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NAAC ACCREDITED 'A' GRADE



Topic: e-Governance

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What Is E-Governance?

[Source: <https://ictframe.com/>]

E-Governance is the implementation of ICT. The ICT stands for Information and Communication Technology in the government department. Likewise, the central E-Governance is to make government services efficient, accessible and convenient. The use of E-governance is to overcome the boundaries. That is of a traditional paper-based system. It is the enhancement of current government. And it also helps to provide better government services to the citizen. Hence, E-governance delivers SMART government.

S- Simple

M-Moral

A-Accessible

RT-Responsive Government

The E-Governance is not only a website on the internet. E-governance is providing governmental services that are accessible through the internet. It refers to any government process or function that is out online in digital form.

Similarly, E-governance is the involvement of digital democracy, online service delivery. Likewise, it is also as online citizen participation. An ordinary citizen gets the government facility through the internet. E-governance is the network that includes government, public, and business organizations.

E-Governance is of **4 types / models** depending on the specific types of services.

1. Government-to-Citizen(G2C)

The Government-to-citizen refers to the government services that are accessed by the familiar people. And Most of the government services fall under G2C. Likewise, the primary goal of Government-to-citizen is to provide facilities to the citizen. It helps the ordinary people to reduce the time and cost to conduct a transaction. A citizen can have access to the services anytime from anywhere.

Furthermore, Many services like license renewals, and paying tax are essential in G2C. Likewise, spending the administrative fee online is also possible due to G2C. The facility of Government-to-Citizen enables the ordinary citizen to overcome time limitation. It also focuses on geographic land barriers.

2. Government-to-business (G2B)

The Government to business is the exchange of services between Government and Business organizations. It is efficient for both government and business organizations. G2B provides access to relevant forms needed to comply. The G2B also consists of many services exchanged between business sectors and government.

Similarly, the Government to business provides Timely business information. And A business organization can have easy and convenient online access to government agencies. G2B plays a crucial role in business development. It enhances the efficiency and quality of communication and transparency of government projects.

3. Government-to-Government (G2G)

The Government-to-Government refers to the interaction between different government department, organizations, and agencies. This increases the efficiency of government processes. In G2G, government agencies can share the same database using online communication. The government departments can work together. This service can increase international diplomacy and relations.

In conclusion, G2G services can be at the local level or the international level. It can communicate with global government and local government as well. Likewise, it provides safe and secure inter-relationship between domestic or foreign government. G2G constructs a universal database for all member states to enhance service.

4. Government-to-Employee (G2E)

The Government-to-Employee is the internal part of G2G sector. Furthermore, G2E aims to bring employees together and improvise knowledge sharing.

Similarly, G2E provides online facilities to the employees. Likewise, applying for leave, reviewing salary payment record. And checking the balance of holiday. The G2E sector provides human resource training and development. So, G2E is also the relationship between employees, government institutions, and their management.

According to the **World Bank** E-Governance has the following **benefits**;

- It greatly simplifies the process of information accumulation for citizens and businesses.
- It empowers people to gather information regarding any department of government and get involved in the process of decision making.
- E-Governance strengthens the very fabric of democracy by ensuring greater citizen participation at all levels of governance
- E-Governance leads to automation of services, ensuring that information regarding every work of public welfare is easily available to all citizens, eliminating corruption.
- This revolutionizes the way governments function, ensuring much more transparency in the functioning, thereby eliminating corruption.
- Since the information regarding every activity of government is easily available, it would make every government department responsible as they know that every action of theirs is closely monitored.
- Proper implementation of e-Governance practices make it possible for people to get their work done online thereby sparing themselves of unnecessary hassles of traveling to the respective offices.
- Successful implementation of e-Governance practices offer better delivery of services to citizens, improved interactions with business and industry, citizen empowerment through access to information, better management, greater convenience, revenue growth, cost reductions etc

Challenges Of Implementing E Governance

[Source: E- GOVERNMENT: ITS ROLE, IMPORTANCE AND CHALLENGES By Getrude Ntulo And Japhet Otike]

The variety and complexity of e-government initiatives implies the existence of a wide range of challenges and barriers to its implementation and management.

- **ICT Infrastructure** - Internetworking is required to enable appropriate sharing of information and open up new channels for communication and delivery of new services. For a transition to electronic government, an architecture providing a uniform guiding set of principles, models and standards, is needed.
- **Privacy** - Privacy refers to the guarantee of an appropriate level of protection regarding information attributed to an individual. Government has an obligation to ensure citizens' rights regarding privacy, processing and collecting personal data for legitimate purposes only. Concerns about website tracking, information sharing, and the disclosure or mishandling of private information are universally frequent.
- **Security** – It means protection of information and systems against accidental or intentional

disclosure to unauthorized access, or unauthorized modifications or destruction. It refers to protection of the information architecture including network, hardware and software assets and the control of access to the information itself.

- Policy and Regulation Issues - Implementation of e-government principles and functions requires a range of new rules, policies, laws and governmental changes to address electronic activities including electronic archiving, electronic signatures, transmission of information, data protection, computer crime, intellectual property rights and copyright issues. Dealing with e-government means signing a contract or a digital agreement, which has to be protected and recognized by a formalized law, which protect and secure these kinds of activities or processes.
- Lack of Qualified Personnel and Training - Another major challenge is lack of ICT skills. E-government requires human capacities in the fields of technological, commercial and management.
- Digital Divide - The ability to use computers and the Internet has become a crucial success factor in e-government implementation, and the lack of such skills may lead to marginalization or even social exclusion. The digital divide refers to the gap in opportunity between those who have access to the Internet and those who do not.
- Leaders and Management Support - Top management support refers to the commitment from top management to provide a positive environment that encourages participation in e-government applications.