E-Governance: An Alternative Approach and Hurdles Faced By Rural People

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Abstract:- The word "electronic" in the presents the definition of E-Governance, then the problems faced in rural states with its solutions and finally brief some future directions term e-Governance implies technology driven governance i.e the application of information and communication technologies to transform the efficiency, effectiveness ,transparency and accountability of informational and transactional exchanges within government ,between government and government agencies of each levels, so to reach the beneficiary and ensure that the services intended to reach the desired individual has been met with. This paper first the definition of E-Governance, then the problems faced in rural states with its solutions and finally brief some future directions.

Keyword: - E-Governance, Computerization, Federal, E-Commerce, Rural Development.

I. INTRODUCTION

The E- government field emerged in the late of 1990's as a context within which to shared experiences among practitioners. Over the past few years E-Government gave rise to several conferences with more and more scientific content. As the definition of E-Government, E- Government means the digital government or the online government. It also means the digital interaction between a government and a citizens, govt. and business. E- Government is defined as " The employement of the internet and the world-wide-web for delivering govt. information and services to the citizens .Also E- Government describes the use of technologies to facilitates the operation of govt. and displacement of govt. , information and services. E-Government short of electronic E-Government includes the use of electronics govt. as large scale as the use of telephones and fax machines as well as surveillance systems, tracking systems, such as RFID tags and the use of television and radios even to provide govt. related information and services to the citizens. According to the history of E-Government is the use of it to provide citizen and organizations with more convenient access to govt. information and services and to provide delivery of public services to citizen, Business partners, and those working in the public sectors. The initial part of implementing of E-governance is "computerization" of public offices enabling them by building their capacity for better service delivery & bringing in good governance using technology as a catalyst. The countries with remarkable E-Governance initiates are New Zealand, Canada & Singapore .There are several international rankings of E-government maturity. The united nations public Administration network conducts a bi-annual E-Government survey which includes a section titled E-government readiness.

Table 1: The List of Top 10 Countries According To the Un's 2010 E-Government Readiness Index.

Rank	Country	Index
1.	• Republic of Korea	0.9283
2.	Netherland	0.9125
3.	United Kingdom	0.8960
4.	Denmark	0.8889
5.	United State	0.8687
6.	France	0.8635
7.	Sweden	0.8599
8.	Norway	0.8593
9.	Finland	0.8505
10.	Singapore	0.8474

Synonyms for E-Government include digital govt. one stop govt , and online govt. in this paper we broadly cover the development irrespective of the terms used. our object of study "govt." is made up of a large no. of organizations and many different kind of process. A literature on "It in govt." goes back at least to the 1970's. Just like the term E-Commerce, the term E-Government was born out of the internet boom. Governance rather than govt. E-Government is the use of information and communication technologies in public administrations combined with organizational change and new skills in order to improve public services and democratic processes. These definitions are about governance rather than govt. The e-Government delivery models can be briefly summed

1.1. G2C (Government to Citizens)- This is interaction between government and citizen . Example - payment of electricity bill used in mobile phone.[15]
1.2. G2B (Government to Businesses)- This is interaction between government and business. Example - We pay income tax using its website- http://www.incometaxindia.gov.in/ as government had issued trade license to run this business online.[16]
1.3. G2G (Government to Employees)- This is the non-commercial interaction between Government organizations, departments, and authorities and other Government organizations, departments, and

authorities. The example - request of allocation of budget by any department of the government. For example city corporation yearly budget depend on central government.[17]
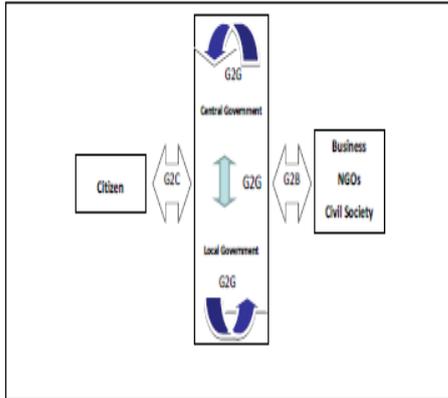

Fig1: E-Governance Model [14]

The ultimate goal of the E-Government is to able to offer an increased portfolio of public services to citizens in an efficient and cost effective manner. E-Government allows for govt. transparency. Govt. transparency is important because it allows the public to be informed about what the govt. is working as well as the policies they are trying to implement. Simple tasks may be easier to perform through electronic govt. access.

II. REASONS WHY E-GOVERNANCE IS UNPOPULAR AMONG RURAL PEOPLES

2.1. Illiteracy: - India currently has the largest illiterate population of any nation on earth. Despite government programs, India's literacy rate increased only "sluggishly," The 2011 census, however, indicated a 2001-2011 decadal literacy growth of 9.2%, which is the slower than the growth seen during the previous decade. And the literate people among them do not know how to use computer, only youth of today generation know how to use computer .so it is a big problem "how to use the computer".

2.2. Electricity problem:-To run computer basic need is electricity. But in rural areas there is a shortage of electricity supply. The electricity supply in rural areas is apprx. 10 hrs in a day .hence the electricity produced is unable to fulfill their demands.

2.3. Awareness about government portal among Indians:-as the rural most of the population is illiterate so they are unaware of these web portals. And those who are awareness they also do not use it as until they saw someone working or using its . And even the post of government officer in the villages are given to less educated people who themselves do not know how to use these web portals.

2.4. Internet problem:-there is great problem of internet connectivity in rural areas. The quality of the lines reaching other villages is not sufficient to transmit data. VSAT technology is a Communication network set up through a series of receiver/transceiver terminals, which range from 0.6 to 3.8 meters in diameter, connected by a central hub through a satellite. VSAT is capable of supporting Internet, data, LAN and voice/fax communications. Unfortunately, the cost for an Internet connection (which is via VSAT connections) is more expensive in rural areas than in cities [4].

2.5. Technology adoption: - The rural people, at times, may not accept the project until they are convinced of benefits. The implementation teams need to give training to the villagers in order to motivate them.[2]

III. ITS SOLUTIONS

3.1. Local languages: Since most rural population is English illiterate, user interfaces designed for local languages make adoption easier[1].

3.2. Power supply: - Solar panels and UPS are useful for providing power backup in case of power failure. Awareness should be created by mass and media communication.

3.3. Assistance to the poor: - As the rural people feel that the cost of internet connectivity is very high. So the government should help the poor to provide the internet connectivity at low cost as possible.

3.4. To remove illiteracy:- To overcome the illiteracy problem government has to recruit some skilled computer educated people to support the villagers so that people can access the government web portal to complete their tasks[3].

3.5. V-sat Technology Working:-

Step 1:A request for a Web page is sent from your computer to a satellite.

Step 2: The satellite contacts the Hughes Network Operations Center (NOC) which contacts the specific Website.

Step 3: The Website beams the information back through the same path to your computer. [5]
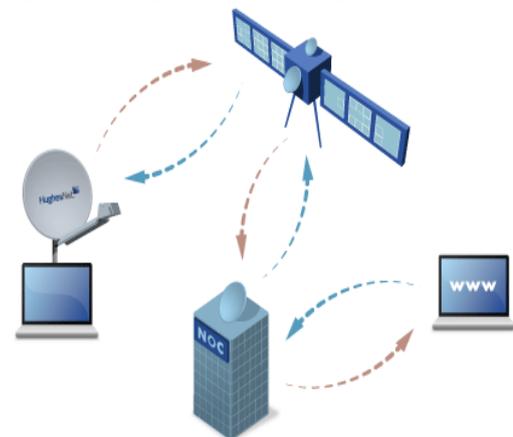

Fig 2: Working How Our Request Is Send From Satellite to Main Head Station
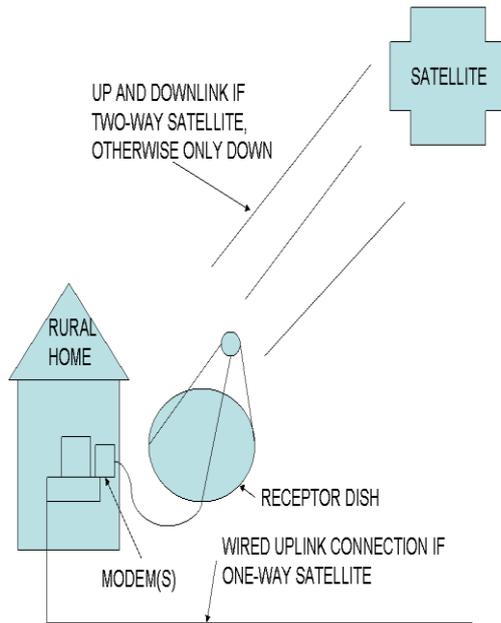
Fig 3: Working Of How to Connect To Satellite. [6]

IV. CONCLUSION

E-governance has been responsible for the progression in technology of developing countries. The goal of E-governance is the ability to access and interact with the world on an even plain. No country should be left behind when it comes to being able to communicate with one another. Without E-governance, developing countries will be left behind when it comes to technology because almost every day, ICT technologies are advancing and changing. Developing countries now have the opportunity to better themselves through electronics and make their society be more advanced and more efficient than ever before .It is nevertheless still a challenge and it will remain a challenge in the coming years to ensure that the main lessons learned are taken onboard and implemented. [13]

4.1 E-Government is a powerful generic tool for overall policy implementation: E-Government has proven to be a powerful generic and strategic tool for public sector transformation, and an unavoidable support for broad policy implementation in almost all areas of society.

4.2 E-Government is improving efficiency and effectiveness of government functions and is driving standardization: - E-Governance has proven to be a forceful driver for sharing of resources (e.g. information and data, business process, and services) and for standardizing organizational, legal, and technical Frameworks

4.3 The digital divide is still a significant challenge for countries:- The challenges of the digital divide are still present in many countries.

V. FUTURE ASPECT

E-governance Action Plan-Strategies for today; Vision for future. Whether e-government in the future will be a method for including more citizens in a government or excluding less technologically educated citizens remains a concern. Many information policy issues are likely to present significant challenges to the development of e-government. The issues addressed by articles in this symposium include:

5.1 Ensuring ability to use required technologies:- If a person is unable to use the technologies that e-government relies upon, for lack of education or limited ability, that person cannot be denied access to government information and services. If less-advantaged segments of the population are less able to access government on the Web, their other channels to government must not be closed off or contracted.[8]

5.2 Educating citizens about the value of e-government:- There are needs for governments to work to make citizens aware of the benefits of using e-government. Unless citizens know what is available from the e-government, they will not likely seek to use the e-government, defeating the purpose of the development of e-government information and services. As it is concluded, the people who are more aware of and comfortable with an e-government initiative will be more likely to use that initiative.[9]

5.3 Ensuring access to useful information and services: - The initial informational presence of government on the Web is helpful and will remain important, but it is only a beginning. The availability of meaningful content is an important concern. In order for e-government efforts to succeed, there must be both universal service, which indicates the necessary level of telecommunications infrastructure, and universal access, which indicates a minimum standard of ability to access the services offered through the telecommunications infrastructure. The content available on e-government websites needs to be more than just a vast amount of information; e-government planning and implementation should focus on activities that use e-government to expand current services and promote New ones. [10]

5.4 Coordinating local, regional, and national e-government initiatives:- The lack of coordination be tween different levels of government can have a Significant impact on the success of e-government efforts. It has been demonstrated that e-government initiatives can be further complicated by conflicting goals for e-government between different levels of government. In order to achieve effective e-governance, the different levels of government in a nation must work in cooperation to develop and implement ane-government strategy.[11]

5.5 Developing methods and performance indicators to assess the services and standards of e-government:-A central point of each article in this

symposium is the need to develop ways to measure and evaluate the success of e-government initiatives. So far, the limited amount of assessment of the demand, benefits, and service quality of e-government initiatives remains a major weakness.11 In order to create e-government services that account for the needs of citizens, assessments should examine citizens needs, capacity to find, digest and use relevant information Assessments of e-government should also investigate information behaviors that inhibit the use of e-government [12].

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