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## A Study on Challenging Factors in E-Governance

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### Abstract

This article examines the challenges faced by governments implementing e-governance initiatives. It looks at the potential benefits of e-governance, including cost savings, efficiency gains, and improved public access to services, as well as the various challenges and obstacles that must be overcome to ensure the successful implementation of e-governance initiatives. The objective is to know the major challenging factor and find the association between the socio-economic profile of the respondents and the challenging factors. Data collected from 100 respondents. SPSS software is used to conclude statistically.

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### Keywords

e-governance, challenges in e-governance.

### Introduction

E-governance is the use of digital technologies to improve the efficiency, effectiveness, and transparency of government operations.

It has the potential to revolutionize how governments interact with citizens, businesses, and other governments. However, implementing e-governance initiatives is not without its challenges.

This introduction will discuss the various challenges that governments face when attempting to implement e-governance initiatives (Chen and Kurt, 2008; Chandrashekhar *et al.*, 2008).

These challenges include the need for adequate infrastructure, the need for skilled personnel, the need for secure systems, the need for effective policies and procedures, and the need for public acceptance. Each of these challenges must be addressed in order for e-governance initiatives to be successful (Hatt, 2006).

Chandrashekhar *et al.*, (2008) stated that information technology has brought a revolutionary change in the working of the whole world. Today, the government has full trust in e-Governance. The government provides services to the citizens, businesses, and local government through information technology. E-Governance made more reliable, efficient, transparent, and responsive services of government. Governance was adopted by many developed countries like USA, UK, Brazil, and India. The government provides web-based services to citizens according to their needs like online payment of bills, taxes, and so on.

Athalye (2013) stated that the government is a working body selected among the people, by the people, and for the people. It helped the people in the smooth working of their day-to-day routine work with the bureaucracy. Every time it was not possible for the government to reach the people within a short period of time. So it happens to delay the work. Here, e-Governance helps the government. With the use of Information Technology, it could reach immediately to the people and get their work

done. But e-Governance has also some issues and challenges which are discussed in this paper. Some remedies were also suggested.

## **The Challenges in E-Governance**

### **Security and Privacy Issues**

Security and privacy are the major challenges in e-governance. As the data is stored and shared online, it is vulnerable to cyber-attacks.

### **Digital Divide**

Digital divide is the gap between those who have access to the internet and digital technologies and those who do not. This is a major challenge in e-governance as it limits access to services and information.

### **Lack of Infrastructure**

Lack of proper infrastructure is another challenge in e-governance. This includes a lack of proper hardware, software, and internet connectivity.

### **Lack of Awareness**

Lack of awareness among citizens is another challenge in e-governance. People need to be made aware of the benefits of e-governance and how to use it.

### **Cost**

Cost is another challenge in e-governance. Setting up and maintaining an e-governance system is expensive.

### **Resistance to Change**

Resistance to change is another challenge in e-governance. People are often reluctant to switch to new technologies and processes.

### **Objective**

To know the socio-economic profile of the sample respondents

To analyze the challenges in e-governance  
To offer suggestions to overcome challenges in e-governance

## **Statement of the Problem**

The problem with e-governance is that it is not being implemented effectively in many countries, leading to a lack of transparency, accountability, and efficiency in the public sector. This has resulted in a lack of trust in government institutions, as well as a lack of access to public services for citizens. Additionally, many countries lack the necessary infrastructure and resources to effectively implement e-governance initiatives. As a result, there is a need to develop and implement effective e-governance strategies in India in order to improve public sector transparency, accountability, and efficiency. Hence the study attempts to analyze challenges in e-governance.

## **Materials and Methods**

Sample size -127

Research design- Simple random sampling

## **Hypothesis**

There is no significant relationship between the socio-economic profile of the respondent and the challenges in e-governance. From the above table, it is inferred that the majority of them are aged between 36-45, the educational qualifications of the respondents are graduate, the majority of them are salaried, and the income of the respondents is 40,000 to 60,000 per month. The mean of the ratings is 3.54 and the highest ranked issue is Lack Of Awareness with a rating of 3.72. The lowest ranked issue is Lack of Standardization with a rating of 3.56. The most pressing issue according to this data set is Lack Of Awareness, followed by Poor Infrastructure, Costly Implementation and Maintenance, Low Adaptation Rate, Security and Privacy, Technical Glitches, Lack Of Skilled Manpower, Digital Divide, and Regulatory Issues.

All of these issues need to be addressed in order for the successful implementation of digital technologies. In conclusion, this data set shows that Lack of Awareness is the most pressing issue and Regulatory Issues are the least pressing issue. The above table shows the results of a chi-square test that was conducted to determine the relationship between social profile factors (age, gender, educational qualification, social status, and income) and one another. The test results indicate that all of the social profile factors are significantly related, as the Sig. values for each factor were all below 0.05. This suggests that

the social profile of individuals is significantly associated with one another in some way.

**Suggestions to Overcome Challenges in E-Governance**

**Increase public awareness and education about e-governance**

It is important to ensure that citizens are aware of the benefits of e-governance and how it can help them access government services more easily. This can be done through public campaigns, workshops, and other initiatives.

**Improve infrastructure**

To ensure that e-governance is successful, it is important to have the reliable and secure infrastructure in place. This includes having reliable internet access, secure servers, and other necessary hardware and software. 3.

Develop secure authentication systems: To ensure that citizens are able to access government services securely, it is important to have secure authentication systems in place. This includes using biometric authentication, two-factor authentication, and other measures.

**Increase transparency**

To ensure that citizens are able to trust the government, it is important to increase transparency in the e-governance system. This can be done through open data initiatives, open source software, and other measures.

**Improve data security**

To ensure that citizens' data is secure, it is important to have secure data storage and transmission systems in place. This includes using encryption, secure protocols, and other measures.

**Table.1** Data analysis- Socio-economic profile

| Personal data                               |                   | No. of respondents | Percentage |
|---|-------------------|--------------------|------------|
| <b>Age</b>                                  | 25 to 35          | 35                 | 35         |
|   | 36 -45            | 39                 | 39         |
|   | 46 -55            | 25                 | 25         |
|   | Morethan55        | 1                  | 1          |
| <b>Gender</b>                               | Male              | 50                 | 50         |
|   | Female            | 50                 | 50         |
| <b>Educational Qualification</b>            | Graduate          | 42                 | 42         |
|   | Postgraduate      | 33                 | 33         |
|   | Professional      | 25                 | 25         |
| <b>Social status</b>                        | Self-employed     | 24                 | 24         |
|   | Student/Housewife | 26                 | 26         |
|   | Salaried          | 50                 | 50         |
| <b>The income per month (family income)</b> | Less than 40000   | 20                 | 20         |
|   | 40000 - 60000     | 40                 | 40         |
|   | 60001 - 80000     | 16                 | 16         |
|   | More than 80000   | 24                 | 24         |

**Table.2** Challenges In E-Governance

| Dimensions                            | Mean rank | Rank |
|---------------------------------------|-----------|------|
| Regulatory Issues                     | 2.7300    | 10   |
| Digital Divide                        | 3.0000    | 9    |
| Lack Of Awareness                     | 3.7200    | 1    |
| Low Adaptation Rate                   | 3.6400    | 3    |
| Technical Glitches                    | 3.6100    | 6    |
| Costly Implementation and Maintenance | 3.6300    | 4    |
| Poor Infrastructure                   | 3.6900    | 2    |
| Lack of Standardization               | 3.5600    | 8    |
| Lack Of Skilled Manpower              | 3.5700    | 7    |
| Security And Privacy                  | 3.6200    | 5    |

**Table.3** Hypothesis Socio-Economic Profile of Sample Respondents and The Challenges In E-Governance.

| Social profile            | Chi-Square | Sig.  |
|---------------------------|------------|-------|
| Age                       | 21.227     | 0.000 |
| Gender                    | 10.543     | 0.005 |
| Educational Qualification | 16.166     | 0.000 |
| Social status             | 13.793     | 0.001 |
| Income                    | 46.451     | 0.000 |

E-governance is a complex and challenging process that requires a great deal of effort and resources to implement. It is important to recognize that e-governance is not a one-size-fits-all solution and that each country must develop its own approach to ensure that it is successful. Despite the challenges, e-governance can bring many benefits to citizens, including improved access to services, increased transparency, and better decision-making. With the right strategies and investments, e-governance can be a powerful tool for governments to improve the lives of their citizens.

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