E GOVERNANCE IN INDIA: A FOCUS ON EDUCATION SECTOR

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ABSTRACT

Information Technology (IT) is said to be the technology of 21st century. IT has been recognized as the engine for growth and a source of energy for the social and economic empowerment of any country, specially a third world country. There has been a huge growth in the field of information technology. Traditionally IT was used only to provide the back office support to organizations. Nowadays it plays a strategic role in organizations supporting many business functions and also shapes new strategies in organizations. The IT field has also been introduced in the field of governance called "E Governance". This IT based E governance has also been introduced in the field of education.

E-Governance helps in improving transparency, providing speedy information, dissemination, improving administrative efficiency and public services in all the aspects of education The implementation of e governance in education has led to new broader innovations. E governance has enabled universities to expand their current geographical reach, to interact to prospective students all around the world and to establish themselves as global education providers. This paper examines the need for implementation of e governance in education sector and its possible advantages. The aim of this paper is to examine the nature of change in Education with respect to the introduction and growth of IT based e governance. In all societies, the formation of public governance is largely dependent on its contextual parameters, including social structures, economic condition, political atmosphere, cultural pattern and technological trend. Electronic Governance or E-Governance is the latest buzzword for governments trying to involve people in administration, address transparency in the bureaucracies and make themselves more responsive to their citizens. The benefits of E-Governance are faster decision making, reduction of duplication of work, detection of corruption and illegal transaction, prevention of knowledge drain. The E-Governance will truly allow citizens to participate in the government decision making process, reflect their true needs and welfare by utilizing E-Government as a tool. E -Governance can play a major role to strengthen the technical education system by focusing on Knowledge Management (KM). This means proactive facilitation by E-governance means to evolve consensus based knowledge bank on key evaluation factors, how to combine these factors, and useful tools that offer greater value and consensus based case study knowledge. In this context we demonstrated the use of KM based Analytical Hierarchy Process (AHP) application as a useful tool for a more effective technical evaluation system.

Keywords: E-Governance; Knowledge Management (KM); Analytical Hierarchy Process (AHP); Evaluation, e learning, Information and communication, Education, E services, E participation.

INTRODUCTION

Good Governance may be defined as the processes that guide the political and socio-economic relationships, with commitment to democratic values, trusted services and just and honest business. Good Governance should be participatory, transparent and accountable.

"Governance refers to the exercise of political, economic and administrative authority in the management of a country's affairs, including citizens' articulation of their interests and exercise

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of their legal rights and obligations. E-governance may be understood as the performance of this governance via the electronic medium in order to facilitate an efficient, speedy and transparent process of disseminating information to the public, and other agencies, and for performing government administration activities." The main aim of e government is to enable the government agencies to improve the relations with citizens and businesses by the use of modern information technologies like wide area network, mobile computing and the internet and also to facilitate better communication between various arms of the government. E government uses information and communication technologies to promote more efficient and effective government and makes government more accountable to citizen's .It facilitates improved access to government services and allows greater public access to information. The modern information technology services like the internet, mobile communication, Wireless devices and a mix of other technologies are used to implement e government solutions. E government plays an important role in providing services to citizens and industry by providing easy availability and access to the information, providing efficient government management and making governments more accountable and transparent to the citizens. The ultimate results of implementing e government are: Convenience to government and citizens.

- Decrease in cost of the services

.● Less corruption

.● Increased revenue.

WHY INTRODUCE E-GOVERNANCE IN EDUCATION SECTOR

The main purpose for introducing e-governance in education is to enhance good education. E governance in education provides new ways of communicating to the students, new ways of imparting education and new ways of organizing and delivering information and services. The advancements in the information technologies, internet and the mobile communication provide opportunities to transform the relationship between administration and students in a new way, thus contributing to the achievement of the good education goals .The implementation of information technology may increase the broad participation of the students in the process of achieving good education goals at all levels by providing the possibility of online discussion groups and by enhancing the rapid development and effectiveness of the learning methods. Advantages for the administration involve that the administration may provide better service in terms of time, making governance more efficient and more effective. In addition, the transaction costs can be lowered and the services become more accessible. Implementing e-governance in educational systems will enable effective monitoring of academic standards

The possible areas of implementation of e governance in educational sector are:

 E – Administration: It involves the use of ICT (Information and Communication Technology) in order to improve administration processes and the internal working of the departments within an Educational organization

 E – Services: The main aim is to improve the delivery of services to students by providing interactive services. Some examples of interactive services are: requests for documents, requests for certificates, issuing admit cards and Id cards.

 E – Participation: It asks for greater and more active student , faculty and administration participation and involvement enabled by ICTs in the decision-making process The use of Information Technology (IT) in every aspect of life has resulted in faster, easier and much better delivery of services by redefining the fundamental principles of delivery of services and operation of service sectors . Governments and public sector organizations around the world are facing to reform their public administration organizations and deliver more efficient and cost effective services, as well as better information and knowledge to their stakeholders. E-governance is the effective use of Information & Communication Technology (ICT) to improve the system of governance that is in place, and thus provide better services to the Citizens. E-Governance is considered as a high priority agenda in India, as it is considered to be the only means of taking IT to the "Common Public".

REVIEW OF RELEVANT LITERATURE

Some significant literatures related to the research study were reviewed to show the knowledge gap from actual focus of this study. Most e-government projects within developing countries employ high-technology intervention whereas citizens are not ready for this. There are successful projects which took low end route. This paper examines one such project to find out the reasons behind its success. The research concludes that stakeholders' participation is the driving factor for success. The major issue is not IT, but an understanding between the citizen population and their complimentary governmental entity, which acts as the critical factor for triumph in e-government. Due to the active participation of stakeholders, both the birth registration and immunization rate have increased where concurrently other unforeseen benefits were realized; such as image enhancing of public and elected officials, use of data for school enrolment and decision making for vaccine management for society as a whole (Akther, Onishi and Kidokoro,2007). It is considered whether information technology will simply support and amplify conventional classroom practice or whether it will have, in terminology, a "transformative" effect on of the curriculum and pedagogy

E-governance initiatives in most countries promise a more citizen centric government and reduce operational cost. Unfortunately most of these initiatives have not been able to achieve the benefits claimed. Often the reason for this failure is a techno-centric focus rather than a governance centric focus. The paper explores the necessary attributes of a governance centric initiative under the banner "excellent e-governance and describe a methodology for ensuring

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such excellence in e-governance implementations". Excellence (or governance-centralism) in e-governance requires the initiative to be effectiveness-driven and not merely efficiency driven. This will require the initiative to be led by "good governance" driven goal/purpose: additionally, the initiative must be outcome-focused.

E governance is the public sector use of information and communication technologies with the aim of improving information and service delivery, encouraging citizen participation in decision-making process and making government more accountable, transparent and effective.

GOALS OF E GOVERNANCE

1. Improve the internal processes of government
2. Provide better information and service delivery
3. Increase government transparency in order to reduce corruption
4. Better access to information and quality services for citizen.
5. Simplicity, Efficiency and Accountability in government
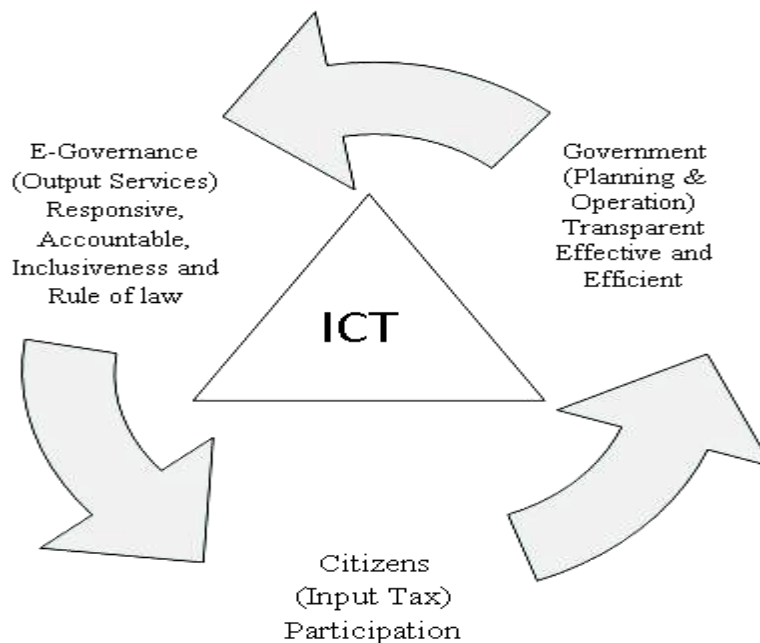
Conceptual model of e-Governance

It is an integrated solution in the education sector that facilitates the processing and maintenance of large volumes of information such as: registration, admission, student information, classes, time table, transport, attendance, library, salary, expenses, examinations, performance, grades, hostels, security, reports, management, transport, staff details and fees among various departments in an institution.

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OBJECTIVES OF THE STUDY

1. To know the accessibility of e governance services in education sector.
2. To find the quality and relevance of services in india .

METHODOLOGY OF THE STUDY

Study is based on Secondary data. The data collected from various Articles, Papers and Reports.

BENEFITS OF E-GOVERNANCE IN AN EDUCATION SECTOR

The multi-faceted benefits of e governance can be described as under these points:

1. Increase the efficiency of the various departments and reduces duplication
2. Preparation of reports becomes easy and quicker.
3. Easy online information and submission of forms and payment also becomes almost immediate.
4. The management, faculty members, students and administrative staff get connected to the each other more easily leading to enhanced efficiency in delivering service by the way of faster dissemination of information that on a very low cost.

CONCLUSION

The most important driving force behind e governance establishment and development is Innovation The e-governance needs security for smooth information flow, best practice database and enhanced capacity for information analysis etc, Government should support by enacting favorable legislations and updated amendments for maintaining standards in the educational process and improvements in the related field. To achieve a world class standard in education it is imperative to have an improved and innovated means of access to information all over the world which is possible only by the introduction of information and communications technology based e governance in educational institutions. For achieving the goals of efficient administration and to meet the challenges of globalisation, international competition and modern science and technology development, it is necessary to implement fast and reaction based e governance into education sector. The way in which higher education is designed, implemented and delivered is changing with the introduction of e governance. Higher educational institutions have been traditionally static in their functioning and delivery of programs. However as there is an increased demand for quality learning there is a need for higher educational institutions to broaden their geographical limits to introduce e governance initiatives. E governance provides higher educational institutions like universities with a way to exceed competition and take full advantage of their traditional and already established reputations. The ways to enhance learning by enabling access to universal information are possible with the introduction of e governance initiatives. For lecturers, e governance programmes represent a change in the way teaching was imparted. For students, e governance has provided an alternative to the ways learning was done

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by implementing the means in which learning can take place outside the lecture hall. E governance will change the way Students relate to..

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