



A Review of Barriers Found in E-Governance Projects in Indian States

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Abstract - *The growth of Information Communication Technology (ICT) has brought a lot of changes in the India both public and private sectors to provide services to their citizens and to change the rules and regulations and hence the E-Governance is best example . It is nothing but the process of providing efficient and effective delivery of government services to the citizens. It can understood that it is a updating the traditional government services i.e. long queue , lots of paper work , and a lot of frustrations etc over the e-medium of government services .So that the growth of governmental projects is become so efficient, speedy and transparent to the overall society as well as the to the organization of the India . Therefore the main objectives to write this research paper is to explore the impact and scope of e-Governance initiatives taken by the Government in India. Lastly the research finding discusses on what are the issues which are involved in the e-Governance has not been properly implemented in the sum areas of the states of India . So that the future visions make useful way to know what are the major impacts and scope of e-Governance projects in India.*

Keywords - *E-Governance, Projects under India Government, India , Barriers of E-Governance, Future of E-Governance.*

I. INTRODUCTION OF E-GOVERNANCE

The E-Governance is a process to delivered the governmental services with the help of the Information and the Communication Technology (ICT) is to simplify the service delivered process and the therefore offers very easy access to the Government Policies .The advantages of the E-Governance also includes the process of the transparency , services to be efficient delivery, responsibilities and accountability of proper authority.

One of the most important objective of E-Governance is to improved the citizens participates in the making of the decisions to get effective and growth of good governance. Therefore the E-Governance services can also provides the direct advantages to the citizens by delivering the public services in more smart convenient way so that the less cost occur and in proper channel manner.

The Central as well as the State Government now a days is also trying its overall best response to promotes the e-governance services which was the lagging behind place areas where till now the growth and awareness of e-governance projects till not get reached such projects as land record, education, and providing public utilities.

The E-Governance also provides 24 hours a day, 7 days a week online- access to government information and services in such a way that it can focus on the need of the citizens in very easily, quickly , and efficient way at very lower cost with other emerging technologies .

To implement E- Governance impact over the citizens of India today the Central , State and Local level of government conducting a various programs and playing a important role to reached higher growth rate.

Some of the States in India have been reached on successful efforts while still others states are lagging behind and therefore some states in India E-Governance projects is making more concerning to e-governance projects raised and to reached as far as possible.

II. OBJECTIVE OF E-GOVERNANCE

A various number of limitations are being faced by the Government of India for the effective growth of the E-Governance . Therefore the some of the objectives are as follows:-

- To find out the barriers in the growth of e-Governance in the India.
To get awareness to the concerned authorities about the lack of growth of e-governance in an appropriate place so that suitable actions can be taken at the suitable time to overcome this difficulties
- To give advantage to the social welfare services to the states of India
To increase the citizens participations to e-governance projects so that services can reach successfully to the citizens of the states of India.

III. LITERATURE REVIEW FOR E-GOVERNANCE PROJECTS BARRIERS FOUND IN THE INDIA

The articles were selected from different to different journals database which includes the keyword like as the " **E-Governance** " which describes that the current status of the research.

All the listed papers were downloaded and printed. Unfortunately from some of the papers only abstract are founded. All the articles are listed in the reference section of this review paper.

To describe the articles and to provide the review in good manner we have conducted the framework which consists of nine dimensions which can be classified below:-

Table 1 Various Dimensions of E-Governance

According to the Dimensions	Explanations of the Various Dimensions
E-Governance Journal Title	Different journal of the categorizing the e-governance research.
E-Governance Journals of Publications	Representing according to the year of publications of the journal
E-Governance Definition	Different way of the defining the definition of E-Governance research.
E-Governance Model	Representing in different Models of E-governance research.
E-Governance Usage	Representing the current status of ICT in e-governance
E-Governance Barriers	Representing the different barriers of E-Governance research.
E-Governance Benefits	Representing the different benefits of E-Governance research.
E-Governance Country	Representing the top 20 country for E-Government Project service for the citizens
E-Governance Projects	Different projects work in different States.

IV. RESEARCH METHODOLOGY

To define the main purpose of research paper we can use the different research papers , journals etc . The main reason behind the selecting database is to highlight the different journals in one category or in one research paper.

The main objective behind this research work is to investigate the barriers found in E-Governance projects in India States so that objectives and goals is can be easily achieved .

According to the Technical Organizational Environment (TOE) Barriers model adopted by the E-Governance are presented under :-

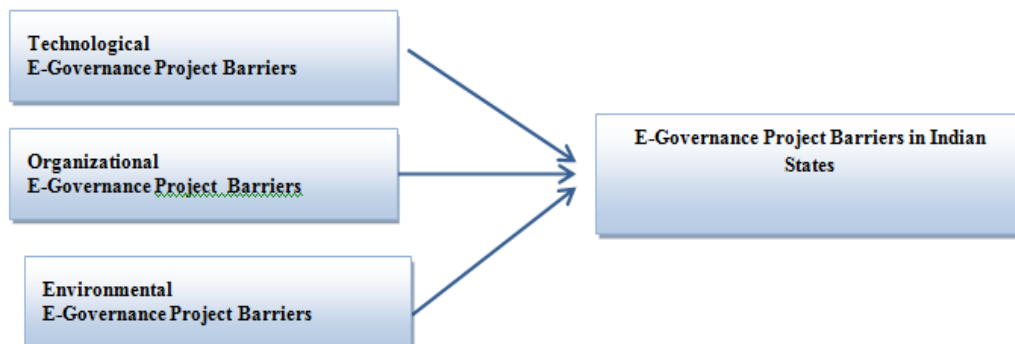


Figure 1 E-Governance Project Barriers in States of India

V. FINDING

In this research paper we are presenting the reviews of articles result of the last few years which was dealing with the various number of the barriers which was found in the E-Governance and therefore distributed in following dimensions manner :-

A. According to the E-Governance Journal

Various research paper are proposed in the various journals which was illustrate in table below.

Table 2 Comparison according to the Journal Title

Journal Title	Article Count n=200	%of Count Article
International Journal of Communications IBIMA Publishing	19	9.5
IBIMA Publishing Journal of Innovation & Business Best Practices	15	7.5
Information & Management Elsevier	20	10
International Journal of Information Engineering & Electronic Business(IJIEEB)	12	6
International Journal of Applied Research and Studies (IJARS)	18	9
International Journal of Business & Information Technology & Business & Management Science(IJBITBMS)	14	7
International Journal of Business and Social Science (IJBSS)	21	10.5
International Journal of Information Technology & Decision Making (IJITDM)	23	11.5

International Journal of Marketing, Financial Services & Management Research (IJMFSMS)	13	6.5
MIS Quarterly Vol. 30	25	12.5
The Information Society - Taylor & Francis	29	14.5
International Journal of Business & Management Invention (IJBMI)	21	10.5

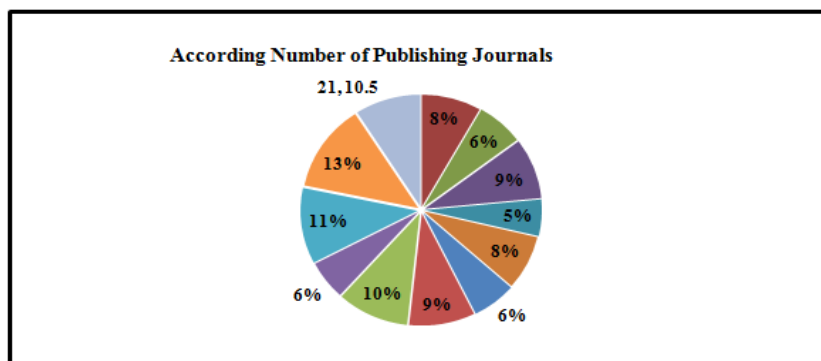


Figure2 Pie chart of Journal

B. According to the Journal Publication of the Year

Various research papers are get published in different -different years in the different -different journals which was illustrate in table below .

Table 3 According to the Journal of Publishing

Publishing of Year	Number of Counts (n = 200)
2007	6
2008	15
2009	12
2010	22
2011	26
2012	28
2013	30
2014	25
2015 till October	38

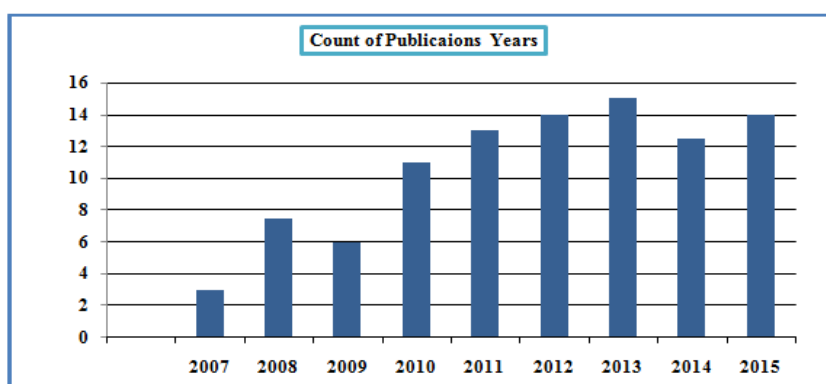


Figure 3According to Journals Publishing Years

C. According to Definition Point of Views

Many researchers as well as research scholar have different way of presenting the e-governance.

Table 3 Various Definitions of the E-Governance

S.No.	Author Name and Publication Year	Definition of E-Governance
1.	Muir and Oppenheim (2007)	Defined e-government as the delivery of government information and services online through the internet.

2.	Coleman (2008)	Defined e-government as the combination of electronic information-based services with the reinforcement of the participatory elements.
3.	Kumar et al. (2009)	Defined as the delivery of improved services to citizens, businesses, and other members
4.	Otubu (2009)	Defines e-Government as the process whereby the use of information and communication technology and services is deployed and employed government
5.	Abramson (2010)	Defined as the transaction and information exchange between the government, the public and employees.
6.	World Bank (2011)	Defined as the transformation of public sector relationships
7.	Fraga (2012)	Defined as the transformation of public sector relationships through net-enabled operations, IT and communications,
8.	Tapscott (2013)	Defined as the Internet-worked government which links new technology with legal systems internally .

Source [1],[2],[3],[7],[11],[13],[15]

D. According to the Models of E-Governance

The models of E-Governance is easily identified in distinct way . i.e. from the view point of the Government to Government , Government to Citizens and Government to Business.

To achieve the positive goal i.e. efficiency, reliability, and quality of services that should be delivered in both public and private sectors to the citizens at lower cost level by increasing the speed of the online transactions and other outcomes

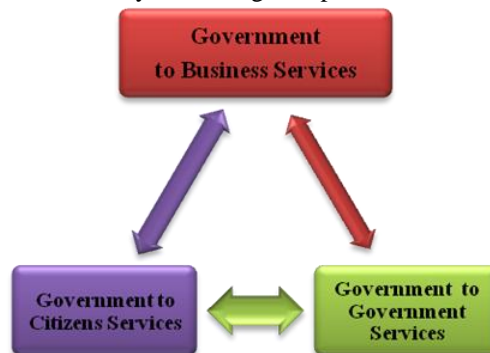


Figure 2:- Models of E-Governance

The Government to Citizens provides the communications between the government and the citizens by providing facilities like online tax payment , renewing of license etc to get better government by improving efficiency and more reliability.

Another Government to Business provides the communications between the government and the business to provide efficient procurement in both goods and services sector by the government . So that the demand of cost is cut and services are provide in low cost .

However lastly the scope of Government to Government also play an important role in state as well as in central government by updating traditional government to newly form online government . So that the new e- government will be achieve high profits in monetary terms .

Table 4 Models found in various Stages of e-Government growth

Models of E-Governance	Stages of E-Government Growth	
	Cataloguing	Transactions
Government to Citizens Services	Online presence of information about government and its activities for citizens.	Services and forms online and databases to support online transactions for citizens.
Government to Government Services	Online presence of information for other levels of government and its employees.	Services and forms online and databases to support online
Government to Business	Online presence of information for businesses about government.	Services and forms online and databases to support businesses transactions

Source [4]

E. According to the ICT Usage in E-Governance Projects

According to K.P.Singh Yadav (2001) in Internet access is too expensive for the poor in developing countries like India. Installing the necessary telephone lines needed for internet or email access is equally unaffordable in most poor countries. The table 5 illustrate show the ICT usage in various countries

Table 5 Usage of ICT in India and other developing Country

Country	PC's /100	Telephone lines/100	Internet Users/100
India	2.76	3.37	6.93
Canada	94.58	55.48	76.77
UK	81.21	55.43	66.15
USA	79.89	53.35	71.94
Australia	75.70	47.05	54.19
Singapore	72.61	41.91	69.99
New Zealand	54.15	40.83	80.4

Source [5]

F. According to Benefits Point of Views

E-governance gives lots of benefits in order to providing services to the public . Some of the research scholar listed out some of the benefits of e-governance which can be discuss as under :-

- Reductions of Cost
- Benefits in quality of delivery services to both public procurement and organization .
- Reduce in Transparency to remove the corruption from the government
- Maintenance in the decision making standards . Promoting the usage of ICT

G. According to Barriers Found in E-Governance

Due to citizens are poor with poor infrastructure the growth of e-governance is not possible and it is very difficult to provide government policy and services to the citizens Therefore following were the issues to be overcome as soon as possible . They are :-

Table 5 Barriers Found in E-Governance

Category	Barriers in E-Governance
IT	Lack of Technology changes from time to time , Lack of policies and standards , Lack of maintenance of government websites.
Security and Trust	Lack of users' trust and confidence to employ e-government services and Lack of security rules, policies and privacy laws .
Skills	Lack of technology tools and skills; Lack of Technical staff lack of program knowledge; Lack of proper hardware; Shortage of well-trained IT staff in market .
Financial	Lack of - knowledge and information economy; Lack of Shortage of financial resources in public sector .

Source [11]

H. According to the E-Governance Top 20 Country in World

According to the Kuldeep Vats , Shravan Sharma, Amit Rathee [2012] in International Journal of Advanced Research in Computer Science and Software Engineering states that the following 20 Country is the top -most E-Governance which was illustrated as below:-

Table 6 Top 20 Country in E-Government Projects

S.No.	Final Ranking	Score
1	Singapore	92.14
2	USA	92.13
3	Sweden	88.32
4	Korea	87.50
5	Finland	86.90
6	Japan	86.85
7	Canada	85.13
8	Estonia	84 .10
9	Belgium	83.55
10	UK	82.40
11	Denmark	82.40

12	Italy	81.20
13	Taiwan	79.31
14	Australia	78.50
15	Norway	77.61
16	Spain	75.30
17	Germany	73.15
18	France	72.05
19	Switzerland	71.88
20	Netherland	70.75

Source [7]

I. According to E-Governance Projects in the states of India

Now a day's India has planning to set up a better information's technology system that provides the better society as well as the implementations of e-governance.

So that all the departments has their own working websites where all the information's can be updated and easily be accessed by the citizens at lower effective cost level .

Following were the e-governance projects in states of India that can be discussed as under :-

Table7 Various State -wise projects launched in states in India

States	E-Governance Projects
Andhra Pradesh (AP)	e-Seva, CARD, VOICE, MPHS, FAST, e- Cops, Saukaryam, Online transaction processing, e-immunization Rural Health Call Center and Site Suitability for Water Harvesting, Professional e-Pension
Arunachal Pradesh	Community Information Center.
Bihar	E- Sale Tax
Chhattisgarh	Chhattisgarh Info-Tech Promotion Society, Treasury Office, E-Linking Project
Delhi	Automatic Vehicle Tracking System, Computerisation Of Website Of RCS Office, Electronic Clearance System, Management Information System.
Goa	Dharani Project
Gujarat	Mahiti Shakti, Request For Government Documents Online, Form Book Online, G R Book Online, Census Online, Tender Notice.
Haryana	Nai Disha
Himachal Pradesh	Lok Mitra
Karnataka	Bhoomi, Khajane, Kaveri
Kerala	E-Srinkhala, Rdnet, Fast, Reliable, Instant, Friends
Madhya Pradesh	Gyandoot, Gram Sampark, Smart Card In Transport , department,Computerization MP State Agricultural Marketing Board (Mandi Board), E-Choupal Etc
Maharashtra	Setu, Online Complaint Management System—Mumbai
Punjab	Suwidha, Tisp, Eems, Pawan
Rajasthan	Jan Mitra, Rajswift, Lokmitra, Rajnidhi
Tamil Nadu	Sari
Uttar Pradesh	Lokvani , E-suidha , E-Seva , Koshvani , JAN SUVIDHA KENDRA, Srishti, Bhulekh,

Source: <http://en.wikipedia.org/wiki/E-Government>, [15]

VI. CONCLUSION AND FUTURE RESEARCH

In this research review paper I have tried out to illustrate barriers found in E-Governance Projects in Indian States . In future there are various barriers to implements the E-governance projects in Indian States can be done which includes lack of trust and knowledge and gap between adoption of e-government projects

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