E-Governance

*1 K. Suresh kumar

1 Senior Lecturer in political science, CR College, Chilakaluripet, India.

*Note: * Indicates corresponding author

<table>
<thead>
<tr>
<th>ARTICLE DETAILS</th>
<th>ABSTRACT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Article History:</strong></td>
<td>Electronic governance or e-governance is the application of information and communication technology (ICT) for delivering government services, exchange of information, communication transactions, integration of various stand-alone systems and services between government-to-citizen (G2C), government-to-business (G2B), government-to-government (G2G), government-to-employees (G2E) as well as back office processes and interactions within the entire government framework. Through e-governance, government services will be made available to citizens in a convenient, efficient and transparent manner. The three main target groups that can be distinguished in governance concepts are government, citizens and businesses/interest groups. In e-governance there are no distinct boundaries.</td>
</tr>
<tr>
<td>Received Date: 18/08/2019</td>
<td><strong>Keywords</strong> Organization, cooperative bank</td>
</tr>
<tr>
<td>Revised Date: 22/08/2019</td>
<td><strong>Corresponding Author</strong> (K. Suresh kumar)</td>
</tr>
<tr>
<td>Accepted Date: 26/08/2019</td>
<td></td>
</tr>
<tr>
<td>e-First: 28/08/2019</td>
<td></td>
</tr>
</tbody>
</table>

1. Introduction

Generally four basic models are available – government-to-citizen (customer), government-to-employees, government-to-government and government-to-business.

There are many advantages and disadvantages of e-Governance. The benefits are easy and quick implementation and e-Government is very cost effective etc. the disadvantages like lack of e-literacy, and low literacy in India, especially in rural areas etc. considering above all in the 21st century it is more beneficial to have e-Governance.

2. Government to citizen

The goal of government-to-citizen (G2C) e-governance is to offer a variety of ICT services to citizens in an efficient and economical manner, and to strengthen the relationship between government and citizens using technology.

There are several methods of government-to-customer e-governance. Two-way communication allows citizens to instant message directly with public administrators, and cast remote electronic votes (electronic voting) and instant opinion voting. Transactions such as payment of services, such as city utilities, can be completed online or over the phone. Mundane services such as name or address changes, applying for services or grants, or transferring existing services are more convenient and no longer have to be completed face to face.

G2C e-Governance is unbalanced across the globe as not everyone has Internet access and computing skills, but the United States, European Union, and Asia are ranked the top three in development.

As with e-Governance on the global level, G2C services vary from state to state. The Digital States Survey ranks states on social measures, digital democracy, e-commerce, taxation, and revenue. The 2012 report shows Michigan and Utah in the lead and Florida and Idaho with the lowest scores. Municipal governments in the United States also use government-to-customer technology to complete transactions and inform the public. Much like states, cities are awarded for innovative technology. Government Technology's "Best of the Web 2012" named Louisville, KY, Arvada, CO, Raleigh, NC, Riverside, CA, and Austin, TX the top five G2C city portals.

A full switch to government-to-customer e-governance will cost a large amount of money in development and implementation. In addition, Government agencies do not always engage citizens in the development of their
e-Gov services or accept feedback. Customers identified the following barriers to government-to-customer e-
governance: not everyone has Internet access, especially in rural or low income areas, G2C technology can be
problematic for citizens who lack computing skills. some G2C sites have technology requirements (such as
browser requirements and plug-ins) that won't allow access to certain services, language barriers, the necessity for
an email address to access certain services, and a lack of privacy.

3. Government to employees

E-Governance to Employee partnership (G2E) is one of four main primary Interactions in the delivery
model of E-Governance. It is the relationship between online tools, sources, and articles that help employees
maintain communication with the government and their own companies. E-Governance relationship with
Employees allows new learning technology in one simple place as the computer. Documents can now be stored
and shared with other colleagues online. E-governance makes it possible for employees to become paperless and
makes it easy for employees to send important documents back and forth to colleagues all over the world instead
of having to print out these records or fax G2E services also include software for maintaining personal information
and records of employees. Some of the benefits of G2E expansion include:

- E-payroll – maintaining the online sources to view paychecks, pay stubs, pay bills, and keep records for
tax information.
- E-benefits – be able to look up what benefits an employee is receiving and what benefits they have a right
to.
- E-training – allows for new and current employees to regularly maintain the training they have through the
development of new technology and to allow new employees to train and learn over new materials in one
convenient location. E-learning is another way to keep employees informed on the important materials they
need to know through the use of visuals, animation, videos, etc. It is usually a computer-based learning
tool, although not always. It is also a way for employees to learn at their own pace (distance learning),
although it can be instructor-led.
- Maintaining records of personal information – Allows the system to keep all records in one easy location to
update with every single bit of information that is relevant to a personal file. Examples being social security
numbers, tax information, current address, and other information

G2E is an effective way to provide e-learning to the employees, bring them together and to promote
knowledge sharing among them. It also gives employees the possibility of accessing information in regard to
compensation and benefit policies, training and learning opportunities and civil rights laws. G2E services also
include software for maintaining personnel information and records of employees.

4. Government to government

The strategic objective of e-governance or in this case G2G is to support and simplify governance for
government, citizens and businesses. The use of ICT can connect all parties and support processes and activities.
Other objectives are to make government administration more transparent, speedy and accountable, while
addressing the society's needs and expectations through efficient public services and effective interaction between
the people, businesses and government.

Many governments around the world have gradually turned to Information technologies (IT) in an effort to
keep up with today's demands. Historically, many governments in this sphere have only been reactive but up until
recently there has been a more proactive approach in developing comparable services such as e-
commerce and e-business.

Before, the structure emulated private-like business techniques. Recently that has all changed as e-
government begins to make its own plan. Not only does e-government introduce a new form of record keeping, it
also continues to become more interactive to better the process of delivering services and promoting constituency
participation.

The framework of such organization is now expected to increase more than ever by becoming efficient and
reducing the time it takes to complete an objective. Some examples include paying utilities, tickets, and applying
for permits. So far, the biggest concern is accessibility to Internet technologies for the average citizen. In an effort to help, administrations are now trying to aid those who do not have the skills to fully participate in this new medium of governance, especially now as e-government progressing to more e-governance terms.

The purpose to include e-governance to government is to means more efficient in various aspects. Whether it means to reduce cost by reducing paper clutter, staffing cost, or communicating with private citizens or public government. E-government brings many advantages into play such as facilitating information delivery, application process/renewal between both business and private citizen, and participation with constituency. There are both internal and external advantages to the emergence of IT in government, though not all municipalities are alike in size and participation.

In theory, there are currently 4 major levels of E-government in municipal governments:

- the establishment of a secure and cooperative interaction among governmental agencies;
- Web-based service delivery;
- the application of e-commerce for more efficient government transactions activities;
- and digital democracy.

These, along with 5 degrees of technical integration and interaction of users include:

- simple information dissemination (one-way communication);
- two-way communication (request and response);
- service and financial transactions;
- integration (horizontal and vertical integration);
- political participation

5. Government to business

Government-to-Business (G2B) is the online non-commercial interaction between local and central government and the commercial business sector with the purpose of providing businesses information and advice on e-business 'best practices'. G2B: Refers to the conduction through the Internet between government agencies and trading companies. B2G: Professional transactions between the company and the district, city, or federal regulatory agencies. B2G usually include recommendations to complete the measurement and evaluation of books and contracts.

The objective of G2B is to reduce difficulties for business, provide immediate information and enable digital communication by e-business (XML). In addition, the government should re-use the data in the report proper, and take advantage of commercial electronic transaction protocol.

6. Advantages

E-government reduces costs and lowers the barrier of allowing companies to interact with the government. The interaction between the government and businesses reduces the time required for businesses to conduct a transaction. For instance, there is no need to commute to a government agency's office, and transactions may be conducted online instantly with the click of a mouse. This significantly reduces transaction time for the government and businesses alike.

E-Government provides a greater amount of information that business needed, also it makes those information more clear. A key factor in business success is the ability to plan for the future. Planning and forecasting through data-driven future. The government collected a lot of economic, demographic and other trends in the data. This makes the data more accessible to companies which may increase the chance of economic prosperity.

7. Disadvantages

The government should concern that not all people are able to access the internet to gain on-line government services. The network reliability, as well as information on government bodies can influence public opinion and prejudice hidden agenda. There are many considerations and implementation, designing e-
government, including the potential impact of government and citizens of disintermediation, the impact on economic, social and political factors, vulnerable to cyber attacks, and disturbances to the status quo in these areas.

G2B rises the connection between government and businesses. Once the e-government began to develop, become more sophisticated, people will be forced to interact with e-government in the larger area. This may result in a lack of privacy for businesses as their government get their more and more information

The government site does not consider about potential to reach many users including those who live in remote areas, are homebound, have low literacy levels,

For example
- e-Tender Box (ETB) system
- e-Procurement Programme
- Finance and support for your business

8. Difference between G2B and B2G

- Government to business (G2B) – Refers to the conducting of transactions between government bodies and business via internet.
- Business to government (B2G) – Professional affairs conducted between companies and regional, municipal, or federal governing bodies. B2G typically encompasses the determination and evaluation of proposal and completion of contract.

9. Conclusion

The overall benefit of e-governance with all these four basic models faces numerous challenges world over. These challenges are arising from administrative, legal, institutional and technological factors.

10. References

13. IGI-GLOBAL What is Government-to-Business (G2B) Retrieved 27 OCT.2014