The usage of information and communication technology (ICT) by the government to facilitate government services, exchange of information, communication transactions and integration of various stand alone systems and services (Asgharkhani, Mehdi, 2005; Al-Khour, Ali, 2011).

Governance per se has become very complex. Initiatives which successfully outperformed include digital India initiative, national portal, aadhar, filing and payment of taxes online, digital land management systems, common entrance test. This will increase in citizens expectations from the government. E-

governance originated in India during the 1970s with a focus on in-house government. Applications in the areas of defense, that too to do that to economic monitoring, planning and deployment of ICT to manage data intensive functions related to elections, census, tax, administration (Alhasmi, Esmail. Asma. Ahamed, 2015).

Objectives

To examine the E-governance initiatives

To review the growth of E-governance

To analyse the effectiveness E-governance initiatives from the view of users of Eservices

Digital India Initiatives

It is umbrella program to prepare India for a knowledge based transformation. Empowering people through information. Improve efficiency within government i.e. between centre-state or inter states. Improve interface with business and industry. It weaves together a large number of ideas and thoughts into a single comprehensive vision so the each of them is seen as part of larger goal. Better service delivery to citizens. Ushering in transparency and accountability. It has been launched by the Ministry of Electronics and Information Technology.

Aadhar Enabled Payment System

It is bank led model allows online interoperable financial inclusion transaction at POS through the business correspondent of any bank using the aadhar authentication. It is payment service empowering a bank customer to use aadhar as his/ her identity to access his/ her respective aadhar enabled bank account and perform basic banking transactions like balance enquiry cash deposit, cash withdrawal, remittances through a business correspondent. 125 crores people have been enrolled in Aadhar card registration. Aadhar card registration is considered largest biometric programme.

Digidhavan Abhiyan

The initiative plans to enable citizen and merchants to undertake real time digital transactions through the DIGIDHAN bazaar through organizing digidhan meals across the country, it aims to handhold users in downloading, installing and using various digital payment systems for carrying out digital transactions.

National Mission on Education

It is done through information and communication technology (NMEICT) has been envisaged as a centrally sponsored scheme to leverage the potential of ICT, in teaching and learning in higher education institutions in any time any where mode.

North East Bpo Promotion Scheme

Initiative is to create employment opportunities for the youths and growth of IT-ITES industry. Objective is to create employment opportunities for the local youth in NER, by promoting the IT/ ITES industry

particularly by setting up the BPO/ITES operations promotion of investment in the sector in NER.

Pahal (DBTL)

Aims to reduce diversion and eliminate duplicate or bogus LPG connections. LPG cylinders are sold at market rates and entitled consumers get the subsidy directly into their bank accounts. This is done either through an Aadhaar linkage or a bank account linkage.

Pradhan Mantri Jan – Dhan Yojana (PMDJY)

Initiates financial inclusion encompassing an integrated approach to bring about comprehensive financial inclusion of all the households in the country. The plan envisages universal access to banking facilities at least one basic banking account in every household, financial literacy, access to credit, insurance and pension facility.²⁶ states and union territories have connected 100% households with banking services, while in the remaining nine states and union territories, over 99% households have been connected.

Targeted Public Distribution System (TPDS)

The states were required to formulate and implement foolproof arrangements for identification of the poor for delivery of food grains and for its distribution in a transparent and accountable manner at the FPS level.

Materials and Methods

The study on “A study on Digital Human Resource Development initiatives of E-Governance movement in India”. Primarily focused on a) evaluation of e-services by users, b) to understand the problems faced by users, The ICT Perception of users and service providers are also evaluated in the study.

The evaluation of e-services from the aspect of users is carried out through the four identified variables a) Government Involvement, b) Infrastructure provided and c) ICT Perception. The study falls on exploratory cum descriptive nature. Primary data for the study is collected from users and immediate service providers.

E-governance portal, Digital India, Government Portal reports and other related websites of e-governance and numerous books, journals and newspapers.

A Case Study: (Source: The Hindu)

A village named Akodara near Ahmadabad in Gujarat is fully digital village which serves as a model. The village was adopted by ICICI bank where everything from shopping to citizen services are done through digital medium. It happened with the help of local government is sought. All citizens were brought initially into the fold of banking and opened their accounts with the local ICICI branch. The accounts were linked with mobile phones and online banking became possible.

The accounts are linked to Adhar cards to reduce identity fraud and to enable direct benefits transfer. The selling of agricultural produce and milk at the local market is made cashless.

Another notable achievement of this village is that education in the local schools is provided through internet enabled audio visual guides. Replication of this model all over India can bring about a digital revolution. But before that we need to look at some prerequisites that were advantageous to akodra for achieving this. They were the availability of physical connectivity. i.e the village is well connected to nearby towns and urban centres through good quality roads. The literacy rate was very high even before the initiative was launched

Different Language

India is a country where people with different cultures and different religions live. The diversity of people in context of language is a huge challenge for implementing E-governance projects as E-governance applications are written in English language.

Low literacy

It is very low in India which becomes a huge obstacle in implementation of E-governance projects, illiterate cannot access the applications

User friendliness of government websites

Users of E-governance applications are often non expert users who may not be able to use the applications in a rights manner.

Population

Population of India is probably the biggest challenge in implementing E- governance projects.

Privacy and security

A critical obstacle in implementing e-governance is the privacy and security of an individual's personal data that he/she provides to obtain government services.

Benefits / outcomes of Governance

Enhanced transparency and accountability.

Expanded reach of governance.

Improved public administration.

Enables environment for promoting economic development.

Improved service delivery in the form of better access to information and quality service to citizens.

Suggestions

The E-governance initiative in rural areas should be taken by identifying and analyzing the grassroots realities.

Government should also focus on devising appropriate, feasible, distinct and effective capacity building mechanism for various stakeholders viz bureaucrats, rural masses, urban masses, elected representatives, etc.

Cloud computing is also becoming a big force to enhance the delivery of services related to e-governance. Cloud computing is not only a tool for cost reduction but also helps in enabling new services, improving the education system and creating new jobs and opportunities.

Megharaj –GI cloud is a step in the right direction. The focus of this initiative is to accelerate the delivery of E-services in the country while optimizing ICT spending of the government.

E- Governances through regional languages is appreciable for the nations like India where people from several linguistic backgrounds are the participants E-governance is getting momentum in India, but public awareness and the digital divide are important issues to be addressed. The success of E-governance measure largely depends on the availability of high speed internet and the nationwide roll-out of 5G technology in the near future will strength our resolve.

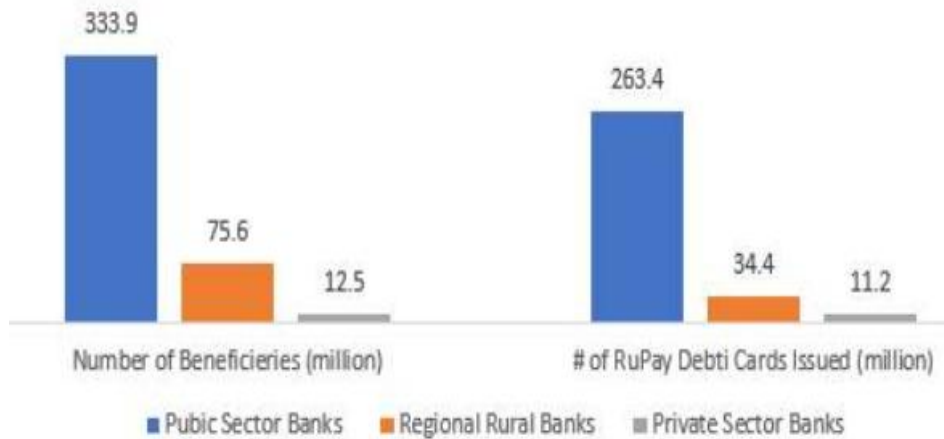
Fig.1

Financial inclusion – Progress of banks

Particulars	Year ended 2010	Year ended 2011	Year ended 2012	Year ended 2013	Year ended 2014
Banking outlets in villages					
• Branches	33,378	34,811	37,471	40,837	46,126
• Villages covered by BCs	34,174	80,802	1,41,136	2,21,341	3,37,678
• Other modes	142	595	3,146	6,276	-
• Total	67,674	1,16,208	1,81,753	2,68,454	3,83,804
Urban locations through BCs	447	3,771	5,891	27,143	60,730
Basic saving bank deposit A/c - branches					
• No. in millions	60.19	73.13	81.20	100.80	126.00
• Amount in billions	44.33	57.89	109.87	164.69	273.30
Basic saving bank deposit A/c - BCs					
• No. in millions	13.27	31.63	57.30	81.27	116.90
• Amount in billions	10.69	18.23	10.54	18.22	39.00
OD facility availed in BSBDA A/c					
• No. in millions	0.18	0.61	2.71	3.92	5.90
• Amount in billions	0.10	0.26	1.08	1.55	16.00
KCCs (No. in millions)	24.31	27.11	30.24	33.79	39.90

Source: http://pmjdy.gov.in/Pdf/PMJDY_BROCHURE_ENG.pdf

Fig.2



Source: PMJDY Beneficiaries by Bank Type (as of March 2021)

E-Governance in India is a media speak now. For effective and efficient administration, e-governance is one of the most powerful tools for administering a powerful democracy. E-governance has led to better access to information and quality services for citizens,

simplicity, efficiency and accountability in the government and expanded reach of governance. In the light of wide range of E-governance initiatives that have been carried out in India with varying degrees of success as well as the diversity of conditions in the country, the

report recognizes that E-governance projects have to be designed for specific context and environment.

A transparent, smart E- governance with seamless access, secure and authentic flow of information crossing the interdepartmental barrier and providing a fair and unbiased service to the citizen.

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How to cite this article:

Parvathi, P., and Jennifer Daffodils. 2023. A Study on Digital Human Resource Development Initiatives of E-Governance Movement in India. *Int.J.Curr.Res.Aca.Rev.* 11(01), 46-50.
doi: <https://doi.org/10.20546/ijcrar.2023.1101.008>