
IT for Good Governance: A Review

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Abstract

In this Paper we have attempted to briefly review the advancement and aspect of information technology for Good Governance. For emerging nations, technology is a tool for improving the quality of life for millions of people. The augmentation of information technology has an extensive embryonic in every manner of good governance. IT plays an important role to contribute in good governance of a country like citizen's welfare, Trust and Accommodity, Democracy, Nations Economic Growth, Citizens Awareness etc. Therefore, the present study is undertaken to review the literature on the effects of IT on good governance. The study will provide an extensive and adequate literature review which will help the government and academicians to know about the already researched areas and to explore gaps in the available literature for future research possibilities.

Keywords

Information Technology, Governance, Advancement, Citizens, bribery, Computerization, Corruption.

1. Introduction

Information technology plays very important and vital role for running good E-governance. With the emanation of e-governance, Information technology has been a field of research and development with various schemes that government launched for citizens being developed. To running e-governance applications and schemes, mechanism is provided by

information technology. According to Former Secretary General of the United Nations: Kofi A. Annan, "Good governance is perhaps the single most important factor in eradicating poverty and promoting development. The Governance is an exercise of power for steering social systems, as well as a process by which organizations are directed, controlled, and held to account to their society. Good governance means securing justice, empowerment, employment and efficient delivery of services. ." According to World Bank, governance can be defined as "the rule of the rulers, typically within a given set of rules". One might conclude that governance is the process - by which authority is conferred on rulers, by which they make the rules, and by which those rules are enforced and modified. Thus, understanding governance requires an identification of the rulers and the rules, as well as the various processes by which they are selected, defined, and linked together and with the society generally. Kaufman et al (1999) defines governance as "The traditions and institutions by which authority in a country is exercised". Business dictionary(2009) defines governance as Establishment of policies, and continuous monitoring of their proper implementation, by the members of the governing body of an organization. It includes the mechanisms required to balance the powers of the members (with the associated accountability), and their primary duty of enhancing the prosperity and viability of the organization.

According to Kaufman et al (1999) "Fundamental aspects of governance" are: graft, rule of law, and government effectiveness. Other dimensions are: voice and accountability, political instability and violence, and regulatory burden. According to World Bank (2002) good governance is epitomized by predictable, open and enlightened policy making; a bureaucracy imbued with a professional ethos; an executive arm of government accountable for its actions; and a strong civil society participating in public affairs; and all behaving under the rule of law." The term "governance" becomes apparent and this concept achieved prominence in donor discourse around 1990, after the end of the cold war. By the mid-1990s, the notion of good governance had expanded to include transparency, accountability and participation. Development Assistance Committee(DAC) of the Organization for Economic Cooperation and Development (OECD), , included: the rule of law; strengthening public sector management and transparency/accountability by improving accounting practices, as

well as budgeting and public expenditure management; and combating corruption in 1997 to the definition of good governance. The statement issued by the 2000 DAC High Level Meeting took note that “good governance requires a broad approach to partnership extending beyond government and parliaments to include civil society and the private sector.” Moreover, a new dimension namely, predictability was required in addition to transparency and accountability. At present, at least three major features can be identified as the key defining properties of the concept of good governance that are First, good governance is predicated upon mutually supportive and cooperative relationships between government, civil society and the private sector. Second, good governance is defined as the sum of the following elements: participation, transparency of decision-making, accountability, the rule of law and predictability. Democratic practices, civil liberties and access to information are sometimes added to the list. Third, good governance is subjective in concept.

United Nations (www.unpan.org) definition (AOEMA report): “E-government is defined as utilizing the Internet and the world-wide-web for delivering government information and services to citizens.” “E-democracy builds on e-governance and focuses on the actions and innovations enabled by ICTs combined with higher levels of democratic motivation and intent” (Clift, 2003). While many author have define and identified many factors impacting Information technology and good governance. Our study is an attempt to bridge the gap between present and previous work on IT and good governance and the study also find the research gap and suggest the future scope of the research on subject matters.

2. Literature Review

Many author have done many research on use of IT for good governance not only in India but other part of the world here we have try to put some good researches as literature review

Punyaratabandhu (2004) in her research has review the current status of measuring good governance her findings reveals that Good governance is good instrument to measures its benefits like poverty reduction and development performance. But some empirical evidence also show that that good governance may not turn out to be a necessary condition for

poverty reduction. She also suggest that there is a need of identifying determinant of good governance an appropriate frameworks for enhancing good governance should be developed, proper assistance should be given to towards strengthen governance institutions and mechanisms rather than penalizing poor governance by withholding development cooperation. E- Governance use Information technology which make customer for participate in decision making process therefore the government becomes more transparent, accountable and efficient and hence fits perfectly into the agenda of good governance.(Prabhu 2005). Heeks and Bailur (2007) has analyzed some paper on E - Government and find that these paper lack some specific practical recommendations they have also find that in E- government research there is a wide gap in Practical and Theory . They observed that most of the authors have failed in linking Practical implementation with theoretical aspects also they suggested that some institutional factors likes pressures of competition and time are acting as constrain in development of e-government as a research agenda. Singh (2008) in his paper has focused on Gandhian view of e governance he has critically analyzed the challenges in post independent India for implementation of good governance he has suggest some way like state-sponsored development programmes must aim at reduction in poverty and improvement in productivity levels of workers, periodic review meets for public expenditure at villages, sub-district and district levels to ensure proper utilization of funds. Anyone with the charge of corruption should not contest election and lastly he focused on innovation in two area i.e. lively hood and women empowerment through NGO as they are the key driver of good governance. Kalsi et al (2009) in their empirical research has find that the changing economic and governance scenario demands a greater partnership between various major players in the society. So they suggest that good governance should be a collaborative approach and focus should be on results not on process. They emphasize on professionalism and new ways of thinking as must input for good governance. They focus on making efforts which can sustain increasing expectations and demand on E- governance; and how the citizens can influence the face of e-governance. Rahman(2010) studies framework of E-governance at the local government level in developing countries of south Asia has find out governance at the local level matters, and e-governance is a better way of providing government services to the common

citizens. However, the method by which governments govern their communities, nationally, regionally, and locally, forms an essential element in determining the outcomes which contribute to the quality of life of those communities. He further simplify it by saying that a good governance is a governance allows the collective aspirations of people at large to be fulfilled effectively and efficiently, depends on the way in which public institutions are designed and operate. In spite of poor infrastructure, poverty, illiteracy, language dominance and all the other reasons India has number of award winning e-governance Projects. E-Governance is the key to the "Good Governance" for the developing countries like India to minimize corruption, provides efficient and effective or quality services to their citizens. (Dwivedi and Bharti 2010). Bhatnagar and Singh(2010) found that many respondent (client and business in this case) has backed the preference for the computerized system as it has reduce the cost of accessing services by reducing the number of trips that were needed previously to be made to the concerned offices , also the waiting time came down by nearly 50%. Corruption was significantly reduced or eliminated in many projects and quality of service delivery and quality of governance were also perceived to have improved significantly with computerization in most cases. They also find out that many developing countries recognize the importance of improving governance for attaining higher economic growth and attracting direct investments. E-government has the potential for lowering bribery, provided that the necessary process reforms are undertaken. Earle and Scott (2010) have studied some academic and donor research to find out the impact of governance work on poverty reduction and development outcomes. Their study reveals that good governance has both intrinsic and instrumental developmental value in developing country. They have identified: democratization, justice and rule of law, corruption, decentralization, public administration reform and public financial management as the developmental impact of different areas of governance. Their findings also suggest that governance reforms have not always resulted in the expected improvements in development outcomes and poverty reduction. There suggestions to donor include that the donors must take a long-term perspective as change to governance institutions takes place over long time horizons. Donors should also give more attention to the demand-side of governance, rather than focusing exclusively on top-down approaches to reform. Sharma et al (2011) in their research

has find to implement effective E - Governance in India adequate management and governmental experts required rather than technical expertise, further they have suggested that key strategy to make e-governance effective is formation of right institution and agencies and identifying the right human resources for the same. They also recommend that India requires overall focus on e-governance initiative in every sector public or private with the support of legislation on priorities basis. They emphasize on making a committee of trained, knowledgeable and experienced specialist of e-governance who can provide right direction for accurate implementation of e-governance. Trakulmututa and Chaijareonwattana (2013) conducted a empirical study in of Local Government office in Southern Part of Thailand has identified some causal factor which have some direct effects , indirect and negative effects on Achievement of Good Governance The causal factors which had the direct effects on the achievement of good governance in are fairness of awareness, the characteristics of the implementing agencies and the acceptance of implementers and factors which have indirect effect on achievement of good governance are were policy standard and objectives, resources, the organizational communication, economic, social and political conditions while the 'The Characteristics of the implementing agencies' (org) and 'The acceptance of implementers'(staff) had a direct negative effect on the achievement of good governance . Bang & Esmark (2013) in their paper maps out the strategy of good governance and their main implications for public governance policy and organization. Further, the paper discusses the main tenets of governance research, in particular the critical responses to good governance based on deliberative and radical democracy based on this discussion they suggest a reintroduction of macro-sociology and a revised analysis of the political system and current modes of governance, also they suggest an alternative analysis of the relation between power and freedom involved in good governance. Yadav and Tiwari (2014) find various challenges are like low literacy, lack of awareness, low broadband penetration, lack of system integration within a department for the implementation of e-government in India. They further suggest requirement of vision and environment for effective implementation of e-government in India. Aldin .et. al.(2015) studied Demographic factors as determinants of e-governance adoption this study combines the two dimensions (e-openness and e-participation) their findings reveals that with the exception of nationality,

all other demographic variables including gender, age, education and type of employment clearly explain differences among the respondents of e-governance. Further their findings suggest that respondents perceive moderate satisfaction with e-openness, but less satisfaction with the other dimension e-participation. They suggest policy-makers and decision-makers for a real understanding of the needs of the citizens and to re-conceptualize the government Web sites as an interactive channel of communication in enhancing transparency and participation. Kalsi and Kiran (2015) attempt to find out whether the new information and communication technologies can make a significant contribution to the achievement of the objective of good governance. According to them major factors causing pain and harassment to the citizens in getting the services from various government departments include: unreasonable delay, multiple visits even for small services; poor public infrastructure and its maintenance in government offices. They suggest overall convenience and experience of the citizens; reduction in the corruption levels by improvement in the transparency of government functioning and awareness about the availability of service amongst general masses as some factors for the success of e-governance.

2.1 Summary Table

S. No	Author	Findings	Key Factors Identified
1	Punyaratab andhu(2004)	Good governance is good instrument to measures its benefits like poverty reduction and development performance.	<ol style="list-style-type: none"> Poverty reduction Development performance
2	Prabhu 2005	E- Governance use Information technology which make customer for participate in decision making process therefore the government becomes more transparent, accountable and efficient and hence fits perfectly into the agenda of good governance.	<ol style="list-style-type: none"> Transparency Accountability Efficient
3	Heeks and Bailur (2007)	In E- government research there is a wide gap in Practical and Theory.	<ol style="list-style-type: none"> Practical and theoretical gaps

4	Singh (2008)	E- Governance should focus on innovation in two area i.e. lively hood and women empowerment through NGO as they are the key driver of good governance.	<ol style="list-style-type: none"> 1. lively hood 2. women empowerment
5	Kalsi et al (2009)	good governance should be a collaborative approach and focus should be on results not on process.	<ol style="list-style-type: none"> 1. collaborative approach 2. Result oriented.
6	Rahman(2010)	Good governance allows the collective aspirations of people at large to be fulfilled effectively and efficiently, depends on the way in which public institutions are designed and operate.	<ol style="list-style-type: none"> 1. Designing of Public Institutions 2. Operations of Public Institution.
7	Dwivedi and Bharti (2010)	E-Governance is the key to the “Good Governance” for the developing countries like India to minimize corruption, provides efficient and effective or quality services to their citizens.	<ol style="list-style-type: none"> 1. Minimize corruption 2. Efficient and Effective service delivery.
8	Bhatnagar and Singh(2010)	E-government has the potential for lowering bribery, provided that the necessary process reforms are undertaken.	<ol style="list-style-type: none"> 1. Lowering bribery. 2. Computerization 3. Reducing Corruption.
9	Earle and Scott (2010)	good governance has both intrinsic and instrumental developmental value in developing country.	<ol style="list-style-type: none"> 1. Democratization 2. Justice 3. rule of law 4. corruption 5. Decentralization 6. public administration reform 7. public financial management

10	Sharma et al (2011)	To implement effective E - Governance in India adequate management and governmental experts required rather than technical expertise.	<ol style="list-style-type: none"> 1. Adequate Management 2. Governmental Experts.
11	Trakulmutu ta and Chaijareon wattana (2013)	The causal factors which had the direct effects on the achievement of good governance in are fairness of awareness, the characteristics of the implementing agencies and the acceptance of implementers and factors which have indirect effect on achievement of good governance are were policy standard and objectives, resources, the organizational communication, economic, social and political conditions	<ol style="list-style-type: none"> 1. Fairness of Awareness. 2. characteristics of the implementing agencies 3. acceptance of implementers. 4. policy standard 5. objectives 6. resources 7. organizational communication 8. economic 9. social and political conditions.
12	Bang & Esmark (2013)	Maps out the strategy of good governance and their main implications for public governance policy and organization.	<ol style="list-style-type: none"> 1. deliberative and radical democracy. 2. reintroduction of macro-sociology and a revised analysis of the political system. 3. alternative analysis of the relation between power and freedom
13	Yadav and Tiwari (2014)	Requirement of vision and environment for effective implementation of e-government in India.	<ol style="list-style-type: none"> 1. Proper Vision 2. Adequate environment.
14	Kalsi and Kiran (2015)	new information and communication technologies can make a significant contribution to the achievement of the objective of good governance.	<ol style="list-style-type: none"> 1. unreasonable delay 3. Multiple visits even for small services. 4. Poor public infrastructure and its maintenance in government offices. 5. overall convenience 6. experience of the citizens 7. reduction in the corruption levels 8. improvement in the transparency 9. awareness about the availability of service .

15	Aldin .et. al. (2015)	They suggest policy-makers and decision-makers for a real understanding of the needs of the citizens and to re-conceptualize the government Web sites as an interactive channel of communication in enhancing transparency and participation.	<ol style="list-style-type: none"> 1. E-openness. 2. E-participation.
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8. Research Gap

IT and good Governance go hand in hand the successful implementation of good governance and its deep impact will depends on critical use of Information technology. The previous studies done on IT and good Governance are mainly conceptual and theoretical in nature like Punyaratabandhu (2004), Heeks and Bailur (2007) and Singh (2008). There is a lack of empirical research on the subject particularly in context to the developing country like India. Heeks and Bailur (2007) , Kalsi et al (2009) and Rahman (2010) in their studies mainly focused on developing countries have find the wide gap between theoretical concept and practical implementation they have find that IT and good governance is a collaborative approach and collective aspirations of people at large to be fulfilled effectively and efficiently. In country like India there are major project which are successful in providing good governance through IT but lot is needed to be done to make the change reach to grass root level. The research gaps are found in theoretical concepts and practical implementation of the E- governance. There is a need of empirical research covering all the parameter and relational research covering the different variable /factors identified by different author especially in country like India where IT has deeply influenced every section of society there is a need to find how IT has actually impacted good governance in India.

9. Suggestion and Future Scope of Research

Our study were focus on IT and Good governance in this study we have review some paper and present work on the subject based on our study and research gap we suggest a good quality empirical research on IT and its impact on good governance covering overall factors suggested by different author so that a collaborative frame work can be made to implement the E- governance to the grass root level. Factors like language barrier , IT infrastructure and illiteracy, Proper Vision, Adequate environment, Designing of Public Institutions,

Operations of Public Institution, Governmental Experts and social and political conditions are needed to be considered especially in developing countries as a challenge for implementing e governance along with these factors some others factors like Democratization, Justice, rule of law, corruption, Decentralization, public administration reform, public financial management are the benefits of Good governance. Future we suggest a research covering overall geographical location of the diversified country like India. The factors mentioned above are generally the outcomes of empirical research in foreign and develop country there is a need of such research in developing country especially India.

10. Limitation of the research

The present study has a limited practical scope and is conceptual in nature we have identified some the factors further a hypothesis should be framed on these factors and causal research can done.

11. Conclusion

Information technology is proved to be a effective tool to implement good governance in developing country, IT also helped in making the process more transparent, more accountable and efficient. But there is lot to be done on process improvement and implementation side a good collaborative approach and deep grass root implantation and impact issues are needed to be addressed to get the real picture of IT for good Governance.

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