

# E-Governance: Performance measuring parameters

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**Abstract** - E-governance delivers an efficient and effective environment to the service users. The internet-based services accomplish the requirement of the users and utilize technology and resources. Different parameters are used to evaluate the performance of E-governance. The present study is doing to analysis and understand the primary factors which impact on assessment of E-governance. E-governance projects are used evaluate the accountability, accessibility, transparency, availability, responsiveness, efficiency, and security. To make the E-governance projects more successful these parameters to be adopted at the time of planning, designing and implementation.

**Keywords:** *E-governance, assessment, public services.*

## I. INTRODUCTION

To make the governance more effective and powerful different technologies are helping to provide a platform access the public services through internet. Information and Communication Technologies (ICT) is the most effective technique to provide the services to the public. ICT provides a range of Internet-based public services that accomplish the requirements of users. The ICT helps to deliver the information to the user by utilizing the technology and resources. It is very cost effective and flexible alternative to access the public services in user's system. The major area of concern is providing these services efficiently and effectively at different levels. There is always a question mark on the quality of service being delivered to citizens. Traditionally, there was no transparent service delivery mechanism hence the dissatisfaction of people is major issue of concern. In the modern era, information and communication technology (ICT) has provided to large extent transparent method to deliver such services which is technically known as E-Governance. There are various levels of E-Governance like government to business (G2B), government to consumer (G2C) and government to government (G2G) and so on. Every format of E-Governance has its own importance from the angle of service provider as well as the service user. The service users can access these services either through their own gadgets from home or/and the kiosks (Suwidha Kendra). Even under the digital India project launched by the central government, such kiosks can be operated by private players.

## II. E-GOVERNANCE CONTRIBUTION IN PUBLIC SERVICES

E-governance play a catalytic role to replace the traditional service delivery environment of government by providing an effective, efficient and user-friendly environment. The e-governance offers reliable public services to the citizens, businesses or other public agencies in cost-effective and an efficient manner (Tsohou, 2014). It helps to improve service users' opportunity to interact with government agencies. The manual routine of government agencies reduced and the transparency in public services is increasing due to the advancement in technology (Lindgren, 2013). The main focus of E-governance is to provide the service to the service users effectively and efficiently, also increase the accountability, transparency, accessibility and reduce the delays, procedural complexities and corruption at various levels. To improve the quality of public services the e-governance provide different way or service portals for performing different transaction or access the public services. E-governance also improves the efficiency by interconnected networks, encourage citizens participation by spreading awareness about policies and procedures to use these online services (valdes et al., 2011). E-governance also helps to eliminate middleman that citizens need to access the government services and facilities. It also improves the ability of government to monitor the service delivery (Bhatnagar, 2004). In the environment of E-Governance, all the resources like the hardware, software and network, are provide by the ICT in order to run the E-governance application efficiently. All the services of E-Governance need a huge amount of data and need a large storage space. To meet these requirements, ICT provides a common infrastructure to utilize all the resources and make the application easy to execute. It supplies storage structure and other useful resources as a service to the users. ICT also provides standard system software that are helpful to execute E-Governance applications.

## III. EVALUATION OF E-GOVERNANCE

E-Governance is a well-recognized concept in this era. E-Governance provides flexibility to the citizens of the country by shifting government services from traditional to digital procedure. In developing country like India, citizens are also determined for adoption of E-governance practices. Moreover, Indian government is initiating digitalization strictly in almost

all fields. Any E-governance project moves through three stages i.e. planning, implementation, and adoption by citizens. E-Governance brings more transparency and accountability in the government system. Many e-Governance projects in developing countries like India are at different stages of progression. The Indian government developed various e-Governance portals as interfaces to provide its services online as well as offline in adoption phase. The objective of this paper is to understand various parameters which help to evaluate the assessment of different e-Governance services. E-governance services are evaluated on some basic attributes such as its static appearance of service portal, basic features, and service quality of particular by the citizens. Many parameters were identified from various literature review that helpful to find out the level of performance of various E-governance projects. The more successful e-Governance projects, developers and practitioners may adopt different findings at the time of planning, designing, and implementation of e- governance projects. The information quality, e-services functionalities, user orientation, efficiency and openness of public organizations, equity, citizens' self-development, trust, and environmental sustainability are the critical public values of e-government in developing countries. The proposes and validates a public value-based framework for evaluating the performance of e-government, leading to the identification of the critical factors in creating public value through e-government in developing countries. It reveals that the use of the public value concept is effective in evaluating the performance of e-government in developing countries (Deng et al.,2017). There are growing concerns about intended benefits of e-governance not reaching the target beneficiaries particularly in the context of developing countries. The low success rates of e-governance projects on one hand and the underlying opportunities on the other call for developing deeper insights about performance of e-governance projects. The importance of inventing suitable measures for analyzing expected outcomes of various e-governance projects from governance perspective.

#### IV. PARAMETERS OF PERFORMANCE EVALUATION

There are various parameters that helps to measure the performance of E-Governance.

**User-friendly environment:** - Due the advancement in technology, the service provider delivers easily accessible services to the service users. The environment is user friendly as well as provide these services at all type of platforms either through handheld device like mobile, tablets or desktop, laptops etc. As the technology is changing at fast pace so the existing infrastructure becomes outdated very soon. Due to the demand of fast processing user can either update the existing system or replace it. By all this the operation cost of entire system is increased. the software is important part to do transaction and

store the data need to be update time to time otherwise it impose ripple effect on services provided by particular software.

**Accessibility:** - While providing most of the public services through online mode, the government is burdened with the accessibility of these public services. As in remote areas lack of internet facility become the biggest obstacle to access these services. The information and communication, based environment has various services as per the needs of the users like platform-as-a-service, infrastructure-as-a-service and software-as-a-service along-with others.

**Content quality:** - The information available at different portal of government must be reliable. The relevant content should be available to the service users. The government through E-Governance mechanism provides generally public, education and health services to the citizens. The quality of these service provided have the potential to improve the quality of life.

**Availability:** - People may require services from E-Governance in terms of single window, eliminating middle men and user-friendly technology. The confidence generated by the delivery of E-Governance services is basically the satisfaction of people. The major concern of public is availability of all type of service on user-friendly technology and elimination of middle man.

**Cost effective:** -E-Governance services becomes costly for the government. So, it is essential to look forward for alternatives which may be cheap for government. In this context, ICT is an emerging area. It is expected that if information and communication technology is used it may reduce infrastructure, maintenance and operating costs. Further its use may improve the delivery of E-Governance services. Moreover, the increased traffic can be handled very easily in other words information and communication technology is scalable. The E-Governance service which is being provided right now is partially centralized. For this purpose, the services are managed region or district wise throughout the state through national informatics center. Though this system has proved to be very useful but its performance is less than optimum and infrastructure, maintenance and operating costs are very high. Therefore, providing

**Accountability:** -The foregoing discussion leads us to conclude that in the democracy like India, the accountability of government is moderate. Moreover, the variation in opinions is not very high. However, different age groups think differently regarding the accountability of government. Besides, response regarding accountability at all levels is almost similar for students and employees but, different with business and 'others' categories of occupation. It is deduced that state's Services Act has been implemented with laxity. This is a matter

of serious concern. The government is responsible for providing some quality services to their citizens in a stipulated time. Providing these services through E-Governance make the respective governments more accountable. Therefore, the quality of delivered services is expected to improve. Accountability can be measured through actions and decisions of government towards their citizens and society, business organization and other government organizations. In this study, the respondents were exposed to such questions to judge the level of accountability provided by E-Governance services.

**Efficiency:** -E-Governance is effective only when basic services are provided to the service users efficiently. It is expected that if the service provider various infrastructure and platforms to deliver E-Governance services efficiently. But in present scenario service provider need a lot more to do on efficiency fronts to improve the delivery of E-Governance services.

**Responsibility:** -To deliver the service in a right manner (specially, in terms of secure and responsible) is the responsibility of the E-Governance service provider. The documents (files) in government offices through online services are fully authenticated due to different level of security. This is very peculiar in inter-government approval documents. Besides, documents are usually forwarded manually. The level of responsibility is proved better in case of public services through E-governance.

**Security:** -Security of data is most important component of E-Governance services for G2G, G2B and G2C. Governance services through traditional system do not guarantee any security of data. Therefore, privacy of the information is always under threat. This has been established in all over the world that services through E-governance are more secure as per audit and security acts. The subscriber is, thus, expected to deliver the E-Governance services through cloud computing to maintain the integrity and security of the data. The flow of information from one node to another through internet poses a threat to the security of the stored data. The internet is prone to various attackers from network intruders, the security issues emerge hence and trust of service user may decrease.

## V. CONCLUSION

The present study attempts to reveal transparency, accountability, responsibility, efficiency and security in services provided by E-Governance. While taking service, people are more concerned about the transparency in public services. Service receiver is not expected to have knowledge about information and communication technology while receiving the services. Even then, if he is aware, the quality of service can further improve. The Service Provider takes the burden of infrastructure, platform, software, maintenance and

other services itself. In the modern era, E-governance is very much popular in developed nations and expanding its tentacles in developing countries. The ICT based environment is provide technology and consequently used in commercial applications with higher level of satisfaction. An important issue has emerged regarding capability of service provider to provide data security to the subscriber. Benefits to subscribers of public services have been looked in the form of accountability, responsiveness, security, transparency and efficiency. If the responsiveness is better and flexibility (increasing or decreasing the consumption of services) is available to the subscriber, he (subscriber) may reduce its cost. Transparency and accountability are important components of benefits to the subscriber.

## VI. REFERENCES

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