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A Study of the Impacts of E-Governance on the Economy, Trends, and Perspective

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Abstract

Researchers are still relatively new to the field of e-governance, so it is a relatively new research field for them. Considering the rapid growth of the use of information and communication technologies (ICTs) by governments in the last few years. It is clear that governments are eager to use ICTs to improve the services they provide to their citizens and that they are willing to do so sincerely and eagerly, and they are also planning to establish an online communication system with their citizens with the intention of creating a continuous feedback process that can be used by policymakers to help them make better decisions. Technology has played an important role in the administration of government for many years. However, the advent of the Internet and the World Wide Web made a significant difference in terms of achieving the objectives of improved services, better relationships, and many other things, despite the fact that the use of technology in government has been around for many years. The EU, the United States, the United Kingdom, and Japan are some of the developed nations that have taken the lead in making their online presence a priority in the world today. The fact that experiments are currently being conducted at various levels, including at the state, center and municipal levels, in developing countries such as Brazil, India and China, is an important point to make. With the aim of offering citizens what their counterparts in first world countries receive, these experiments are being conducted at various levels. An important question must be answered about the impact that the programs that have been designed for e-governance are having on the economy and their effectiveness as well.

Keywords: E-governance, e-governance impact on commerce, e-governance impact on economy, e-governance efficiencies, e-governance trends

Introduction

There has been a number of studies that have shown that e-government has emerged as one of the most powerful platforms for connecting, managing, and providing services to citizens throughout the world (Bwalya and Healy, 2010). According to the World Bank, e-government is defined as a process by which government agencies use information and communication technologies to improve the efficiency and effectiveness of the operations of their business and to provide better service to the citizens of their countries. It is important to take into consideration those factors which will have a great impact on the success of e-government, including information technology, human resource management, legislative willingness, infrastructure, and public trust, in order for e-government to be a success. As a result of the use of electronic government, citizens are encouraged to participate in public administration, they become more aware of government programs, they become more transparent about the decisions taken by government, and they become less likely to be corrupted in public offices

(Shim and Eom, 2008; Sabani et al., 2019). There has been an intense effort on the part of governments around the world to adopt specific e-government initiatives in order to develop a sustainable e-government system that can be relied upon in the future (Deng et al., 2018).

A definition of e-government published by the World Bank (2015) is one of the most widely used. It states that e-government describes the use of information technologies by government agencies in order to transform relations with citizens, businesses, and other arms of government through the use of information technologies such as Wide Area Networks, the Internet, and mobile computing. It has been acknowledged that these technologies can serve a variety of purposes: better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, and more efficient management of the government. It is also important to note that Riley, who defines e-government as a key element of the information society at all levels, including local, national, regional, and global, assumes that, by utilizing information and communications technology, e-government has or can change the internal and external relationships of the public sector as a whole, by promoting greater accountability for the government, increasing efficiency and cost effectiveness, and enhancing constituency involvement.

Based on a new survey released today by the United Nations showing the progress of nations in promoting e-government, the United Kingdom leads the world in providing government services and information through the Internet, a phenomenon known as e-government. In the report, the United Kingdom is followed by Australia and the Republic of Korea. The 2016 UN E-Government Survey provides new evidence that e-government has the potential to play a significant role in assisting the implementation of the 2030 Agenda, as well as its 17 sustainable development goals (SDGs).

The economic community around the world is still in the process of determining how the research criteria that will be used for analyzing, assessing the impact of e-government projects will be determined by economists in every corner of the planet. What are the universal criteria for the evaluation of e-governance initiatives or will they vary depending on the type of e-governance initiative. In addition to this issue, there is another issue that is closely related to this one: change management. There is a need to move from manual processes, systems, and procedures to electronic processes, systems, and procedures that will allow for the e-governance programme to be more effective and efficient. Human behavior, attitudes, beliefs, values, as well as a number of other factors that play a significant role in the change management process will gain prominence over the next few years. There has been an ongoing study looking into the factors of effectiveness and change management in order to develop a framework of effectiveness and change management with the ultimate objective of creating (an) effective e-governance programme (s) with the ultimate objective of creating a framework of effectiveness and change management for e-governance.

It is expected that governments will be able to utilize the findings of the research conducted in this study in order to improve their own policies. It is important for governments to use a strategic framework to maximize their resources and make sure that they focus on the areas that are most important to their target audiences so that they can maximize the use of their

resources. Using this framework, the project will be completed quicker, the user groups will be more satisfied, and when the government is connected to its citizens, there will be many advantages to connecting with the citizens. When the findings of this research are put into practice, it might be possible to better address the process of change management in order to achieve better results.

Current Trends and Perspective in E-governance

During our literature review, we discovered that the relationship between corruption and e-government has been extensively examined, and that e-government initiatives may not be able to eliminate all forms of corruption that exist (Ali et al., 2021; Maqsoom et al., 2021). Several studies have been conducted to document the influence of ICT development as well as e-government on corruption, but their results are limited (Srivastava et al., 2016; Srivastava et al., 2015). Several studies have made the claim that e-government development platforms have significantly reduced or eradicated corruption levels as a result of governments using e-government development platforms (Ojha and Palvia, 2012) since they have been used by governments to create e-government development platforms. It has been shown that initiatives that promote transparency and accountability can have a greater impact on reducing corruption than initiatives that promote a low level of corruption (Mistry, 2012). Therefore, it is obvious that the literature has not been able to respond to the question of how e-government development impacts CSR performance through the mediation of ICTs, CSR policy, corruption, as well as the quality of institutions as it relates to the impact of e-government development on CSR performance.

Methodology

This study used a literature review as its first step in identifying the factors that determine effectiveness and change management in order to determine the factors that determine the success of the study. In the following analysis, we analyzed some existing e-governance programmes in India and in other countries, using the data obtained from primary and secondary sources, for the purpose of analyzing some existing e-governance programmes in India and in other countries. This case study was conducted to determine the factors of effectiveness and change management and then a set of propositions was developed based on the findings of this study, taking into consideration the findings of this study. In order to test the propositions made in this paper, a questionnaire was developed so that an attempt can be made to implement a survey to test the claims made in the paper. As part of the development of a framework for the development of factors of effectiveness and change management in e-governance, three types of e-governance programmes, namely those for government agencies, users, and partner agencies, were taken up for the purpose of developing elements of effectiveness and change management in e-governance. For the purpose of conducting the survey, the following groups were selected: Vendors (hardware and software), economists, Internal planners, External users of e-governance services, as well as Internal users of e-governance services for the purpose of the survey. The study included a questionnaire survey

that was carried out on each of the individual groups and also on the entire group as a part of the study.

This framework was developed through the use of various statistical tools in order to synthesize the data obtained from the questionnaire survey as well as the data gained from the case studies, in order to develop the framework as outlined above. Lastly, three frameworks were created for three different types of programs (EL, E2 and E3) in order to determine factors of effectiveness and change management for three different types of programs (E1, E2 and E3). A wide range of micro-results were also obtained as a result of the process. At the end of the research, findings from the study have been re-examined in light of the case studies and a cross-checking attempt has been made to ensure that the findings obtained in the final analysis are still relevant. As a consequence, the research questions and the objectives of the study have also been revisited and they have been cross-verified with the actual outcomes of the study. During the course of the research, a number of key learnings have been uncovered. The present study has also been listed as a contribution to the field of research. The final part of this study includes a discussion of the limitations and suggestions for future work along with suggestions for further research.

Results and Discussion

A significant impact of the digital revolution has been on people's daily lifestyles as well as their habitual ways and means of doing business. The public sector cannot ignore the new trends that have emerged as a result of the post industrial information economy. The public administration needs to remain responsive, accountable, and efficient for the economy in the long run.

In essence, government-to-employee transfers improve the development of the labor market, the level of employee satisfaction, as well as supporting transactions such as payrolls and pension plans, which indirectly improve the level of labor productivity at the national level. The proposed information technology is intended to replace passive forms of political communication and will enable citizens to become more informed and active citizens through the use of information technology. In some countries, some of the components of e-government have already been implemented at a small scale; however, it appears that the full picture of e-government development and its main benefits have yet to be fully explored.

According to the evidence gathered from the research conducted, besides the reduction of administrative burdens, the improvement of the quality of information and services, as well as the reduction of costs, e-government is able to streamline the economic and social development of nations as well. Nevertheless, some critical opinions have been expressed against the need for investment in digital government in light of the fact that there are no arguments that demonstrate the importance of e-government adoption at the same level as the resolution of other economic and social problems occurring on the national level.

Taking into account the fact that the public sector is one of the largest producers of information, it raises the question as to the quality of information provided by the public sector. Increasing

the availability and quality of information in the public sector through the use of online services has had a positive impact on the level of information quality and supply in the sector. The electronic format of information provides a reduction in the amount of error and, as a consequence, provides a basis for the development of quality management information systems that rely on electronic information. The study by the author provides a clear indication that the quality of the information provided by public entities through the e-government systems is a significant factor that impacts the adoption of the digital government system by public entities. All the explored characteristics of information quality, such as accuracy, timeliness, relevance, precision, and completeness have been shown to have significant implications on the level of acceptance of e-government websites by citizens. Due to the management implications of these results, it is necessary to ensure the high quality online delivery of public services through the use of information technologies in the public sector in order to realize the benefits of such technologies. As a result of implementing ICT into government activities, it can contribute to a better supply of information and, in particular, to making data more open. As a result of the availability and openness of government data, there is a greater return on public investment, a stimulation of economic growth and wealth because there is a free flow of information for businesses, a stimulation of innovation, as well as an increase in transparency and accountability.

The implementation of an effective e-government strategy is expected to have a significant impact on the reduction of the amount of time that public administrators and citizens have to spend on process and delivery of services. We can consider the adoption of web-based technologies in the delivery of government services as a catalyst for the adoption of web-based technologies in the public sector. As a result of the active use of e-government websites, the process time for the process can be minimized and the users are encouraged to make use of the online services. The benefits of digital government can also be seen in the streamlining of internal processes due to faster decision making and an increase in the speed and quality of the transaction process, as well as in the streamlining of internal activities.

E-Governance and Cost Reduction

A key economic impact of the adoption of e-government is cost reduction and budget savings, which lead to the realization of one of the objectives of the 2020 Europe strategy, which is to improve the sustainability and growth-friendliness of public finances. There are several reasons why these results can be attributed to the introduction of paperless administrative procedures, thereby reducing the transactional costs of government processes and increasing the control of public expenditures as a result. As a result of utilizing information technologies in administrative activities, there have been significant cost reductions and budget savings for governance institutions as a result of:

1. A reduction in labor costs, due to the application of ICT in the delivery of public services, can be achieved due to the reduction in the number of administrative staff that are required to maintain the e-government systems, thereby saving the public sector money. The automation process also decreases the time needed to perform a certain type of

work, which can result in a higher level of labor productivity, as well as the achievement of analogous targets with a lower number of employees involved.

2. In terms of service delivery, there are a number of savings that can be realized: minimization of the leading time of the service realization and reduction of travel costs, waiting time, printing materials, etc..
3. The adoption of electronic invoicing has resulted in a higher level of automation and a significant reduction in the manual handling of papers between public authorities and through the postal system as a result of electronic invoicing. The British government sends approximately 200 million invoices every year, valued at more than £200 billion, and pays a fee of £35 for each invoice, which means that two percent of the government's revenue is spent on the administration of invoices, which means that two percent of the government's revenue is spent on the payment of invoices. The cost of processing invoices can be reduced from £5 per invoice if you use the electronic invoice system. While it is true that digitalization of government has the potential to reduce costs in one of the major areas of potential impact, an empirical study has shown that such a transition to an electronic environment often does not result in a reduction in costs in the long run. Taking into account the fact that internet penetration is still quite low in developing countries, implementing e-government doesn't necessarily replace traditional interaction tools with the public sector, but rather it turns out to serve as an additional channel of service delivery in these countries. It is generally believed that citizens of emerging countries accept new technologies at a lower rate than those of developed countries on average. The initial costs of the project will therefore increase as a result of investments being made in the information technology sector. As a result, one of the recommendations for policy makers in order to increase the efficiency of their digital government projects is that a preliminary evaluation of the costs, benefits, as well as the risks of investing in ICT is an essential preliminary measure.

Conclusion

In order for a society to function, it requires information and communication between its members. A society's economy and governance could be profoundly affected by its availability of information and communication. It has been widely acknowledged that the spread of the Internet has changed significantly the way in which information is communicated and impacted the economy and government. When the right strategy is adopted for the harmonization of governmental and economic issues, the changes may be beneficial to a society as a whole. It seems that most of the problems associated with the transformation of business into e-business and the transformation of government into e-government are quite similar in different countries regardless of the level of development of each country. As a result of the study, positive and strategic effects of e-government on the economy and society can be determined. It is widely regarded that e-Government is a lever of economic development that provides young people graduating from schools and universities with the opportunity to become employed in innovative enterprises that offer e-content and e-services to both the public and private sectors. The paper also discusses the conditions under which the transformation of traditional government to e-government may contribute to reducing the cost of administration as well as improving the

efficiency as well as the economy of government. This paper is primarily aimed at sharing experiences of people who are involved in the development and deployment of e-government solutions with those who are not.

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