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RESEARCH ARTICLE

PROPOSED FRAMEWORK FOR E-GOVERNANCE APPLICATIONS

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ABSTRACT

The governments of various countries introduced e-Governance applications to bridge the gap between government and citizens in order to provide effective and efficient services, to increase productivity and to extend other benefits to its citizens. The applications of e-projects employ information technology, telecommunication network implementing government policies over internet to serve better. The growing importance of e-Governance is spreading its branches in varied fields which are expanding and also sprouting up to new issues giving rise to the unsuccessful penetration of the e-Governance applications. There is a need to take some strict actions in order to make every citizen aware about initiated e-Governance applications. Citizen participation also plays vital role in successful implementation of e-Governance applications. This paper discusses the proposed framework which can lead to better implementation process of e-governance applications and will help in fulfilling the basic motto to satisfy the customer need of providing services through electronic mode.

INTRODUCTION

Citizens are the strength of nation and their satisfaction is of great importance. E-Governance has modernized the traditional governmental activities to facilitate citizens with improved services and ensures smooth functioning of the government for citizen transactions by using electronic and network media. It focuses upon greater citizen participation in the nation's capital by facilitating public to achieve their objectives at any time and from any location, eliminating physical travel and expenditure. Presently, in day to day activities e-Governance has become a vital part of every citizen's governmental transactions. In realization to its importance the government of India, in an ambitious way has accommodated the different framework structure of e-Governance policies, introduced different levels of e-Governance projects viz., central, state and mixed level projects to study and analyze the impact of e-Governance for practical implementation for fast, smooth and efficient transactions which helps in presenting the procedures with precession. The applications of e-projects employ information technology, telecommunication network implementing government policies over internet to serve better. The growing importance of e-Governance is spreading its branches in varied fields which are expanding and also sprouting up to new issues giving rise to the unsuccessful penetration of the e-Governance applications and it is quite

obvious that its extensive application usage leads to various implementation, maintenance and social issues which are to be still to be addressed.

E-Governance Issues

Though the intention of e-Governance is to serve all the people through the electronic mode of deliverance of public services, due to some environmental, financial, economic limitations it causes inconvenience and is becoming demon. Deliverance of public e-services through e-Governance can be classified as Government to Citizens (G2C), Government to Business (G2B) Government to Employees and Government to Government (G2G). As the government is for the people, by the people and to the people, it serves citizens with the motto leading to the nation's development. e-Governance applications enable citizens to pay taxes, receive payments and documents, interact with government at any time from any location, improved accounting and record keeping, reduced processing time etc. On the administrative side the information can be stored in databases and backup copies in various locations with security of transactions. Satisfying the citizens perception the limelight implementations of e-governance applications are in the fields of tourism and recreation, education, finding government services, health and safety information etc. Presently, many government agencies and departments are scheduling for more diversified, innovative e-services like electronic voting. These activities though are booming but are causing negative affects with irksome situations along with some implementation issues like

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population explosion, poverty, illiteracy, remote areas, corruption, telecom problems, unaffordable cost, lack of security, lack of privacy, funding issues, adoption, awareness, e-Illiteracy: lack of technical aptitude and lack of reliability. Apart from the discussed issues the factors like pseudo e-Governance applications, regional, religious, linguistic and other social factors are catalyzing the issues. Indian government are spending huge amount on the projects of E-Governance but still many of them are unsuccessful in many parts of the country.

Framework

The government of India needs to take some strict actions in order to make every citizen aware about their latest activities so that they can take full advantages of initiated e-Governance applications. Although many awareness programs are being conducted by the government but much of them does not reach every corner of the country. Not only Government, citizen participation also plays vital role in successful implementation of e-Governance applications by accepting and adapting themselves with new technology. The above mentioned implementation issues can be minimized with the proposed frame work which includes the elements of Planning, Social review, Professional review, review on Facilities, Performance review and Funding.

Planning

Determining the goals and the means of achieving these goals with time bounded scheduling is done in this phase. Every e-governance activity commences with planning and is followed by organizing, leading and controlling. Top management of concern departments is responsible for preparing a master schedule plan which sets both the long-run and short-run directions. The current changing global scenario, citizen behavior, social trends, economic policies, government stability, environment of implementations, psychological aspects, beliefs of the society are to be considered in scheduling.

Social Review

Social review is the most important of various framework elements because e-governance applications, is the process designed for public benefit and hence it is the responsibility of government to make people participate in its design and implementation. It is a process in which the people work with the government to monitor and assess the planning and implementation of application which ultimately leads to citizen satisfaction. The failure of various e-governance applications can be controlled with citizen partnership leading to success and prosperity of society. This will bring the views and facts of the people to government, makes people participate in the task of confirmation and acceptability by government. It is characterized with collecting the evidence, community participation, fairness, stakeholder involvement, no allegations, repeat audits and results sharing.

Professional Review

E-Governance applications work review is a series of activities performed on ongoing implementations of a scheme or group of schemes that provide a specific service to public. The

applications are interactive or transaction based. This means information is collected or provided by the customer and a service is then delivered. The goal of professional review is to provide a start-to-finish solution to the customer with satisfaction. The professional review procedures involve the auditing of designing, developing, implementing, training, marketing, maintenance of these applications.

Review on Facilities

This includes all the physical and abstract elements which are involved in developing and implementing the e-Governance applications. The telecommunication network, electricity, kiosks, different source of access media like mobiles telephony, radios, computers and television etc can be considered as infrastructure. The comfort, convenience, ease of use and pricing are the core factors that drive the citizens to e-Governance. The expenditure or the efforts, invested or likely to invest on the infrastructure creation for the e-Governance project should be considered. The major considerable points in providing facilities are identification, assessment and safe guarding the infrastructure.

Performance Review

Time is precious for every individual and the performance of application bothers more. It concerns the efficiency, effectiveness, economy of a particular government activity. The performance is directly related to downtime of e-Governance application. The measure of performance of e-Governance projects is the citizen satisfaction in terms of comfort. The different elements responsible for performance are network, security, cables and connectors, servers, applications, service providers, e-commerce. The said elements are associated with negative effects like hardware problems, software problems, human error and service provider error. The poor performance leads to loss of revenue and productivity. Hence there should be some means of estimating the revenue loss and productivity loss incurred due to low performance.

Funding

The financial grants for e-governance applications are considered in budget planning. The cost overruns due to improper project planning, unfair expenditure and saving, maintenance cost, unexpected transaction costs, corruption, funding policies of government are to be considered. Heavy investment is needed in the initial stages of e-projects. This is the direct expenditure. Long term funding arrangements are to be done with bonds, leasing that guarantee long-term funding and smooth expenditures for large investments by spreading expenses over several periods. While funding the Government should consider the project not only in financial terms, but also in terms of social outcomes and social benefits. Hence, the framework elements should be constantly safeguarded by standards and are considered as umbrella activities. As the e-governance application is a continuous process, it should adopt certain standards to attain quality, security and reliability. Standards are defined as a technical specification for public benefit approved by a body recognized at the national or international level. Quality of software is the major considerable factor in e-governance applications and it is to be improved periodically by enhancing its functionality,

reliability, usability, efficiency, maintainability and portability. The security characteristics speak about confidentiality and data protection discipline. The two views of security are physical security and logical security. Physical security protects the physical information system assets like personnel, facilities, hardware, and documentation and supplies etc. Logical security protects data, information and software. The reliability aspects are concern with availability, correctness, clarity, rapidity of e-governance applications. The e-projects implementation standards are technical standards, security standards, data and metadata data standards, localization standards and quality standards and their coordination and relationship which will result in customer satisfaction, reduction of misdirected costs and faster delivery of service.

Conclusion

Precession and smooth transactions of e-governance applications can be attained with the proposed framework elements leading to successful functioning. The constant vigilance of framework elements amalgamated with standards will lay a pavement for e-governance applications to reach the desired bench mark levels of services. This results in précised transactions between government citizen and agencies. The success of implementations of e-Governance, not only

make the citizens enjoy but also helps in the progress of the nation. The framework elements catalyze an effective and efficient e-Governance which means excellent E-Government.

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