
Information and communication technology in good governance with special reference to present perspectives

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Abstract

In the present scenario, we are living in a technological world. The lives of human beings have become more comfortable and easier with the advancement of innovative information-communication technologies such as the internet, smartphones, computers, and other electronic gadgets. Information and communication technologies offer enormous promise for all facets of societal development. Information and communication technology has overall changed and grown, with special reference to any developing country. Due to the increasing popularity of information and communication technology (ICT) in several disciplines, efforts have been made to implement it in the domain of good governance. ICT promotes the idea of world digitization through the application of new technology and equipment. As a holistic approach, good governance promotes the idea of a citizen-friendly, corruption-free, and transparent administrative structure. This study examines the role of information and communication technology (ICT) in the good governance process, arguing that, in comparison to industrialised nations, developing countries lag far behind in reaping the benefits of ICT in the good governance process.

Keywords- Information, communication, technology, governance, corruption, the internet, electronic gadgets, etc.

Introduction

The term "information" is used in a variety of contexts. It is derived from a term that means "to give shape to something." Information is anything that individuals can learn, know, or understand, such as the news from around the world in a newspaper. People who utilise computers frequently interchange the terms "information" and "data." "Information technology" is a specialised branch of study. Our age is known as the age of Information Technology. Information Technology with its superhighway has not only revolutionised man's way of working but also his very existence. IT (Information Technology) revolution is sweeping our civilization bringing about unfathomable changes in our present-day civilization. The twenty-first century belongs to the IT world.

"The Age of Information Technology" is the name given to our era. Information technology has revolutionised not only man's method of working, but also his basic existence. The Information Technology (IT) revolution is sweeping our civilisation, bringing with it unfathomable changes. The twenty-first century belongs to the domain of information technology. Today, the entire planet has shrunk in size. People may communicate any information in a matter of seconds, and they can do so

properly and effectively without losing data in the process. On the one hand, all of these different modes of telecommunication and information exchange have highlighted the need for the multipurpose development and growth of information technology; on the other hand, the ease of access and availability of information technology has highlighted the need for multipurpose development and growth. Our age is known as the "age of information technology." Information technology, with its superhighway, has not only revolutionised man's way of working but also his very existence. The IT (Information Technology) revolution is sweeping our civilization, bringing about unfathomable changes in our present-day civilization. The twenty-first century belongs to the IT world. The whole world has become a small place today. Any information can be exchanged by people in a few seconds, and that, too, is a proper and effective way without any loss of data while it is being processed. On the one hand, all these different ways of telecommunication and information exchange have highlighted the necessity for multipurpose development and growth of information technology; on the other hand, the ease of access and use of it has boosted the network of information exchange.

The whole world has become a small place today. Any information can be exchanged by people in a few seconds and that, too, properly and effectively without any loss of data while it is being processed. On the one hand, all these different ways of telecommunication and information exchange have highlighted the necessity for multipurpose development and growth of information technology and on the other, its easy access and use of it has boosted the network of information exchange.

In our day-to-day lives, digital technology is becoming increasingly important. It aids in speedier film processing in supermarkets. A digital moisture metre is used in agriculture to measure soil moisture and determine when harvesting should begin. Hearing loss sufferers will benefit greatly from digital technology. It reduces noise, increases voice clarity, and reduces undesirable loudness by processing sounds. The Indian government is particularly eager to make significant progress in the field of information technology. Indian Institutes of Information Technology are springing up all over the country. We may now expect that India will soon become an information technology giant.

Computers, ancillary equipment, software, firmware, and similar techniques, as well as services (including support services) and related resources, are all included in the phrase "information technology." The widespread adoption of information and communication technologies (ICT) in all aspects of modern life has had significant ramifications on how individuals learn in school, solve problems, and work. It can also refer to the integration of audiovisual, telephone, and computer networks via a single cabling or connection system. Students can connect, access, and communicate with the rest of the world in ways that were unfathomable only a few years ago and are constantly changing. It is significant because, as a result of the rise of the Internet and related technologies, human connection, networking, seeking assistance, and accessing information have all become more difficult.

Literature review

ICT is adaptable and multipurpose, allowing it to meet a wide range of needs. The application of information and communication technology to improve government and public administration activities to promote good governance is known as e-governance. Good governance encompasses a wide range of factors. Changes in government processes, such as decentralisation, to improve efficiency and effectiveness while lowering costs. eGovernment is no more a one-time administrative reform exercise,

but rather an ongoing component of the governance process. E-governance allows for real-time participation in government and democratic processes. Egovernance has several advantages, including improved policy results, higher-quality services, and enhanced public participation. Online services and information that improve democratic participation, accountability, openness, and service quality and speed could be among them.

Devi, R., Deka, N. Devi, R.(2021) emphasised the importance of information and communication technology (ICT) in the governance process, arguing that, in comparison to wealthy countries, developing countries fall far behind in utilising ICT in the governance process.

Raghavendra (2018) studied the role of ICT in rural development in Karnataka. The major aim of the study was to find the usage of ICT in various fields of rural development supporting e-governance schemes. The data was collected by using online surveys and paper surveys. According to the findings, there is a lack of understanding of the potential for adopting ICTs and the stated need. Children's education and government form procurement via Nemmadi, Bhoomi, and Chethana are the most beneficial applications, and people are willing to pay for them. They are also willing to pay a small price in exchange for improved health care and health education. The locals expressed a desire to use the ICT infrastructure for leisure. Public engagement is required in order for the system to be viable and consequently reproducible, regardless of funding allocations. A major obstacle in the villages is the absence of electricity for the most of the day. For the operation of the network, each service provider has given power backup infrastructure.

Gautam, Gautam & Jain (2017) conducted a study to explore the scope of e-governance in India. Finally, the findings of the study highlight the challenges that have arisen as a result of the government's failure to effectively execute e-Government in India, as well as the government's plans for minimising concerns that develop during the implementation of e-Government initiatives. So that future visions can be used to determine the key effects of e-Government projects in India.

Mukherji, M. & Roy, S. (2016) discussed the role of information communion technology to promote Good governance. This study presents a new approach to reducing corruption in government and public-sector organisations. The egovernance system employs ICT to better serve citizens by delivering services and information to them. The fundamental challenges that citizens face in government offices in India are discussed in this paper, as well as how they might be solved by utilising information and communication technology.

Kalsa, N. A., Kiran, R. & Vidya, S. C. (2009) pointed out that the importance of transitioning from traditional governance to e-government is discussed. It also aims to concentrate on the elements that contribute to excellent governance. This article focuses on e-government efforts that directly benefit citizens through direct interactions with government services.

Information technology

Information technology is a technology that uses computing with high-speed communication links to spread information from one place to another. A computer is a very important component of Information technology. The world has become a global village due to advancements in information technology. Combination of hardware and software products and services that companies use.

Information communication technology

Computers, supplementary equipment, software, firmware, similar procedures, services (including support services), and related resources are all included in the phrase "information technology." The widespread adoption of information and communication technologies (ICT) in all aspects of modern life has had far-reaching consequences on how people learn in school, solve practical problems, and work. It can also refer to the integration of audiovisual, telephone, and computer networks using a single cabling or connection system. Students can connect, access, and communicate with the rest of the world in ways that were unthinkable only a few years ago and that are constantly changing.

E-Governance and E-Government

Both the phrases "e-government" and "e-governance" are used to characterise the government's use of information and communication technology (ICT) to provide services to its citizens. There is a debate among researchers on how to properly utilise the two terms. While e-governance is the use of information and communication technology to assist in the administration or management of government, e-government is the use of information and communication technology to provide services for the proper operation of government. The word "government" will be used to refer to the use of ICT to improve government or public services. E-government is a two-way communication system in which citizens request policies and programmes and the government receives their input. The government's websites provide citizens with information, regulations, policies, and programmes, such as downloadable forms for services and applications.

Information technology in good governance

With the advancement of modern technologies such as the Internet, mobile phones, computers and other electronic devices the life of human beings becomes more comfortable and easier. The development of such devices and facilities transfers the world into a global village, whereas one's ideas experiences and day to day activities can be shared with people from across the world within a few seconds. Information communication technology ICT is an extended form of information technology that stresses the role of infield communication and the integration of telecommunication and computers as well as necessary enterprise software storage and audiovisual system, that enable users to access, store, transmit and manipulate information.

Conclusion

After a thorough examination of the function of ICT in the good governance process, we can conclude that ICT plays a significant role in improving government-to-public contact and communication. Citizens have access to information and services when ICT is used in the governance process, which increases public participation in the administrative process. It serves as a key to excellent governance by providing a system that is effective, efficient, responsible, and transparent. The usage of ICT in developing countries is suitable for fixing issues such as corruption, overworked personnel, and administrative system dysfunction. ICT is multipurpose and adaptable to satisfy a variety of requirements. E-governance is the application of information and communication technologies to improve government and public administration operations to achieve good governance. There are many different aspects to Good Governance. Changes to government processes, such as decentralisation, to

increase efficiency and effectiveness while reducing costs. eGovernment is no more a one-time administrative reform experiment, but a permanent part of the governance process. Real-time participation in the governmental and democratic processes is enabled through e-governance. Better policy outcomes, higher-quality services, and increased public engagement are all benefits of e-governance. These could include online services and information that boost democratic involvement, accountability, transparency, and service quality and speed.

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