Chapter 2
Review of Literature

INTRODUCTION
The Literature review is important stage of research undertaken and opens up the new avenue and gives enough ideas for researcher. What are the directions in which study has to be undertaken and what would be the problem encountered by the researcher in the journey of research. Literature suggests what has been done already in the proposed topic of research. What are the gaps to be fulfilled, what information and data are required for the research work what are the methods of analysis devised in the above said research. The exercise of review of literature will provide and give the idea of what is the actual study undertaken and what is the expected result and hypothesis testing what conclusions drawn etc all these are the product of literature survey.

The literature on various aspects of E-Governance such as Digital governance, its components, its application in the service delivery is though a very recent aspect in the technological application but because of its diffusion in the administration in both public and private frontiers has got enough material, which is voluminous, as it happens to be a concern of computer scientist, software developers, technocrats, academicians’, economists, politicians, bureaucrats, policy makers etc. In fact, the literature is increasing day by day. It is an attempt in this report to extensively review the literature on the subject so that it lays the foundation for my proposed research topic. Among the major themes of E-Governance and convergence, the theme which has attracted the greatest attention of the scholars is probably the theme “Service Delivery systems and models”. This is evident from the studies conducted at the international, national and at the state levels. In spite of the fact that there are many studies relating to E-governance, convergence and service delivery systems, unfortunately have no theory or model that has been formulated by any of the scholars related to efficient sustainable
service delivery models. Hence, it is attempted to review the empirical studies conducted by different scholars from different parts of the world, though concentration is more on the studies pertaining to India and Karnataka.

E- Governance is a phenomena thorough ICT. It was extensively used in the administration of public and corporate governance in the developed countries. On the contrary India started experimenting ICT in the late 1990s and later in the 2010 it became a solution in the administration led to the policy approach. Karnataka is the first state to announce IT Policy in the year 1997. Karnataka is in the forefront of Information Technology and is called the Silicon State of India. In addition, the state capital Bangalore has shown tremendous growth in the IT Sector and is the IT Capital of India.

2.1: Theoretical Perspective
The attempt is made to understand the existing e-Governance models and their applicability to the rural Karnataka by understanding the case studies conducted by various agencies such as IIMB, IIMA, State Governments, NGOs like IT for change etc. The reviews will help to understand the theories, beginning with the classical and find their relevance in understanding the rural service delivery model in comparison with the different governance and its structural change in the global scenario. This may help us in locating the problem in a proper perspective.

In this section a brief available study on E-Governance, convergence and service delivery will suggest some of the avenues, so that it would help to point out the nature of research that has taken place so far and the research gaps relating to current study.

A number of studies have been conducted with respect to various aspects of E-Governance such as Digital Governance, Convergence Governance, Good Governance, Service delivery models. Which are listed as follows.
The literature on various aspects of E-Governance such as Digital governance or electronic governance, its components, its application in the service delivery is though a very recent aspect in the technological application but because of its diffusion in the administration in both public and private frontiers has got enough material, which is voluminous, as it happens to be a concern of computer scientist, software developers, technocrats, academicians’, economists, politicians, bureaucrats, policy makers etc. In fact, the literature is increasing day by day. It is an attempt to extensively review the literature on the subject so that it lays the foundation for my proposed research topic. The review are classified in to five sub headings namely E-governance, Service delivery System, Convergence Governance, Rural Governance & Common Service Centers, Problems or failure E- governance projects in rural Karnataka are given below.

2.2: E-governance

**Prahalad C K and Allen Hammond (2002)** To begin with, the contribution of C K Prahalad and Allen Hammond in improving the lives of billions of people at the bottom of economic pyramid is a noble endeavours which can be well understood though the paper (Serving the words poor profitability). Which helps in identifying the market opportunities in the rural sector and cost saving opportunities will help in the empirical study of the proposed topic. The better understanding of the rural market dynamics and partnership limit risks.

**PrabhuC.S.R (2011)** in his book has uniquely described E-Governance models and gave a very panoramic view and a good insight into the case studies, which gave broader idea to study the existing telecentres model. “E governance models and strategies for success of e-governance are well explained in this book, C S R PrabhuE- Governance concepts and case studies, 2011, Sonepet, Haryna.
The relevance of Implementation of E-Governance and its implications have been well studied by Sukyong Shin in implementing e-governance in developing countries – its unique and common success factors published by American Political Science Association in 2008.

2.3: Service Delivery

GopalNaik et al (2012) analyzed The common services centers in the rural India and Karnataka are exploited for addressing the health care issues through the telemedicine and medical insurance which, opened up a new frontier in the areas of telemedicine to the remotely based economically and socially weaker sections of rural society “(Complete health care for rural India through technology and medical insurance by GopalNaik et al complete Health Care for Rural India through Technology and Medical insurance, IIMB, 2012.)
2.4: Convergence Governance

Moni M. & N.Vijayaditya “Convergence and E-Governance” National Informatics Centre – An Active Catalyst and Facilitator in India for the formulation of Tenth Five Year Plan (2002-2007) paves the way for converged service delivery model. The adoption of e governance in developing countries is significantly led to the intra governmental competition between government departments and how it helps in converging the intra departmental government services is primitively explained in SubhashBhatnagas paper (Role of Government: As Enabler, Regulator, and Provider of ICT Based Services) presented in the Asia Forum on ICT policies and e-Strategies 2005. The driving factor of E–government, which gives a clear understanding for the proposed topic, how the CSC model should be more efficient, that would attract foreign investment in the rural market sectors, which will help in improving the economic and living standards of rural mass.

2.5: Rural Governance & CSCs

Michel L. Best and Rajendra Kumar (2008) explained the sustainability failures of rural telecenters have best explanations for variation in kiosks life span and lack of long term financial viability were the reasons closer of private telecenters and also failure to sustain institutional partnership for delivery of number of services failure to develop new and relevant content for new services.

has conduits for market creation a conceptual model which helps in market creation and poverty alleviation through telecenters.

_**Kentora Toyoma Microsoft (2004)**_ analyzed the rural kiosks structural models their operational challenges and the technological need which gives an idea how kiosks or CSCs models should be is well explained in Rural Kiosk in India. The IT for change and NGO rubbished the discussion paper in 2011 ICTs for community development in India going beyond the basic CSC model which well explained and analysed the CSC model. They proposed the convergence of delivery of public services and explained the way forward a holistic approach to ICT community development explained in India understanding of what CSCs cannot help, clarifies what they can do and other issues of CSCs which helps in understanding the CSCs in the proposed topic for research.

2.6: Problems or failure E-governance projects in rural Karnataka.

_Adriana Alberti and et al (2008)_ discussed about why should government innovate and bring the best practices and innovations through technologies in achieving a better life for all is well explained in replicating innovation in governance.

_Sukyoung Shin et al (2008)_ opined that by implementing e-government in Developing countries: its unique and common success factor, ewha women’s University, 2008 advocate for convergent model for efficient transparent service delivery models.

_Kothari P.M ()_ in this study to know the Rural Development through e-governance author select Gyandoot Project in Mandy Pradesh state. Study shows Gyandoot project is playing a significant role in the development of the rural
society. The gyandoot project consists of services such as agriculture, education, health. Social relation, product marketing, administration, planning and current information needs. In this system gram panchayat and zillapanchayat both the bodies play important role in the establishment of the kiosks. Main Findings are that service satisfaction is quite high, but usage is low, and Gyandoot is not reaching the poorest people.

Sangita S. N. and Bikash Chandra Dash (2005) study relating to Electronic Governance and Service Delivery in India. e- governance reforms in improving the quality of governance and service delivery in India. The first section deals with the conceptual framework of e-governance. The second section focuses on egovernance initiatives in India. The third section reviews the implications of e-governance on service delivery in terms of efficiency, accountability, participation and equity on the basis of the secondary resources. The fourth section deals with the enabling conditions in promoting e-governance in India. Finally, the paper comes with the policy perspectives

Rahul De (2006) the study relating to Evaluation of E-Government Systems. Author conduct the study on Project Assessment v/s Development Assessment E-Government Systems. Study shows a single e-government system, the Bhoomi system of Karnataka, India is used as a case, and it is evaluated using both a project assessment approach and a development assessment approach. The two approaches lead to different conclusions, providing insights as to the value of each.

Subhash C. Bhatnagar and Nupur Singh (2010) present study relating to Assessing the Impact of E-Government. Study reviles that results from eight e-government projects which estimate the difference between client ratings of computerized and (earlier) manual systems. Clients indicated an overwhelming
preference for computerized service delivery, with reports of fewer journeys, less waiting time, and some reduction in corruption (marginal in places). Further author says ICTs in delivering government services in developing countries. Overall impact showed wide variation across projects, highlighting the need to pay greater attention to process reform in the design of e-government projects. Measurement of direct monetary benefits the clients, provides a basis for determining the service fees that could be charged. An assessment of incremental costs of processing a transaction can help evaluate the feasibility of a public-private partnership model.

**GopalNaik et al (2010)** study relating to Financially Sustainable in Rural India with the help of Making E-Governance Centers. Study shows Large-scale failure of telecenters in rural areas has subdued initial high expectations with regard to ICT bringing about developmental changes and given rise to skepticism about the long-term financial sustainability of such telecenters. The experience in many Indian states, including Karnataka, indicates that taking telecenters closer to people in rural areas is fraught with difficulty in terms of making them financially sustainable. Author suggest three-pronged approach: first, use of these centers for public service delivery as well as public data collection by the government, second, providing a cluster of complete and integrated services to cater to a wider customer base, thus substantially improving value for the rural customers; and third, providing information and other services to businesses with significantly large operations in rural areas. This approach has the dual advantage of making telecenters viable and therefore meeting the requirements of the rural poor as well as helping the government deliver its services more efficiently and effectively in rural areas.

**Rani G. and Chakraverty S. (2012)** authors said there has been a significant growth of e-governance systems in general and online voting systems in particular.
Various models have been proposed to conceptualise and develop these systems. Attention is currently on developing adaptive interfaces that respond intelligently to changes in user profiles. These models differ in many aspects, but no formal classification or comparative study is available as yet which may be used as a reference for researchers engaged in this area. Plethora of existing approaches and models for e-governance and presents a comparative evaluation based on certain qualitative parameters. These parameters have been selected based upon their criticality in e-governance applications. They include security, interoperability, authentication, flexibility, extensibility, privacy, adaptability, transparency, verifiability and robustness. The classification provides a common platform to glean knowledge about the strengths and weaknesses of different models, gain a quality-based comparative evaluation and build upon specific research directions.

**Lakshmi Devasena C and Punitha Lakshmi Balraj (2014)** study conducted in Southern States of India about E-Governance. It shows a leader in ICT service providers, India’s efforts are significant. Face book, Tweeter and other social media’s role as a powerful election campaigner in the 2014 LokSabha election shows the country’s advancement in using ICT tools for development. The E-government Survey 2012 of UN states that the country has nearly 34% - 66% of utilization of the e-government development/initiatives which places the country in the transactional stage of e-governance development. Reaching the Whole-Of-Government (WoG) stage has been the ultimate objective of the E-Governance vision of the country. With more than 60% of E-government utilization of the e-Government development, states like Andhra Pradesh, Karnataka, Kerala and Tamil Nadu are emerging as leaders closely followed by other states.

**Nidhi Srivastava (2015)** study shows that In India, where a major population lives in rural area it becomes essential that e-governance is available there. ICT plays a key role in e-governance, and so it becomes essential that ICT reaches
rural masses. This will lead to good governance which in turn will lead to better administration, better interaction, less corruption and more transparency in the government. This paper deals with the challenges faced in implementing e-governance in rural areas of India, various egovernance projects taken by the Government and initiatives that should be taken by the Government for successful implementation of e-governance in rural India.

**Yogaraju S.D (2015)** this study conducted in Karnataka about E-Governance Initiatives. Author said Karnataka state has been witnessing and experiencing IT revolution during the last many decades with the establishment of Infosys, Wipro, and IT companies. In fact Bengaluru has been called as the “Silicon Valley” of India. In Karnataka the following are the major e-governance projects initiated by the Karnataka government. Such as Bhoomi Project, Bangalore One, Smart School Project.

**JyotiKharade (2016)** the study reveals that Success of e-Governance projects depends on the use of Information and communication Technology (ICT) in the mobilization of government resources and the utilization of these resources with the aim of providing better service. Study shows awareness about e-Governance system is high. There is association between purpose of use of e-Governance services and area of citizen. There is association between awareness of e-governance services and area of citizen also there is association between use of e-Governance services and area of citizen. It is inferred that citizens faced ‘security or privacy concerns’ as highly ranked problem factor to use e-Governance system.

**Murali K. (2016)** the study relating to e governance system on AttaljijanashehiProgramme of government of Karnataka. Study shows after introducing e-governance in Karnataka this has made the administration reforms
better and more responsible, transparent, speedy convenient and efficient, further it also decreasing the middle man role between government and citizens.