E-Governance in India: A Qualitative Analysis using the ABCD Framework and its Impact on Goodwill from Social Capital

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ABSTRACT

Purpose: *Electronic governance is the use of ICT applications to offer citizens, businesses, employees, other government agencies with government services that are simple, efficient, and transparent. This research paper aims to identify different types of government interaction in e-governance services, explore different e-governance models, their applications & impact on goodwill from social capital through e-governance.*

Design/Methodology/Approach: *This case study is developed on qualitative data collected from published sources. Information obtained from newspapers, journal articles, corporate & government websites, is used to provide in-depth analyses.*

Findings: *According to the study,* the *National e-Governance Plan (NeGP) of India intends to make government services more available to the general public. It also strives for efficiency, transparency, dependability, and effective service delivery at a reasonable cost. The plan is being put into action at the local, state, and federal levels.*

Originality: *This study emphasizes India's E-governance through qualitative analysis using the ABCD framework based on different stakeholders' points of view, i.e., government, citizens, businesses, and employees.*

Paper Type: *Case Study.*

Keywords: E-governance, ICT, E-governance model, ABCD analysis, E-governance services

1. INTRODUCTION :

In the dynamic world, Governments all around the world are making attempts to incorporate IT into all governmental activities as a result of the rapid expansion of the internet and digitization. E-governance has grown in favor. Many experts have articulated, that e-governance is quickly becoming a popular company activity. Electronic governance is the use of ICT applications to offer citizens, businesses, employees, and other government agencies with government services that are simple, efficient, and transparent and to empower and provide opportunities for citizens through access to information and its use **Error! Reference source not found.**. Electronic governance aims to make the governing system more efficient by allowing citizens to participate in it. ICT plays a critical role in attaining public sector goals and contributing to economic and social development. E-Government is the low-cost transformation of government administration towards recipients. It improves coordination and communication of authorities at all levels of government, as well as inside the system and at the departmental level. Furthermore, e-Governance aids in the delivery of high-quality services at a lower cost by optimizing operations, maintaining records, expanding research skills, and improving documentation **Error! Reference source not found.Error! Reference source not found.**[3]. E-governance examples include the Digital India program, the National Portal of India, the Prime Minister of India website, Aadhaar card, online tax filing and payment, digital land management systems, the Common Entrance Test, [5] and so on.

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2. RELATED WORK :

Electronic Governance is the successful application of ICT to improve the current governance system & thereby offer citizens improved services. Since it's believed to be the only means of bringing IT to the "common public," Electronic Governance is regarded as a key initiative in India. E-Government advancements present a chance to use ICT to increase accessibility, responsiveness, and inclusivity in governance [6].

Using the Google Scholar search engine and journals published between 2004 and 2021, a comprehensive analysis of the literature is carried out with help of different keywords "E-government initiative and challenges", "Legal and infrastructure", "Changing e-governance", "Government to employees(G2E)", "e-governance projects", "Implementation of ICT in e-governance", "E-governance model", "E-governance", and "Implementation of Electronic Governance".

Table 1: E-governance related publications/articles by various authors.

Sl.No.	Area	Contribution	Authors
1.	E-government initiative and challenges	This article's aim is to study the government initiative and to know the challenges faced during the successful implementation of its scheme.	Anita & Sharma (2021). [7]
2.	Legal and infrastructure	From the perspective of a developing country, this article will study the legal and infrastructural issues associated with e-governance, as well as their success in providing a legal framework.	Basu, S. (2004). [8]
3.	Changing e-governance in INDIA during the post-COVID era	This paper aims to identify the cause for the increasing acceptance of e-governance services in India and assess the impact of the enduring pandemic situation on embracing e-governance by including a discrete health construct.	Singh., et al. (2021). [9]
4.	Government to employees(G2E)	The G2E solution aims to enable its employees to assist citizens most efficiently and conveniently possible, as well as to speed up administrative processes and optimize government solutions.	Rao (2011). [10]
5.	India's challenges and issues during the implementation of e-governance projects	This study examines the theoretic assumptions about electronic governance by reviewing several projects successfully carried out by various Indian states, it reveals that although there is a wider scope for implementation of projects across the country, which cannot be implemented due to lack of infrastructure, huge investment financial and technological viability.	Paramashivaiah & Suresh (2016). [11]
6.	Implementation of ICT in rural development	The intention of this research article is to identify the issues/ obstacles of electronic services in	Reji, S. K. (2021). [12]

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	Gujarat with e-governance	Gujarat's rural areas, as well as to categorize ICT and governance enabled development schemes.	
7.	E-governance model	Every government, whether in developed or developing countries, should work towards achieving an e-governance model. E-governance models ensure that the voice of the people is reflected in decision-making. E-governance facilitates the equal sharing of power between citizens, civil societies, employees, and businesses.	A. (2016). [13]
8.	E-governance	This paper presents research that examined the current state of service delivery at Nagpur District Collectorate Center, as well as the relevance of prevailing E-Business maturity models for reviewing the progress of local governments towards electronic service delivery. These centers will be present at the local level, with an officer in charge and a computer with a connection to the internet and software installed. Citizens can use these Common Service Centers (CSCs) to get services.	Marawar, Kale, & Araspure (2010). [14]
9.	Implementation of Electronic Governance	This research article discusses and emphasizes the benefits and drawbacks associated with the appliance of Electronic Governance. It also provides examples of where E-government has been used effectively and has benefited both citizens and governments, The importance of this research paper could be to assist those who want to learn more about E-governance and its outcomes, particularly government officials dealing with E-Government policies and implementation	Joseph, S. R. (2015). [15]

3. RESEARCH GAP :

A clear gap has been observed in research involving the impact on goodwill from social capital via E-governance. The previous study has concentrated on many aspects of e-governance implementation and development, factors influencing e-governance, issues and acceptability, and so on.

4. RESEARCH AGENDA :

Based on the research gaps following agendas are framed:
1) How does goodwill in social capital will have an impact on E-governance?
2) What are different stakeholders' i.e., government, citizens, businesses, and employees' points of view on E-governance?

5. OBJECTIVES :

(1) Overview of E-governance in Inda.
(2) To explore different E-governance models and their applications.
(3) To study the Impact on Goodwill from Social Capital Via E-Governance.

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(4) To analyze E-governance ABCD framework based on different stakeholders' points of view i.e., government, citizens, businesses, and employees.

6. RESEARCH METHODOLOGY :

The secondary data used in this case study is gathered from published sources. The research examines the E-governance ABCD framework based on different stakeholders' points of view i.e., government, citizens, businesses, and employees. Information acquired from journal articles, newspaper stories, magazine articles, and websites, including the government website, is used to provide in-depth analyses [39].

7. INDIA'S E-GOVERNANCE :

In India, the focus on E-Government has shifted from digitizing government agencies to initiatives that focus on the more subtle aspects of e-Governance, like citizen-centric services, accountability, transparency, and responsiveness. E-governance programs have helped shape the nation's progressive e-governance policy. Consideration was given to the notion that to accelerate the adoption of e-Government across various government agencies at the national, state, and regional levels, a programmatic approach governed by a single vision and strategy is required. E-governance will ensure that public administration turns out to be a more efficient and crystal clear process as envisioned in the National e-Governance Plan (NeGP) of the Government of India **Error! Reference source not found.Error! Reference source not found.**[3]. It also helps to save a lot of money. The NeGP (National e-Governance Plan) considers all e-Governance initiatives in the nation as a whole and unites them under a single vision. Major infrastructure for the nation is being built, reaching even the most isolated villages, in addition, complete digitization is in progress to provide easy and reliable Internet access. Digital India heavily depends on E-Kranti. Because of the nation's vivacious need for good governance, electronic and mobile governance, the Union Cabinet has approved the plan of action and key elements of e-Kranti through the vision of "E-Governance Transformation for Governance Transformation" **Error! Reference source not found.**. According to the UN-DESA (United Nations Department of Economic and Social Affairs), the DPADM (Division of Public Administration and Development Management) conducts an e-Government study every two years, which includes a segment of the e-Government Development Index (EGDI) **Error! Reference source not found.**. India is ranked among 193 countries across the world [19].

7.1. E-Governance Infrastructure and Strategies:
E-Governance Infrastructure
Reaching every person locally and giving them ingress to various government services is the most difficult issues for the government in India because of the country's vast population and geographical spread. Citizens, therefore, find it challenging to fully recognize the possibilities of government initiatives [20]. To solve this issue, ICT applications in e-governance have proven crucial. The transformation in the quality of government service delivery to citizens has become more apparent in recent years with the introduction of e-governance. To achieve SMART (Simple, Moral, Accountable, Responsive, and Transparent) governance, ICT is applied to government operations [22]. E-Governance is a smart technique for improving overall governance. It can not only increase government accountability, openness, and efficiency, but it can also promote sustainable and inclusive growth [23]. An effective governance policy will eventually result in the benefits listed below [23].
 - Sharing valuable data with Individuals, citizens, other government agencies, and businesses.

 - Faster and more effective delivery of government services.

 - Increasing internal efficiency.

 - Reduce expenses to increase revenue.

 - Improving the quality of specific services.

 - Re-structuring of administrative processes.

The Indian government has launched several measures in recent years to enhance the delivery of public services to citizens. The National e-Governance Plan (NeGP) was announced in May 2006 **Error!**

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Reference source not found. to make government services more available to the general public while also assuring efficiency, transparency, reliability, and effective service delivery at a reasonable cost. It also intends to provide policy guidance and finances to state governments to launch e-governance operations and to encourage the establishment of e-governance projects in various states [23].

NeGP is made up of 44 Mission Mode Projects (MMPs), including 15 central MMPs, 17 state MMPs, and 12 integrated MMPs that span various backend ministries/departments **Error! Reference source not found.**. It also includes eight program support components aimed at developing the country's essential governance and institutional structures, core infrastructure, policies and standards, and legal framework for e-Governance adoption. It is applied at the federal, state, and local levels [23]**Error! Reference source not found.**.

The NeGP takes a comprehensive examination of e-Government initiatives across the country, resulting in a unified vision. A broad country's infrastructure extends down to the most remote villages is taking shape around this notion, and a complete installation of record digitalization is in progress to enable vulnerable, dependable access via the internet [26]. The ultimate goal, as described in NeGP's Vision statement, is to take government services closer to citizens. The pillars of NeGP include citizen centricity, service identification and levelling, centralized planning and decentralized execution, and public-private partnerships (PPP) [23][27].

In many states, the NIC (National Informatics Center) has used ICT to create a strong communication backbone and effectively support governance at many levels, including sub-district levels. The National Knowledge Network is a core backbone with 18 points of presence and a bandwidth of 2.5 Gbps. NKN has already connected 934 institutions and plans to connect more than 1500 institutions/organizations/laboratories across the country. To provide shared hosting and co-location services to the Government of India, NIC has established national data centers in Delhi, Hyderabad, and Pune. NICNET offers multipoint video conferencing (VC) services from 631 existing studios across India. An SMS gateway has been developed to integrate various NIC-hosted applications to communicate alerts and updates [23][28].

E-governance Strategies
Building of technical infrastructure/ framework throughout India
Even though India lacks a full-fledged ICT framework for implementing and full adoption of e-governance in India would necessitate the development of technical hardware and software infrastructure. It will also offer improved and quick network options. As newer communication alternatives, faster internet connections and mobile networks, such as 3G, but especially 4G, will be available. This infrastructure must be constructed together by the government, the private sector, and individuals. Infrastructure mostly consists of the general branding of Internet Cafes, Interactive Kiosks, and Information. However, disabled people must be considered when constructing technical infrastructure **Error! Reference source not found.**[30][31].

Creating institutional capacity
In addition to the technical infrastructure, the government must also strengthen its institutional capacity. This includes training government personnel and hiring experts. Government should also build an Expert database to make improved use of intellectual resources. Apart from that, the government must equip agencies with cutting-edge technology and establish a special investigative agency **Error! Reference source not found.**[30][31].

To Build Judicial Infrastructure
Current judges have a very low level of technology awareness. Judiciary as a whole should be educated about modern technology, its strengths and weaknesses, and its various applications. Alternatively, the courts may employ a new judge also create a special court to handle ICT-related issues **Error! Reference source not found.**[30][31].

7.2. Various types of government interaction in e-governance services:
Beyond back-office processes and interactions, e-governance can occur in four important types of interactions within government **Error! Reference source not found.**.
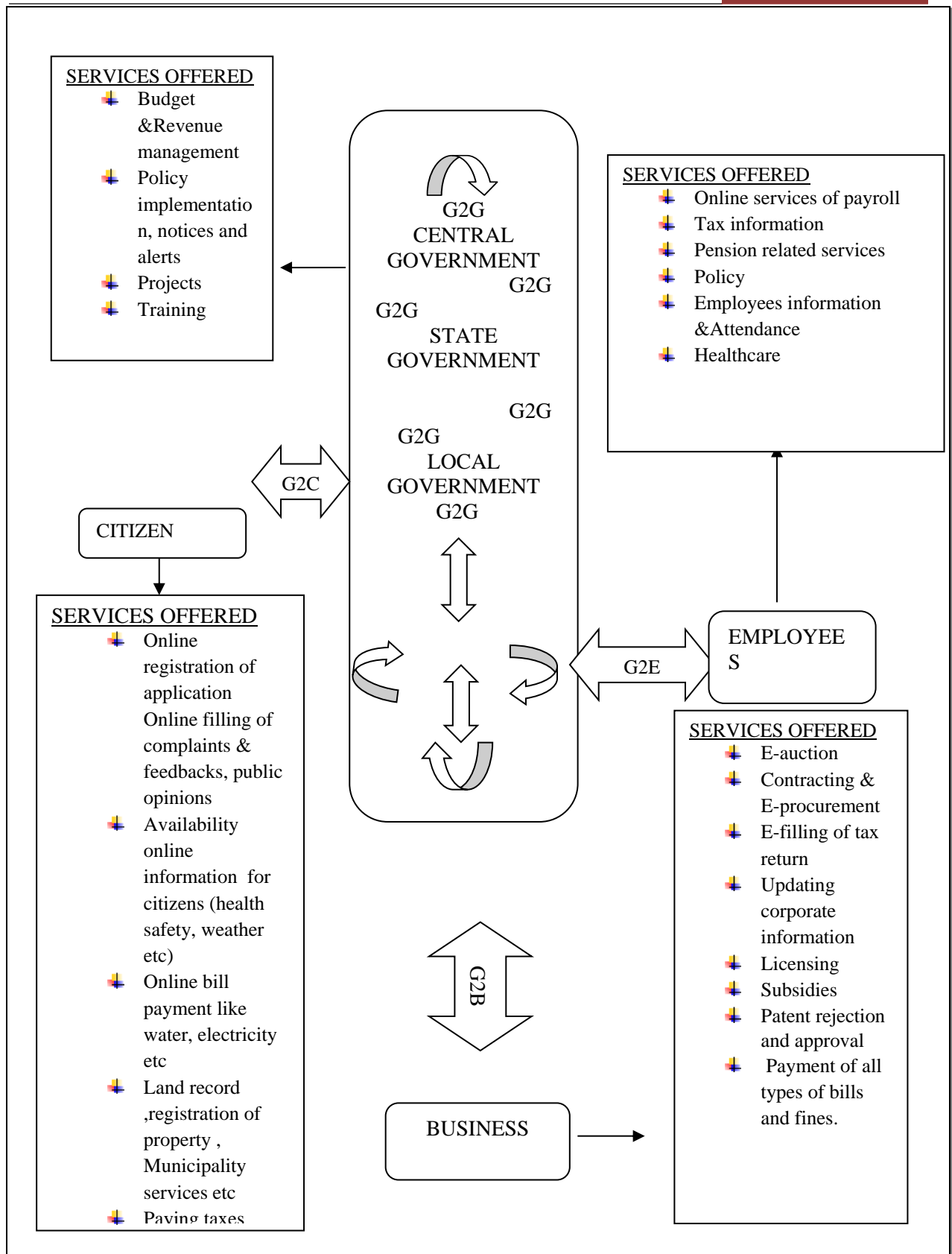
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SERVICES OFFERED
- Budget &Revenue management
- Policy implementation, notices and alerts
- Projects
- Training

G2G
CENTRAL GOVERNMENT
G2G
G2G
STATE GOVERNMENT
G2G
G2G
LOCAL GOVERNMENT
G2G

SERVICES OFFERED
- Online services of payroll
- Tax information
- Pension related services
- Policy
- Employees information &Attendance
- Healthcare

G2C

CITIZEN

SERVICES OFFERED
- Online registration of application
  Online filling of complaints & feedbacks, public opinions
- Availability online information for citizens (health safety, weather etc)
- Online bill payment like water, electricity etc
- Land record ,registration of property , Municipality services etc
- Paying taxes

G2E
EMPLOYEES

SERVICES OFFERED
- E-auction
- Contracting & E-procurement
- E-filling of tax return
- Updating corporate information
- Licensing
- Subsidies
- Patent rejection and approval
- Payment of all types of bills and fines.

G2B

BUSINESS

Fig 1: shows various types of government interaction in e-governance services & Services offered by different G2G, G2E, G2B

Source: Compiled by Researcher.

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8. E-GOVERNANCE MODELS THEIR APPLICATIONS :

There are no fixed and constrained paradigms of Digital Governance. Indeed, several developing countries are pursuing e-Government models that, despite being technologically simple, are changing the way information is transmitted in society. Through primary testing and secondary research, a few generic models that have emerged and are being used have been identified **Error! Reference source not found.**.

Table 2: E-governance models their applications **Error! Reference source not found.**[33]**.**

S. No.	E-Governance model	Focus	Uses /benefits	Pros and cons
1	Wider Dissemination model/ Broadcasting	The focus of this model is to achieve a wider public domain via the use of ICT, as data is already available in the public domain (ie in paper form)[13].	➤ Posting Laws, rules, judgments, government schemes, and plans such as budgets, security conditions, and expenditures into an online platform for easier access ➤ To make available online the names and addresses, working hours, and contact info of government officials at the central or state or central level. ➤ To make available legal matters online regarding citizens like the rights of citizens.	**Pros :** 1. Better use of rights and responsibilities 2. It ensures free flow and access to information in all parts of society [13]. **Cons :** 1. Just one way of communication 2. Free flow of interaction is not possible
2.	Critical Flow model	This paradigm is constructed on the transmission of important value to the target audience, i.e. media, affected parties, general public, etc. with the help of ICT. This model requires foresight to find targeted groups because the availability of such critical information to that targeted group would make a big difference.	➤ To provide tax, population, and backwardness data to finance the government. ➤ To provide corruption data to the central vigilance commission (CVC). ➤ Making available research studies, inquiry reports, and government evaluations to affected parties ➤ To provide information on the right violation to National Human Rights Commission, NGO. ➤ Making available government-related information available to local communities.	**Pros;** 1. The time and distance factors are irrelevant because the information is hosted /provided on a digital network. 2. This model informs the public about specific cases of political failure and mismanagement. **Cons:** 1. This model may not work in the case where the government maintains firm control over information and residue only for top levels of government. 2. This model may not work in cases where

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				the governance mechanism does not allow public debate and opinion and condemns all information of a critical nature.
3	Comparative analysis model	This paradigm is constructed on the application of ICT to explore the information available in the public or private domain and compare it with known information sets so that people can compare bad governance with good governance to identify the reasons behind that and can also discuss how the situation can be improved.	➢ To examine past plans and avoid errors while framing new plans /policies in the future. ➢ Based on previous knowledge to decide future action. ➢ Evaluating the performance record of particular government officials or ministry	**Pros :** 1. This model is developed on the sets of data already available. 2. This model can be used by an organization to continuously track and compare government records and performance against different sets of information. **Cons :** 1. This model becomes useless in the absence of a robust civil society and public memory, which is necessary to force decision-makers to expand prevailing governance practices. 2. Requires the ability to analyze and make strong arguments.
4	Interactive service model	This model provides the opportunity for the active participation of an individual in the governance process. The potential for ICT is fully leveraged and leads to greater participation and thereby it helps to increase greater efficiency and transparency in the functioning of government.	➢ Used to carry out E-ballets /opinion polls /public debate. ➢ Establishing interactive communication channels with policymakers such as video conferencing online dialogues etc. ➢ E-payment of taxes, payment transfer, Government procurement.	**Pros :** ➢ It builds an interactive channel from the government to customer to government. ➢ The entire potential of ICT is unleashed and it might lead to more efficiency, transparency, participation ➢ This model saves time and cost relating to decision-making. **Cons:** ➢ The model is based on the interactive application of ICT. ➢ Although this paradigm is more widely used in developed nations, replication in

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				developing nations has repeatedly been suggested. Such methods of solution transfer may be ineffective.
5	Mobilization and Lobbying model/ E-Advocacy	This model mobilizes and leverage opinions and concerns experienced by the common public beyond all type of barriers such as institutional, geographical, etc.	➢ Festering for public discussions of global issues. ➢ lobbying for more participation in processes of decision-making ➢ In the absence of location to enhance decision-making and developing global expertise on a specific topic	**Pros :** ➢ It increases the scope of individual and community participation in policy concerns and discussions. ➢ This approach successfully overcomes geographical and bureaucratic barriers to form concrete action. **Cons:** ➢ The lack of a specific strategy, in particular, when it comes to digital communication.

9. IMPACT ON GOODWILL FROM SOCIAL CAPITAL VIA E-GOVERNANCE :

Digital transformation via ICT (Information Communication Technology) in the present era has emerged as a need for present business operations. The Government's mission is to grid all informatics via secure networked designs, under an IT-Infrastructure plan where individual details are shared with the government. E-governance, signifying 'electronic administration' is utilizing data and correspondence innovations ICTs, (for instance, WAN, Internet, also portable registering) at different levels of the public authority and the public area and then some, to upgrade administration. The utilization of ICT to change the proficiency, viability, straightforwardness, and responsibility of trade of data and exchange.

E-Government measures are a costly affair and require huge public consumption. In agricultural countries like India, the cost of tasks is one of the significant obstacles to implementing e-Governance. A blended approach should be adopted to improve interoperability between e-governance applications, which will include a unified methodology for council records, council information, documentation, executive complaints, etc. E-governance in provincial regions should be guided by the recognition and analysis of underlying real factors. The public authority should also focus on devising suitable, possible, concrete, and convincing elements for building limits for various partners such as civil servants, provincial masses, metropolitan masses, selection agents, and so on. E-Governance has gained an upper hand in the complex business world. Many researchers in the field of administration have described the idea of E-Governance, which is emerging as a significant action in the field of business. It is established that e-Governance is the use of data and correspondence to change the expertise, viability, directness, and accountability of enlightened and value-based business within government, between government and government. national, state, municipal and local level organizations, residents, and organizations and engage residents through data access and use [35].

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Fig 2: Shows the Impact on goodwill from social capital via e-governance.

Source: Compiled by the researcher.

10. ABCD LISTING :

The ABCD analysis framework can be applied to evaluate concepts, systems, technologies, models, or ideas from the perspective of identifying different aspects for selected determinant concerns using four constructs: advantages, benefits, restrictions, and drawbacks. This concept/ model/idea is further investigated in the qualitative analysis using the ABCD framework by finding constitutional important aspects. This basic analysis technique provides a roadmap for identifying and analyzing the effectiveness of e-governance based on different stakeholder points of view i.e., employees, government, business, and citizens [36][37][38][39][38].

Table 3: shows the E-governance ABCD framework based on different stakeholders' points of view, i.e., government, citizens, businesses, and employees.

Determinant issues	Advantage	Benefit	Constraint	Disadvantage
Government point of view	➢ Reduces paperwork and red tapisum ➢ Improves efficiency in delivering government services ➢ Efficient government management ➢ Increased transparency	➢ Cost-effective ➢ Revenue growth ➢ Increases efficiency, performance, and output ➢ Less corruption	➢ Shortage of reliable network and bandwidth. ➢ Constant up-gradation ➢ Lack of integration among the department	➢ Infrastructure ➢ Impediments for the Re-Engineering process:
Citizen point of view	➢ Transparent and accountable ➢ Greater coordination and communication	➢ Improves citizen-government relationships and improves trust between them.	➢ Lack of public awareness ➢ Resistant to change	➢ Privacy problem ➢ Poor ICT literacy ➢ Lack of Awareness

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	➢ Greater participation	➢ Easy accessible ➢ Speed ,efficiency &continent ➢ Empowered citizens by giving them improved access	➢ Shortage of reliable network and bandwidth. ➢ Digital divide ➢ Constant up-gradation	➢ Leakage of personal information
Business point of View	➢ Reduces red-tapisum and paperwork. ➢ Creates a More transparent business environment dealing with government.	➢ Saves time and reduces operational costs. ➢ Speed, efficiency &convenience ➢ Easy accessible ➢ Enhanced service delivery ➢ Increased service use flexibility.	➢ Shortage of reliable network and bandwidth. ➢ Digital divide s ➢ Security drawbacks i.e tampering, disclosure, cyber attacks. ➢ Management to change ➢ Resistance to change ➢ Constant up-gradation	➢ Lack of privacy ➢ Venerable to cyber attacks ➢ Leakage of business information
Employee's point of view	➢ Online facilities for employees ➢ Avoidance of duplication ➢ Greater coordination and communication	➢ Speed, efficiency &convenience ➢ Easy accessible ➢ It has become much easier to apply for leave, view the salary statement, and check the remaining leave	➢ Shortage of reliable network and bandwidth. ➢ Resistance to change ➢ Record management ➢ Constant up-gradation	➢ Cyber threats ➢ Privacy and security ➢ Loss of interpersonal communication. ➢ Technical difficulty ➢ Leakage of employee information

Source: Compiled by the researcher.

11.FINDINGS :

1. The focus of Governance in India has shifted from digitizing agencies towards initiatives that cover the more subtle aspects of Electronic Governance. NeGP states that the Indian government intends to make government administration a more effective and transparent process. It also helps save a lot of costs.

2. A major country infrastructure is being created, reaching even the most isolated villages, and large-scale record digitization is being carried out to allow quick and reliable internal access.

3. In view of the country's vivacious prerequisite for Good governance, Electronic and Mobile governance. The Union cabinet has approved plan of action and key element of e-Kranti, through the Vision of "Transforming e-Governance for Transforming Governance."

4. The Indian government has initiated multiple measures to enhance the proficiency of public services to citizens.

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5. In India, The National e-Governance Plan (NeGP) aims to expand public access to government services. Moreover aims to guarantee efficiency, transparency, reliability, and effective service delivery at a reasonable cost. The plan applies at the federal, state, and local levels.

12. SUGGESTIONS :

1. The development of technological hardware and software infrastructure is essential for the complete deployment of electronic governance in India.
2. The government must build institutional capacity as well as technical infrastructure. This will include both training of civil servants and expert employment.
3. The government should also build a database of experts to make better use of intellectual resources.
4. The government must provide cutting-edge technology to agencies and establish a special investigation agency.
5. The application of ICT in governance can improve efficiency, viability, clarity, data accountability, and information sharing.

13. CONCLUSION :

The government of India is aiming to deliver dependable, flexible, and secure citizen services. E-Governance aids in the delivery of high-quality services at a lower cost. ICT plays a critical role in attaining public sector goals and contributing to economic and social development. It has the potential to improve not only government accountability, openness, and efficiency, but also to foster sustainable and equitable growth. In agricultural nations like India, E-Governance measures are expensive undertakings. To improve interoperability among e-administration applications, a hybrid approach should be used. Data and correspondence advance to improve the competence, viability, openness, and accountability of illuminating and value-based trades within government. It is stated that electronic governance is the operation of data enhancement and correspondence to change the effectiveness, viability, clarity, and accountability of value-based business within government, between government and government organizations at the national, state, municipal, and local levels, residents, and engage citizens through data access & utilization.

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