

Nama : Astri Malinda

NIM : 09031181722082

Sistem Informasi Reguler 4B

---

## **E-Governance in India – A Study with specific reference to Indian Railways**

**Dr. K.Suryanarayana, Dr. Sk. Mabunni, Mr. P.Siddardha (2017)**

Critical Issues of E-Governance for India :

1. **Technical issues:** IT infrastructure is the backbone of E-governance. Interoperability with existing software and hardware platforms is a key success factor. It is unlikely that available resources can support a full replacement of existing application. Hardware should be fully compatible with future technologies as well. Finally, some legal aspect, like security and privacy, must be considered, as personal data are processed and stored, and financial transactions must be executed. To cope with such requirements appropriate technical changes must be done. Multi-model application can make it more successful.
2. **Privacy:** Citizens' concern on privacy of their life and confidentiality of the personal data need to be technically supported. Privacy and confidentiality has to be highly valued in establishing and maintaining websites. An ideal Cyber policy and strict appliance of it is the backbone for citizen's support.
3. **Securities:** The financial transaction demands for transactional security. Few recent cases have raised the issue once again. All support for full security is necessarily needed to maintain. An ideal Cyber Security Policy will ensure the existence of a sound and secure e-governance and critical infrastructure base in India. The security and safety of various ICT platforms and critical infrastructures in India must be considered on a priority basis before any e-governance base is made fully functional.
4. **Social issues:** Acceptance and usability by a large variety of people make e-governance successful. Since the social disparity is very high in India, so this issue needs a careful observation. This implies that interface must be usable by rich or poor, disabled or elderly people, understandable by low literacy or non-native language people, etc.
5. **Infrastructure:** Social, geographical and economical disparity issues have to be removed and proper infrastructure is required to establish e-governance. The ICT facilities need to be developed and should be available to one and all citizenry. Internet connection through satellite, phone lines or through cable or Television should be accessible for all specially to the people in rural areas.
6. **Accessibility:** Any service should be accessible by anybody from anywhere at anytime. Even if Internet population is exponentially growing in India, still there is a significant portion of the people who may not be able to access services for various reasons like limited access to ICT technologies and devices, low literacy, or phobia for Computer etc. Therefore, universal access is still a mirage.
7. **Usability:** People especially in rural areas are often non-expert users and need guidance and support for their transaction. Governmental websites must be user friendly, to be effective. In India English speaking percentage is very low, so the web sites should also have the facility to access in native or local language.

8. **Acceptance:** A reconceptualization of government services is mandatory for successful implementation and to get social acceptance. This will happen only if government processes will be organized for citizens' convenience instead of the convenience of the government. A relevant issue will be to have all the citizens well aware and acquainted of the facilities offered by the e-government infrastructure, and have them to trust in it. The demand is appropriate marketing actions and education for less skilled people.
9. **Political will power:** E-governance means less interaction with government servants, it will be helpful in reducing bribery issues. The strong objections of the government officers also need a careful and wise approach. This task may require an honest and strong will power of the politicians and leaders.
10. **Economical issues:** Economical issues are mainly concerned with return of investment and safeguard of the previous ones. Cost of implementation, operational and evolutionary maintenance must be low enough to guarantee a good cost/benefit ratio.
11. **Maintainability:** Maintenance of ICT is a key success factor for long living systems in rapidly changing technical regularity environment. A well skilled labour force and strong will is need of the hour for timely and regular maintenance
12. **Reusability:** Full fledged e-governance is for the whole nation. Some modules at least should be re-usable.
13. **Portability:** Independence from hardware/software platforms is primary requisite for portable application, to help in possible reuse by other administrations
14. **Legal Issues:** Strong and effective rules related with IT has to be formulated and strongly implemented. This presupposes the adoption and use of security measures more particularly empowering and training judiciary and law enforcement manpower with the knowledge and use of cyber forensics and digital evidencing.
15. **Literacy:** In India where literacy rate is low, e-governance is a real challenge. Lack of IT

## **E-Governance in India: Opportunities and Challenges**

### **Kiran Yadav and Sanatan Tiwari**

1. Front-end challenges relate to user-specific issues such as, high illiteracy levels, non-availability of user friendly interfaces, inadequate power supply in rural areas, low broadband penetration and most importantly, lack of awareness of eGovernance initiatives.
2. On the other hand, back-end challenges relate to technical, process or human resource issues within the government. These issues include lack of systems integration within a department, lack of integration across government departments, limited knowledge of using computers at various levels of bureaucracy and deployment of technology without proper process re-engineering.

## **The influence of institutional factors on 1 e-governance development and performance: 2 An exploration in the Russian Federation 3**

### **Lyudmila Vidiasovaa and Sharon S. Dawesb (2017)**

1. At the same time multiple government departments with fragmented responsibilities for solving specific problems or addressing specific goals exacerbate the problems

2. Patterns of public investment have strongly favored construction of a national technical infrastructure [2], but have often neglected needed complementary investments in implementation and management [3].
3. Political power relationships have been examined to show a fundamental contradiction exists between established hierarchical structures and the need for horizontal networks of cooperation and communication [4] that are necessary to e-governance progress. Likewise, while e-services have been growing and more government information has been made public over the past decade, indicating a potential shift toward more democracy, scholars conclude that these steps are greatly limited by the absence of strong institutional support for civil society and public participation [5].

## **IT Governance Frameworks and COBIT - A Literature Review**

**George Mangalaraj, Anil Singh, and Aakash Taneja**

1. Industry needs a comprehensive framework covering all aspects of IT management due to various reasons such as the need to align IT strategy with business strategy, deploy IT resources effectively, create appropriate internal controls, and prevent issues related to software errors.
2. One of the most enduring problems faced by the IT function is how it should organize and structure itself (Schwarz and Hirschheim 2003).
3. Growing gap between scholarly research and contemporary practice in IT governance (Sambamurthy and Zmud 2000).

## **Using government websites to enhance democratic E-governance: A conceptual model for evaluation**

**Seulki Lee-Geillera, Taejun (David) Leeb**

1. The diverging gaps between citizens' expectations and the government's capacity have resulted in citizen discontent with government. Furthermore, the issue of mistrust in government is striking numerous governments around the world, as less than 43% of citizens trust their governments in advanced countries (OECD, 2017). The loss of public trust is a critical problem, as political scientists have claimed that it has a strong, negative association with regime stability and economic development (Booth & Seligson, 2009; Norris, 2011).
2. There is a conceptual distinction between e-government and e-democracy, as the issues of interest vary; e-government deals with the delivery of public services, while e-democracy concerns citizen engagement in political processes.
3. In this perspective, the implications of e-government initiatives relate to the issues of efficiency and effectiveness in the delivery of public services.

4. The main issues of interest in e-service studies are the service quality and the quality of the applied ICTs.

### **Proactive e-Governance: Flipping the service delivery model from pull to push in Taiwan**

**Dennis Linders , Calvin Zhou-Peng Liao , Cheng-Ming Wang (2015)**

1. The Taipei City Research and Development Evaluation Commission (TCG-RDEC) attributed the service's underperformance in part due to, first, the limited value added by the call center: lacking a comprehensive, up-to-date version of frequently asked questions and answers on the city's public services, the call center representatives often only possessed the competence to transfer citizens' calls to the requested or issue-related agencies.
2. A second issue was institutional: a lack of clear standard operating procedures for fostering coordination among different agencies to resolve problems that crossed the jurisdiction of multiple agencies, resulting in inefficiencies, inaction, and citizen frustration.
3. No matter how many DOC's are built and training is provided, some segment of the population will continue to lack reliable access to e-services, whether due to mobility or digital literacy issues.
4. The problem, of course, is that citizens interact with a wide range of different government agencies, and so it is simply not realistic or cost-effective for dozens of agencies to send out their specialized civil servants to go knock on doors on the off chance that a citizen may need assistance from their particular agency.

### **E-governance innovation: Barriers and strategies**

**Albert Meijer (2015)**

1. The literature on government barriers highlights that the specific characteristics of government organizations result in several barriers (Margetts & Dunleavy, 2002: 3). Moon (2002) highlights personnel capacity, technical capacity (number of IT staff and IT skills), financial capacity and legal issues as barriers. Schwester (2009: 116) mentions lack of political and management support and Eynon and Margetts (2007) and the OECD (2003) refer to a lack of leadership
2. Technical barriers related to the availability of hardware and software and interoperability (Eynon & Margetts, 2007) but also the ability to deal with issues of privacy and security are highlighted in the literature (Gilbert, Balestrini, & Littleboy, 2004; West, 2004).
3. The problem of bureaucratic politics was fixed by creating a new project structure with three distinct levels: operational issues, tactical issues and strategic issues.

4. While strong analyses such as Moon (2002) correctly highlight personnel capacity, technical capacity, financial capacity and legal issues as barriers to e-government, he seems to miss out on the cultural barriers
5. Problems of coordinating technological aspects
6. Programs for enhancing digital literacy are seen as important for dealing with structural citizen barriers but the problem is that these programs are general in nature and not directly related to specific e-governance innovations.
7. The main problem was that up-scaling the project meant that more robust technology was needed. Fragmented technology from small firms was used in the phase of idea testing but this technology now had to be taken to the next level.
8. Creating robust technology that could support Citizens Net all over the country proved to be difficult and demanded much attention from the project team and the steering committee.

### **E-governance and stage models: analysis of identified models and selected Eurasian experiences in digitising citizen service delivery**

#### **Morten Meyerhoff Nielsen (2016)**

1. Initially, the focus was on measuring and evaluating the maturity of ICT in public administration (from 1999 to 2000), followed by analyses of preconditions and contextual issues (e.g., awareness, digital divide, trust and infrastructure, etc.).
2. The framework and model developed in theme 1 should be tested in terms of the following issues: how demand for e-services is influenced by the sophistication level of available e-services (e.g., the form and degree of personalisation, user-centric and user-friendly design, etc.); how promotion and channel strategies funnel service delivery from analogue to digital channels; the role that culture and citizens' trust in technology and public administration play in relation to the resistance to online service delivery.

### **E-Governance in educational settings Greek educational organizations leadership's perspectives towards social media usage for participatory decision-making.**

#### **Maria Sideri and Angeliki Kitsiou, Ariadni Filippopoulou, Christos Kalloniatis, and Stefanos Gritzalis (2018)**

1. What is important though, is the either overlapping or heterogeneous social media usage declaration in these educational structures, as an issue that also arises in e-governance literature (Magro, 2012; Kavanaugh et al., 2012; Hrdinová and Helbig, 2011).
2. Nevertheless, even the low recorded ratios of social media usage
3. Regardless the lack of e-consultation practices through social media, the overwhelming majority of Greek leaders underline the importance of considering the opinion of several

stakeholders in the decision-making process, for a plethora of offline issues potential problems regarding social media usage in participatory decision-making process within their educational settings, such as the lack of human resources with appropriate expertise for the design, implementation and support of such an application, lack of financial resources, skepticism about data security on internet and privacy concerns, fear of public exposure, difficulty in use and participation reluctance.

### **E-Governance Implementation: Challenges of Effective Service Delivery in Civil Service of Nepal**

**Shailendra Giri, Subarna Shakya & Rose Nath Pande (2018)**

1. Due to lack of appropriate incentives, overspread impunities, lack of experience development environment, in appropriate and unjustifiable evaluation system, and lean provision of career development. This has seriously caused the delayed public service delivery for the general people [13] Administrative Restructuring Commission [6] spelled out the problems and challenges in civil service into six categories viz. policy related, structural, organizational, managerial, working procedure related and attitudinal.
2. The weak capacity in terms of resources processes and institutions (including institution building) are recognized as a big challenge because substantive reforms in the absence of capacity are clearly going to be an difficult task. The challenges and responsibilities are increasing but the size of the civil service is declining. Vacancies are lying unfulfilled, hindering the capacity of service delivery further exacerbating the lack of capacity. Weak coordination and other structural problems lead to lack of clarity and poor service delivery including institution building.
3. The tenure of top leadership is highly volatile and uncertain. Trade unions that cover all employees up to non-gazetted class three officers are seen as institutions for bargaining rather thanas institutions to strengthen the civil service. The multiplicity of trade unions in the same work place is a problem rather than strength.