



# International Journal of Advance Engineering and Research Development

Volume 1, Issue 11, November -2014

## Indian E-governance requirements and present capacity: A Gap analysis

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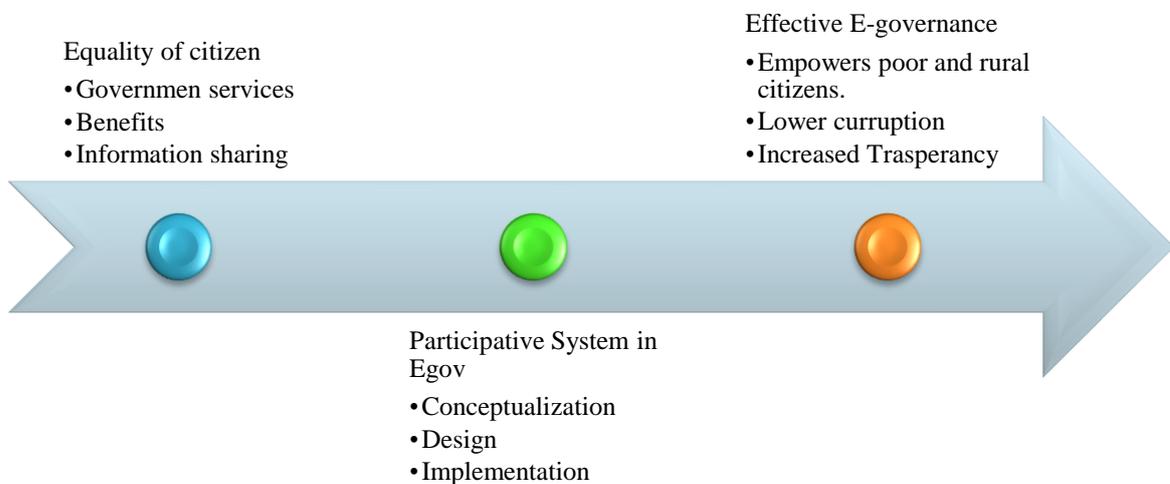
**Abstract-** The convoluted issue in developing countries is that they have many good and effective e-governance plans but they do not have that capacity to handle or execute the same. Capacity in terms of human resource, Knowledge of system, Technology adaptation level, Infrastructure available are most crucial elements for success of any e-governance programme. Government of India is doing numerous efforts in building competitive capacity in government departments with the help of National Institute for Smart Governance (NISG) which offers services like, One year Executive Program on e-Governance (eGPX), Institutional Capacity Building, Strategic Consultancy for Capacity Building, Developing Institutional Partnerships, Capacity Building under National eGovernance Plan (NeGP), Training Activities, Knowledge Management and Change Management. These initiatives have extraordinary success in cultivating knowledge in government departments which are actually a change agent for e-governance. Capacity building is one of the challenges to any developing country as most of developing countries do not have much finance resource. e-governance have become indispensable part of growth strategy for any country and developing country can develop more if they have e-governance plans which can contribute real growth. Capacity building is bare essential requirement for implementation of any e-governance program. This chapter / Paper in this context describe and explain importance of capacity building activities for developing country and also elucidate how India is building its capacity for e-governance plans.

**Keywords-** E-governance, Capacity building, Effective E-governance, National Institute for smart governance (NISG), Online Government, ICT

### I. INTRODUCTION

India is an urban cultured country of villages and a very rich county of poor people. If India wants to grow then it important to grow from villages and growth must start from poor. We need giant companies, we need extraordinary infrastructure and tremendously modern amenities but first we need is sustainable rural development that should start from poor. Before planning for E-governance, program one crucial activity must be carried out is need assessment and as is analysis of present capacity in terms of required infrastructure.

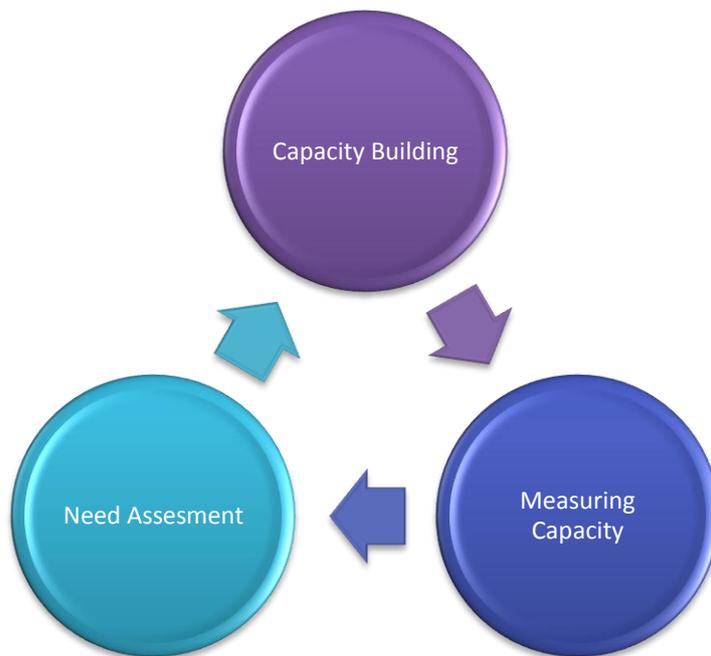
### II. POVERTY ERADICATION THROUGH E-GOVERNANCE



Who are poor people? They are under privileged and underpowered individuals and families. Now what we can do first is government should try to eliminate differences and put efforts to provide government services to needy citizens, passing all benefits to them and finally there must have some platform from where they can access and share required information about government policies and possible gateway to have all possible gains.

This will lead to effective E-governance, empowered citizens, lower rate of corruption and increased transparency in government operations and finally it will lead to sustained economy in long run. E-governance itself can become an integral capacity a developed nation by allowing end users of e-governance program to participate in decisions regarding E-governance right from conceptualization to implementation.

### III. CAPACITY BUILDING



Indian E-governance is facing problem because we have less personnel with adequate knowledge of ICT. They have improper skill set that is required to various stages of E-governance. Question is not only for technical knowhow of any IT gadget but problem lies where major workforce does not know how to deploy available resources in optimum manner.

Most of the e-governance plan fails due to inability of system to identify the right need of required resources and planning rightly but implementing wrongly. According to my view, the first step is to know the need or doing as is analysis of resources what we are having

such as technology, knowledge with employees, available network facilities, fund, and other major infrastructure. The second stage is to see whether all the resources are sufficient or not then, the last and final step is building capacity and filling gap between the need assessment and capacity measurement.

### IV. CAPACITY BUILDING IN INDIAN E-GOVERNANCE

In a very simple language capacity, building means gathering required resources. If it is for e-governance, government must have proper infrastructure in terms of knowledge, ICT capabilities, fund, qualified human resource, required process modification and most important is framing attitude of people involved right from conceptualization to final end user.

Capacity building for sustainable development results in many positive ways. It facilitates poor and rural people to share and feed their expertise and experience in policy making that helps government to design the best possible solution to needy people.

Contribution of National Institute of Smart Government (NISG) is taking splendid efforts in increasing capacity of Indian E-governance.

- 3.1 NISG organizes One year Executive Program on e-Governance (eGPX) this one year program which provides good number of e-governance professionals to the country.
- 3.2 Institutional Capacity Building: NeGP is a backbone of Indian e-governance and for successful implementation of such a gigantic plan; NISG tries to strengthen the capacity of state's Department of Personnel & Training (DoPT) and Department of Information Technology (DIT).
- 3.3 By providing Strategic Consultancy for Capacity Building, NISG assists states in designing and developing their Capacity Building Road Map (CBRM) that helps government to estimate, develop and manage Capacity Building Plans of human resource, various departments, and different E-governance plans at state levels.

- 3.4 Developing Institutional Partnerships: NISG is pursuing opportunities to develop mutually beneficial partnerships and other collaborative relationships with Academic Institutions, IT & Consulting companies in order to take care of the mammoth responsibility of building capacities of the Government officials who will be driving the e-Government Projects. The Initiatives under the Institutional Partnership are CIO Program - Long term Training program for developing a cadre of Chief Information officers within Government CTO Program - Long term Training program for developing a cadre of Chief Technology Officer within Government The envisaged approach for these training programs would be centralized design and decentralized implementation.
- 3.5 NISG organizes 12 to 14 weeks e-Government Champions Training Program to nurture knowledge of E-governance in existing man power engaged in various e-governance projects in India. The fundamental aim of this initiative is to covert officials from ordinary E-governance implementer to a change agent for E-governance project.
- 3.6 Under National eGovernance Plan (NeGP), NISG have many training programs for Capacity Building. NISG organizes training for top level to state level SeMT (State e-Governance Mission Team) for nurturing Department in their E-governance skills and It also organizes Leadership meets in all states/UTs in India on regular bases. This leadership meet is mainly designed for top-level executives.
- 3.7 NISG systematize small and short-term trainings programs from one to 5 days on e-Governance for policymakers and E-governance strategists. It also provides tailor-made training programs for BPR, GPR, Leadership, E-procurement etc.
- 3.8 Knowledge management is a key challenge that NISG have taken in very efficient way. It constantly tries to manage knowledge in existing human resource.

This is only possible when citizens are made aware of e-government initiatives and how they can effectively utilize them in their day-to-day affairs. Das and Chandrasekhar opine that “NeGP is a massive initiative that can be successfully implemented in the 28 states and 7 Union Territories covering more [than] 1 billion population only if comprehensive capacity building is undertaken covering all segments likely to be touched by the Plan. Through such capacity building measures, India would further strengthen the strong and dynamic democratic institutions and thereby secure growth and development for all its citizens in an equitable manner.”

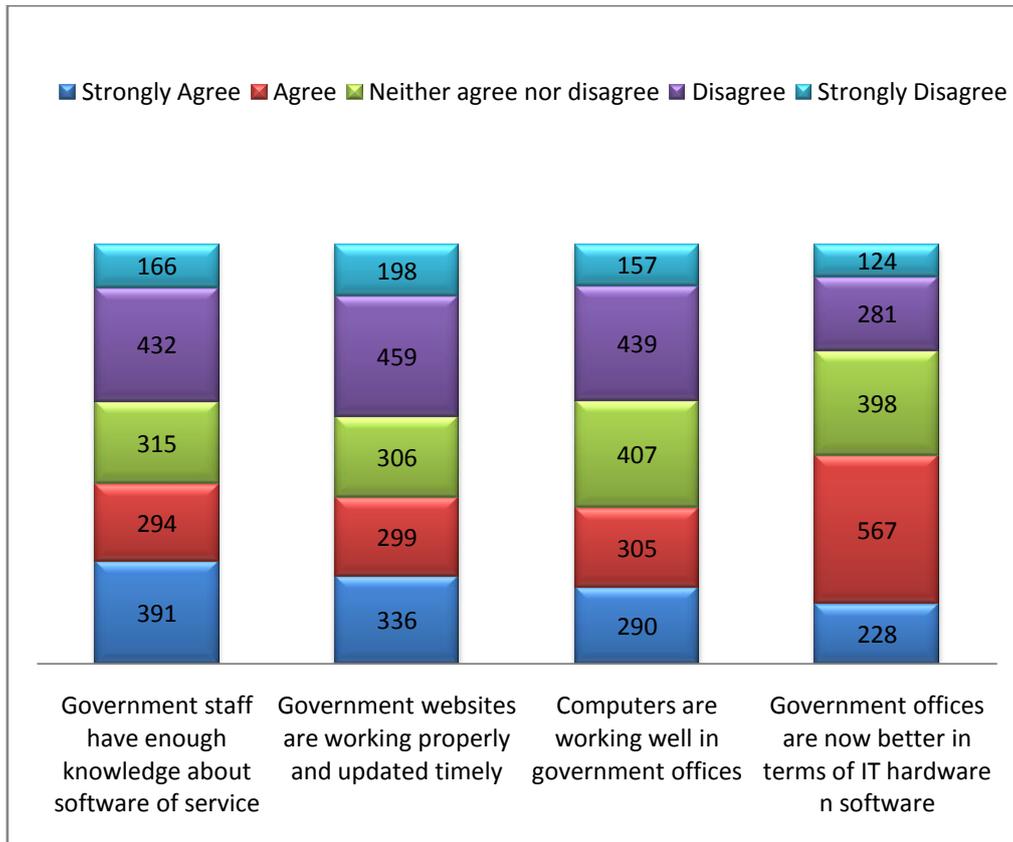
## V. DATA ANALYSIS

We have administered 1598 questionnaire online and asked following questions. As we can see from table let us see what was the result

	Government staff have enough knowledge about software of service		Government websites are working properly and updated timely		Computers are working well in government offices		Government offices are now better in terms of IT hardware n software	
	Resp.	%	Resp.	%	Resp.	%	Resp.	%
<b>Strongly Agree</b>	391	24	336	21	290	18	228	14
<b>Agree</b>	294	18	299	19	305	19	<b>567</b>	<b>35</b>
<b>Neither agree nor disagree</b>	315	20	306	19	407	25	398	25
<b>Disagree</b>	<b>432</b>	<b>27</b>	<b>459</b>	<b>29</b>	<b>439</b>	<b>27</b>	281	18
<b>Strongly Disagree</b>	166	10	198	12	157	10	124	8

- I. 27% of respondents were disagree with the statement that Government staff have enough knowledge about software of service.

- II. 29% of respondent were disagree with the statement that Government websites are working properly and updated timely
- III. 27% of respondent were disagree with the statement that Computers are working well in government offices
- IV. 35% of respondents were Agree with the statement Government offices are now better in terms of IT hardware n software.



## VI. HYPOTHESIS FOR THE RESEARCH

### 5.1 Hypothesis Set 01

H0 : The perception of respondents about Government staff have enough knowledge about software of service is independent to Age , Gender , Area, Occupation , Education and Income

H1 : The perception of respondents about Government staff have enough knowledge about software of service is dependent to Age , Gender , Area, Occupation , Education and Income

### 5.2 Hypothesis Set 02

H0 : The perception of respondents about Government websites are working properly and updated timely is independent to Age , Gender , Area, Occupation , Education and Income

H1 : The perception of respondents about Government staff have enough knowledge about software of service is dependent to Age , Gender , Area, Occupation , Education and Income

### 5.3 Hypothesis Set 03

H0 : The perception of respondents about Computers are working well in government offices is independent to Age , Gender , Area, Occupation , Education and Income

H1 : The perception of respondents about Computers are working well in government offices is dependent to Age , Gender , Area, Occupation , Education and Income

### 5.4 Hypothesis Set 04

H0 : The perception of respondents about Government offices are now better in terms of IT hardware n software is independent to Age , Gender , Area, Occupation , Education and Income

H1 : The perception of respondents about Government offices are now better in terms of IT hardware n software is dependent to Age , Gender , Area, Occupation , Education and Income

Factor	Age	Gender	Area	Occupation	Education	Income
Government staff have enough knowledge about software of service	0.060	0.164	0.119	0.048	0.310	0.015
Government websites are working properly and updated timely	0.543	0.000	0.003	0.065	0.529	0.048
Computers are working well in government offices	0.289	0.041	0.020	0.059	0.247	0.425
Government offices are now better in terms of IT hardware n software	0.000	0.182	0.049	0.025	0.200	0.007

- I. As we can see that except occupation and income, all other factors are independent while people think of government staff and their expertise about various government softwares.
- II. While gender, area and Income dependent variable when citizen peruse about working of government websites.
- III. Perceptions about Computers are working well in government offices is dependent on Gender and area
- IV. And finally Gender and education is independent variable when people think that Government offices are now better in terms of IT hardware n software

## VII. CONCLUSION

Indian Government is taking thousands of efforts for poverty reduction. They must start from first bringing equality in citizen. Even though we have many E-governance programs, but sometimes it fails not due to fewer efforts but may be due to, we have less participation of end user of program right from conceptualization to implementation. NISG (National Institute of Smart Government) is doing its best for Indian E-governance and contribution of this institution is incredible. Government must focus on government websites and computer hardware and software as most of the respondents are dissatisfied with the same. Providing E-governance Planning is not enough if proper infrastructure is not up to the mark. Therefore, as told, India is an urban cultured country of villages and a very rich county of poor people. Therefore, sustainable development will only occur if we will start from villages and poor.

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