

## **STUDY ON THE RISE OF E-GOVERNMENT AND BUREAUCRACY IN MODERN INDIAN PUBLIC SERVICE ADMINISTRATION**

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**Abstract:** *Public administration has used information and communication technology to change the worldwide public sector's traditional functioning to boost efficiency and effectiveness. The Indian government emphasises technology to achieve this goal. E-Government approaches promote accountability and transparency, which reduces bureaucracy in public sector organisations and helps offer efficient and effective services to people while minimising red tape and corruption. As a consequence of technology breakthroughs in government sectors across the globe, E-government and e-bureaucratic systems have adopted essentially similar principles and practices.*

**Keywords:** *E-Governance, E-Bureaucracy, E-Services, Information and Communication Technology, Indian Public Administration.*

### **INTRODUCTION**

Modern governments have tremendous challenges in administering their countries due to increased ambitions, dissatisfaction, distrust, and political apathy. Rapid technological advancement has raised people's demands for good living circumstances in developing and existing countries, changing government makeup. Modern society's shifting goals and needs make it hard for governments to adapt rapidly (El- Haddadeh, Weerakkody, & Al-Shafi, 2013). E-governance has boosted public participation, efficiency, accountability, and openness in government decision-making. Nearly all governments provide at least one online tool that lets residents do administrative duties electronically (Nations, 2014). From 10 in 2003 to 29 in 2016, more countries have high EGDI rankings (Pea-López et al., 2016). According to the UN, e-government aims to make government information and services more available through the Internet and WWW (Nations, 2005). E-governance is the use of ICTs to promote e-Democracy, e-Government, e-Commerce, and e-Bureaucracy. E-governance uses electronic means to enhance internal government processes and promote communication between the government and its citizens (Backus, 2001).

E-governance, or network linkages between government entities and people, is backed by new technology. Long recognized is the potential for government-citizen networks to establish public values, such as safety, security, and prosperity. E-governance coordinates progressive government processes via citizen coproduction. Few new technologies are employed to generate interactive organizational affairs. Despite governments' ability, new media for governance is little. Citizens must use new technology to engage in governance and address issues.

ASPAs define E-Government as "the practical use of modern information and communication technologies, particularly the internet, for efficient, cheap, and effective services in every sector." Decision-makers must improve government-people connections (Wong & Welch, 2004). Governments across the globe want to revive public administration

to provide customer-focused, inexpensive, and accessible services to the government, communities, and businesses.

E-Governance, a cutting-edge and sophisticated type of government, demonstrates technology's fundamental transformation (Foley & Alfonso, 2009; PIU, 2000). E-Government will increase public administration abilities with the integration of technology into government activities. E-Services allow people to easily access public services. E-Government transforms public policy and operations by allowing authorities and individuals to share information (West, 2004). E-Government reduces red tape, increases accountability, reduces corruption, and promotes public service transparency.

When governments invest in GIS, they reorganize to improve policy effectiveness and efficiency. Improving organizational effectiveness and efficiency will minimise bureaucracy. This essay questions if ICTs can help government. ICTs abbreviate public bureaucracy, as promised by e-government efforts familiar with NPM. ICTs may offer replacement organizational solutions that boost organizations' efficiency and effectiveness by holding bureaucratic cooperation with e-bureaucratic structures (Cordella, 2007). E-bureaucracies employ ICT-enabled services to increase procedural efficiency while carrying out government organization activities.

ICT-enabled services improve bureaucratic organizations' cooperation and authority. These roles provide legal-normative methods to standardize justice and public services. The study offers theoretical insights that ICTs will develop bureaucratic organizational efficiency and ICTs enable bureaucratic organisations useful for the delivery of public services rather than the organizational patterns formulated by the NPM philosophy and appeared in "Contract State" as well as empirical support for how e-bureaucracies function (Cordella & Willcocks, 2012; du Gay, 1994).

### **TECHNOLOGICAL REFORMS AND BUREAUCRACY**

Theoretically, bureaucracy promotes organizational effectiveness. In the past, bureaucracies were used to improve administrative systems. Weber (1947) says bureaucracy promotes administrative efficiency by following procedures, dexterity processes, and scientific methods (Clegg, 2007). Weber says bureaucratic organisations need certain traits to succeed. Hierarchical authority structure, division of labor, professional qualifications, specialization of organizational activities, organizational resources, and rules and processes that guarantee impartiality in decision-making and create desired outcomes. These Weber organizational principles promote organizational performance and standardize the interaction between citizens and the state (Peters, 2001).

Bureaucracies have consistently controlled the state's administrative structure and enforced equity and fairness in public services. Due to recent government involvement in welfare state development, government agencies require more integration. Information creation and interchange to deliver public services have enhanced integration between residents, people, and the public administration. The bureaucracy is overwhelmed with information to manage the whole welfare state system, not simply services. Increasing administrative complexity hinders bureaucratic organizations' ability to offer services and solve issues. These shortcomings have created positive critiques of bureaucratic tactics and their ability to provide effective and efficient government services (Heeks, 2002). To increase the efficiency and effectiveness of public administration and to satisfy the higher goals of equality,

impartiality, and justice, the government has used minimal technology to assist non-bureaucratic organization.

Cordella (2007) suggests evaluating the role of ICT in public sector reforms rather than ignoring technology and directing implementation of ICT to automate existing administrative procedures could improve the administrative system of the public sector to achieve efficiency and effectiveness without altering its fundamental logic (Nohria & Berkley, 1994), which is to grant equality. Technology has raised bureaucratic accountability and responsibility.

ICT deployment has made the public sector more efficient and effective throughout time, thus it's a must for bureaucratic organization. Bureaucracy has become the administrative system's lifeblood. ICT has emerged as a vital instrument to modify the traditional bureaucratic approach. ICT architecture comprises database programmes, Microsoft Word, Excel, information processing data, geographic information systems, management information systems, organization automation software, automated decision-support systems, and web-services, e-services, and cloud computing systems. These technology innovations help bureaucratic organisations function more effectively and efficiently. ICT has shown good monitoring and regulatory methods for bureaucratic organisations, and it has boosted the number of administrative work regulations to govern the public bureaucracy. ICTs may help bureaucratic organisations perform time-consuming activities and boost public sector flexibility under challenging conditions.

These organisations must first overcome informational barriers imposed by public involvement expansion. The increased complexity and ambiguity of this subject requires public sector officials to communicate and digest more information to implement right methods. E-bureaucracies are organizations that utilize ICT in government interactions (Cordella, 2007). E-bureaucratic system offers e-government policies that increase transparency, accountability, responsiveness, efficiency, and effectiveness in public administration discourse, which supports bureaucratic impartiality in citizens service system. ICT has shifted administration in the following ways: IT and Good Governance.

- "Networked power"
- "Sharing information"
- "Performance-oriented"
- "Organizational"
- "Online processing"
- "Instant access"
- "Prompt reaction"
- "Data input"
- "Creative work"
- "IT savvy"
- "Continuous improvement"

## **SECOND ADMINISTRATIVE REFORMS COMMISSION IN INDIA**

To establish SMART governance, which is "Simple, Moral, Accountable, Responsive, and Transparent," the Second Administrative Reforms Commission (SARC) has promoted E-Government in India by using ICT to administer the administrative system of government. SARC says a SMART approach to e-Government must cover people, process, technology, and resources. E-government facilitates communication between independent governance

parties. And:

**G to G (Government to Government):** Using ICT to increase government production, performance, and efficiency.

**G to C (Government to Citizens):** A public-government channel that enables successful service delivery and makes government processes more accessible to the public.

**G to B (Government to Business):** e-Government solutions are used to enhance government product and service delivery by decreasing red tape, corruption, time management challenges, and expenditure.

**G to E (Government to Employees):** Government and workers utilize ICT to communicate quickly and effectively to speed up public sector activities.

E-Government improves government operations via ICT. It's vital to government reform.

**INDIAN RANKING INDEX**

**Table 1: Geographical position of India**

List	India ranking/Total countries	Notes
Total area	7/233	India is 32,87,364 km <sup>2</sup> (1,222,559 square miles) including land and water
Length of coastalline	18/196	7,000 km coastline with 2.00 coast/area ratio (m/km sq).

India gained independence in 1947. It ranks sixth with 1,222,559 square miles and a 7,000-kilometer coastline. India is the second-most populous country after China, with 1,296,834,042 inhabitants in July 2018. (CIA)

**Table 2: Political position of India**

List	India ranking/Total countries	Source	Notes
Corruption Perceptions Index	78 / 180	Transparency International	2018
Press Freedom Index	140/180	Reporters Without Borders	2019
Rule of Law Index	66 / 113	World Justice Project	2016
Democracy Index	42 / 167	Economist Intelligence Unit	2017 - score 7.23 - Flawed
Democracy Ranking	65 / 112	democracyranking.org	2014-2015
Corporate Governance	20 / 38	GMI Ratings	2010
E-Government	96 / 192	UN	2018

Global Peace Index	136/163	Institute for Economics and Peace (IEP)	2018
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India ranks 78th in Corruption Perceptions Index, 140th in Press Freedom Index, 66th in Rule of Law Index, 42nd in Democracy Index, 65th in Democracy Ranking, 20th in Corporate Governance, 96th in E-Government, and 136th in Global Peace Index. India has a long way to go before realising its objectives in every field.

**Table 3: Technology position of India**

List	India ranking/Total countries	Source	Notes
IT industry competitiveness index	18 / 66	BSA Global Index	2016
ICT Development Index	134 / 176	International Telecommunication Union	2017
Global Innovation Index	57 / 130	Global Innovation Index	2018
Space Competitiveness Index	6 / 15	Futron Corporation	2013
Networked Readiness Index	91 / 139	World Economic Forum	2016 - Score 3.8

In terms of technology, India is advancing and developing and must reach big milestones to dominate worldwide in the future. India ranks 18th in IT competitiveness, 134th in ICT Development Index, 57th in Global Innovation Index, 6th in Space Competitiveness, and 91st in Networked Readiness.

**CONCLUSION**

With ICT, Indian public administration will be more open, accountable, responsive, and free of corruption and bureaucracy. ICT has improved the Indian public sector's effectiveness and efficiency in several ways. In establishing and reviewing e-government solutions for governmental reforms and public service delivery, functional e-bureaucracy evolved. E-government, e-bureaucracy, and e-services are new programmes that improve administration. Despite bad rankings, technology has increased the government's capacity to provide e-services and will remain crucial. The report shows that growing countries like India must work hard to attain future development objectives to enhance global government service delivery. India may deploy e-government and e-bureaucratic institutions to give better e-services to its democratic population.

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