



EMERGING ISSUES ON E-GOVERNANCE AND DEVELOPMENT OF RURAL EDUCATION IN INDIA WITH SPECIAL REFERENCE TO TUMKUR DISTRICT IN KARNATAKA

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ABSTRACT

E-governance, meaning 'electronic governance' is using information and communication technologies (ICTs) (such as Wide Area Networks, the Internet, and mobile computing) at various levels of the government and the public sector and beyond, for the purpose of enhancing governance. Methodology :Major objective of the study:To examine the Emerging issues on e-governance and rural education development in India. Specific objectives of the study:1.To examine the different stages of E-Governance, 2. Various Initiatives Under Digital India Initiatives,3.To examine the advantages of e-governance,4.To examine the disadvantages of e-governance, 5.To examine the computer literacy ie., extent of use of computers, mobile and internet in rural areas in Karnataka with special reference to Tumkur district. Nature and source of data:The study conducted with the help of secondary data and information obtained through journals,reports,periodicals and internet. Primary data collected with the help of questionnaire. Sample size is 50. Tumkur has been collected as sample district in Karnataka to get the systematic information about digital literacy, computer users, internet users in rural as well as city premises of tumkur district in Karnataka. Analysis of the results:Different stages of E-Governance, Various Initiatives Under Digital India Initiatives, Advantages of e-Governance, Disadvantages of e-Governance, The level of digital literacy in India, Urban vs Rural: Difference in level of digital literacy, Gender inequality: Difference in the level of digital literacy of crucial importance have been discussed .

KEY WORDS: *Digital Literacy, Darpan, Mobile Seva, Digi Locker, Common Services Centres 2.0.*

MEANING

E-governance, meaning 'electronic governance' is using information and communication technologies (ICTs) (such as Wide Area Networks, the Internet, and mobile computing) at various levels of the government and the public sector and beyond, for the purpose of enhancing governance.

E-governance has gained more popularity in convoluted business world. It is established that E-governance is the application of information and communication technologies to transform the efficiency, effectiveness, transparency and accountability of informational and transactional exchanges with in government, between government & govt. agencies of National, State, Municipal and Local levels, citizen & businesses, and to empower citizens through access & use of information (Mahapatra, 2006).

World Bank explained the E governance as the use by government agencies of information technologies (such as Wide Area Networks, the Internet, and mobile computing) that have the ability to transform relations with citizens, businesses, and other arms of government. These technologies can serve a variety of different ends: better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, or more efficient government management. The resulting benefits can be less corruption, increased transparency, greater convenience, revenue growth, and or cost reductions."

Governance refers to the exercise of political, economic and administrative authority in the management of a country's affairs, including citizens' articulation of their interests and exercise of their legal rights and obligations (International organization, UNESCO). E-Governance may be understood as the performance of this governance via the electronic medium in order to facilitate an efficient, speedy and transparent process of disseminating information to the public, and other agencies, and for performing government administration activities. The Council of Europe elaborated e-Governance as "the use of electronic technologies in three areas of public action such as relations between the public authorities and civil society, functioning of the public authorities at all stages of the democratic process (electronic democracy) and the provision of public services (electronic public services). Stages Of E-Governance



Apart from this, E-governance is rising through the various spheres of society and governments across the world are using information and communication technology especially the internet or web-based network, to provide services between government agencies and citizens.

METHODOLOGY

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Specific objectives of the study:

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- 3.To examine the advantages of e-governance.
- 4.To examine the disadvantages of e-governance.
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ANALYSIS OF THE RESULTS

Different stages of E-Governance

UN'S Five Stage Model

1. Emerging presence – A single or a few independent government web sites provide formal but limited and static information

2. Enhanced presence – Government web sites provide dynamic, specialized and regularly updated information

3. Interactive presence – Government web sites act as a portal to connect users and service providers and the interaction takes place at a more sophisticated level.

4. Transactional presence – Users have the capability to conduct complete and secure transactions, such as renewing visas, obtaining passports and updating birth and death records through a single government web site.

5. Seamless or fully integrated presence – Governments utilize a single and universal web site to provide a one-stop portal in which users can immediately and conveniently access all kinds of available services (United Nations and American Society for Public Administration (UNASPA):

Various Initiatives Under Digital India Initiatives

- **MyGov:** It aims to establish a link between Government and Citizens towards meeting the goal of good governance.
- **DigiLocker:** It serves as a platform to enable citizens to securely store and share their documents with service providers who can directly access them electronically.
- **e-Hospital-Online Registration Framework (ORF):** It is an initiative to facilitate the patients to take online OPD appointments with government hospitals. This framework also covers patient care, laboratory services and also medical record management.
- **National Scholarships Portal (NSP):** It provides a centralized platform for application and disbursement of scholarship to students under any scholarship scheme.
- **DARPAN:** It is an online tool that can be used to monitor and analyze the implementation of critical and high priority projects of the State.
 - It facilitates presentation of real time data on Key Performance Indicators (KPIs) of selected schemes/projects to the senior functionaries of the State Government as well as district administration.
- **PRAGATI (Pro-Active Governance And Timely Implementation):** It has been aimed at starting a culture of Pro-Active Governance and Timely Implementation.
 - It has considered as a robust system for bringing e-transparency and e-accountability with real-time presence and exchange among the key stakeholders.
 - It was launched in 2015.
- **Common Services Centres 2.0 (CSC 2.0):** It is being implemented to develop and provide support to the use of information technology in rural areas of the country.



- The CSCs are Information and Communication Technology (ICT) enabled kiosks with broadband connectivity to provide various Governments, private and social services at the doorstep of the citizen.
- **Mobile Seva:** It provides government services to the people through mobile phones and tablets.
- **Jeevan Pramaan:** It is an Aadhaar based Biometric Authentication System for Pensioners.
 - The system provides authenticity to Digital Life Certificate without the necessity of the pensioner being present in person before his/ her Pension Dispensing Authority (PDA).
 - National Centre of Geo informatics(NCiG: Under this project, Geographic information system (GIS) platform for sharing collaboration,location basic Analytics and decision support system for departments has been developed.
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It comprises of 31 Mission Mode Projects ,approved in 2006m but later it was integrated into digital India programme.

E-Governance belongs to the se of creative and innovative information and comuncation Technologies(ICTs). The ter-governance is named differently,such as electronic governance,digital governance, online governance,e-Gov.

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1. Government to Citizen
2. Government to Business
3. Government to Government.
4. Government to Employee

Advantages of e-Governance

1. Strenthens the relationship between the publiiv authorities and civil society.
2. Develops transparency and sincerity in management.
3. Faster and cheper communication through internet, saves time and energy.
4. No physical constrains in reaching out to government officials.
5. Provides services according to schedule and venue of the people.
6. Efficiently increases the access of information to the people.

Disadvantages of E-Governance

1. Lack of interpersonal communication.
2. The setup cost is very high.
3. Risk of computers and internet breakdown services can be interrupted or delayed.
4. Great challenge of data storage and data security.
5. The adoption and approval of e-governance may be constrained by user digital literacy.

Percentage of internet users in India in different states:

About 50 per cent men have used the internet in seven states -- Andhra Pradesh (48.8 per cent), Assam (42.3 per cent), Bihar (43.6 per cent), Meghalaya (42.1 per cent), Tripura (45.7 per cent), West Bengal (46.7 per cent), Andaman & Nicobar Islands (46.5 per cent), according to the data.

According to the survey, Andhra Pradesh (68.6 per cent), Bihar (57.8 per cent) and Telangana (66.6 per cent) accounted for the lowest literacy rates among women, while Kerala (98.3 per cent).

Andhra Pradesh (79.5 per cent) and Bihar (78.5 per cent) accounted for lowest literacy rates among men while Kerala (98.2 per cent) and Lakshadweep (99.1 per cent) recorded the highest literacy rate among men in surveyed states and UTs.

Digitisation dilemma high in Karnataka as 33% govt staff fail digital literacy .

"Knowledge of operating computers in Kannada, the state's official language, is a must for all government employees. Prospective employees have to pass an exam in computer literacy within three months of joining service," Law Minister Suresh Kumar said after a cabinet meeting in Bangalore.



The state government has, however, exempted primary school teachers, police constables, nurses, forest watchers, excise guards, health assistants, group D employees and drivers from the essential qualification.

Serving employees above 50 years will also be exempted from the mandatory computer learning on age considerations (Kumar).

As part of its e-governance initiative to provide as many of its services online using network of computers, the government has also decided to make computer knowledge a pre-requisite for promotion and annual increments.

Employees who fail the computer skill exam within three years will be denied promotion and those who do not qualify even in the fourth year will be denied the annual increment (Kumar). South Indians are far better at computer skills than those living in most other parts of India, the 78th round of the government's National Sample Survey showed. The survey, conducted over 276,000 households in 2020-21, shed light on the stark gender and rural-urban differences in information and communication technology (ICT) skills. Its report was released on Tuesday. Out of a list of nine different computer-related skills that the survey asked respondents about, the ability to handle files emerged as the most common skill, and knowledge of programming the rarest. Here's a wrap of what the findings revealed about Indians' e-literacy:

The level of digital literacy in India

While India claims to have one of the fastest-growing economies in the world, a recent study by the Digital Empowerment Foundation found that just 30% of our population is basic literate, and that number is double for digital literacy. To give every person access to the internet, the government introduced Digital India in 2015. Although there is no doubt about its potential advantages, there are still difficulties, such as slow infrastructure development, bandwidth availability, personal computer penetration, and scaling ability.

The Covid-19 pandemic has sped up the rate at which technology is ingrained in daily life, but it has also highlighted a glaring digital divide that has excluded a substantial percentage of India's population from this paradigm shift (2017-18 National Sample Survey).

Urban vs Rural: Difference in level of digital literacy

According to the Indian Telecom Services Performance Indicators for July-September 2020, there were 57.29 internet subscribers per 100 inhabitants in India overall, with urban India accounting for over 3 times more of this amount (101.74) than rural India (33.99). Only 4.4 percent of rural families have computers, compared to 23.4 percent of urban households, according to the report of the 75th round (2017-2018) of the National Sample Survey (NSS). Urban households have access to the internet at a rate of 42%, whilst just 14.9 percent of rural families have the same level of access.

Gender inequality: Difference in the level of digital literacy

As gender inequality is one of the major issues in our country it's not surprising to know that digital literacy among women is far lesser than compared to men.

It's quite surprising to know that according to a national family health survey conducted in 2020 Over 60 percent of women in 12 states and union territories have never used the internet.

The states and UTs where less than 40 percent of women have used the internet are Andhra Pradesh (21 percent), Assam (28.2 percent), Bihar (20.6 percent), Gujarat (30.8 percent), Karnataka (35 percent), Maharashtra (38 percent), Meghalaya (34.7 percent), Telangana (26.5 percent), Tripura (22.9 percent), West Bengal (25.5 percent), Dadra & Nagar Haveli and Daman & Diu (36.7 percent) and Andaman & Nicobar Islands (34.8 percent), the survey revealed.

Comparatively speaking, a higher percentage of men use the internet.

Digital literacy and Tumkur district in Karnataka:

Majority of the sample respondents are having basic computer literacy i.e., they are using computers regularly and using internet to get updated information. In rural areas farmers are getting price information about their agricultural produce and they manage to get remunerative price and reap very good returns which will be helpful for the farmers to lead decent standard of living and good quality life and as a result they can contribute enormously to the economy which will be useful to for the better GDP.



Removing the Digital Divide

To remove the disparity between internet users the government of India had launched **PMG DISHA**. With a goal of educating 60 million people in rural areas in digital literacy, this programme is the largest of its kind in the world. It involves 40% of rural households, with one member of each household receiving training. The program's goal is to give 20 hours of introductory instruction in using the internet and digital devices to access government-enabled e-services, with a focus on cashless transactions. Approximately 2.76 crore applicants have received PMGDISHA certifications as digitally literate to date.

The PMG DISHA program helps introduce more individuals to the digital world, but the relationship with technology would be stronger if the program expanded its goal to improve recipients' quality of life through the use of technology. By establishing targeted interventions for different recipient groups, this can be accomplished. For instance, Indian farmers suffer significant losses as a result of the lack of timely access to reliable information on market trends, sustainable farming practices, and weather patterns. Farmers might choose their agricultural practices with greater knowledge if they had access to and used digital resources. Additionally, this would be a significant step in the mainstreaming of "digital agriculture."

CONCLUSION

Upskilling India for the future

Upskilling is very important to survive in the current changing environment. In the current scenario where we are moving towards generation 3 of the internet web3 but still some folks don't know anything about the e internet. To conclude, although India is embracing new technology, its pace of development is slower than that of other nations. This is due to the knowledge and accessibility gaps that exist across the nation, which must be closed for the country as a whole to advance and reach new heights.

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