CHAPTER - II
LITERATURE SURVEY

2.1 Introduction

E-governance can be defined as “a government structure, which is efficient and effective and is duly controlled by citizens”. Perri states e-governance tools can “be used to sustain…the important elements of accountability and tension that a liberal democratic order requires”. Within the same context, e-governance aims to promote policy making, however e-government requires the use of e-democracy.

On the other hand, e-government means “exploiting the power of information and communications technology to help transform the accessibility, quality and cost-effectiveness of public services”. e-government also relates to the relationship between citizens and those in power. To increase accountability and empowerment, the use of e-government is vital, in order to achieve citizen participation.

The topic of e-government and e-governance has become increasingly acknowledged over the last few years, and many governments desire for online services. However developing countries are disadvantaged due to lack of capital and knowledge of the internet and Information Technology. Developing countries are more likely to have corrupting governments, thus restricting the level of ICTs within the country. However with organizations from developed countries, implementation of programmes produces effective results; the degree of corruption is reduced and democracy heightens. It is also important to mention, issues such as how to structure their e-government confront even developed countries.
The review of literature gives an idea about the research carried out by other researchers in the past. As a backdrop to the study, published literature on various aspects of government project both national and international are reviewed and presented in comprehensive capsule. The literature is reviewed under the following heads:

- National and International Publications
- Various surveys carried out by the researchers
- Technical Journals, Research Publication and articles
- Books, Theses, Websites and Newspapers
- Publications by various organizations of Government of India and Government of Maharashtra, Autonomous bodies, various committee formed by the Government.

The review is presented to bring out and highlight the fact that the present study is unique and the first of its kind.

2.2 Books

i. ‘E-Governance- Concepts and Case Studies’ [1]

This book focuses on e-Governance in India and also includes case studies ranging from Brazil, China and Sri Lanka. The case studies are useful for future projects, although it is not very constructive; the publication needs more positive and negative points from the experience of past projects. The literature focuses on models and theories; giving stages which are not very useful for many governments. The surveys are slightly dated as much has changed since the data was collected. The book includes other literature; however this publication is merely an outline of case studies and needs to include improved guidance for future programmes.
ii. ‘E-governance Styles of Political Judgment in the Information Age’ [2]

This book authored by Perri attempts to explore threats of ICT for governance and policymaking. However opportunities are also discussed. Perri aims to define e-Government in four sub categories; e-democracy, e-service provision, e-management and e-Governance. A brief history of e-Governance is incorporated, with examples and initiatives. E-governance tools are investigated; e-Governance tools rely on different situations and frameworks dependent on what stage the government is in. This publication draws on principal analysts’ knowledge, contains useful definitions and discusses the importance of political judgment needed for implementation of e-Governance. Perri criticizes previous publications on e-Governance, simply stating its content has been “astonishingly neglected in all this vast recent literature”.

iii. ‘Good Practices in e-Governance: Main issues and Challenges’ [3]

The author of this book Okot-Uma R.W. explains the role of governments, problems associated with e-Governance and examines the good practices needed. The good practices mentioned include the implementation of ICT initiatives, good human resources and accessibility. Okot-Uma (2005) states the features of e-Governance needed for implementation; “Change Management, Process Enablement, People Enablement, Infrastructure Enablement and Systems Enablement”. The three main good practices also include “Building an IT culture, creating public awareness programmes and formulating and implementing a communication strategy”. Okot-Uma accentuates that good practice in e-Governance will bring about improved ICT development; however both governmental support and organizational commitment are essential.

This publication draws on the author’s own experience and records ICT advancements. The chapters observe ICT in connection with people, governments and businesses. Greed and power are the main elements which inhibit potential ICT growth. Globalization and the influence of democracy are associated with ICTs; there is a struggle for freedom to use ICTs. As the author concludes; technology and society have a co-dependent correlation, thus each is dynamic in bringing about the Information Revolution.

v. ‘Promise of E-Governance: operational challenges’ [5]

This book consists of collection of papers for the International Conference on e-Governance (ICEG 2003) in Delhi. The case studies are collected internationally. The chapters include issues and challenges concerning e-Governance with relevant case studies, which have been successful. The book emphasizes the relationship of governance, business and citizens. By enhancing these co-relations, the role of e-Governance can continue to be successful. The application of ‘Citizen Service Centers promotes empowerment and accessibility of ICTs for local people. Analysis of successful programmes regarding e-Governance in India is integrated within the volume. Elements of capacity building and organization cooperation are also included.

vi. ‘Reinventing Government in the Information Age’ [6]

This publication focuses on the information age and reinventing the government. It also includes relevant case studies, showing governments are unprepared for the information age reform. International practice has provided new models for reform. Electronic government projects have included those from Portugal and India. Heeks incorporates several initiatives from all over the world. Also implications for the government are
addressed. Electronic democracy is also discussed in detail; models of democracy and how to strengthen relationships between the government and citizens, for example online voting. Several countries have ‘government online’ which broadens the gap between authority and the general public.

vii. ‘Government@net- New Governance Opportunities for India’ [7]

The book focuses on the internet as a tool for self-governing, depicting existing programmes which have been implemented, such as the ‘Friends Project’ in Kerala. The Internet is seen as a democratic tool to give citizens freedom, accessibility and power. The publication explains the opportunities of ICTs and the need for effective governance to create an e-Democracy. The use of the internet however reduces the role of local authorities and empowers citizens. Consequently, the use of the Internet in the programmes mentioned allows participation on a non-elitist level. The link between the internet, governance and society is essentially illustrated in this book.

2.3 Abstract


This report draws on surveys of Electronic Local Government and case study interviews. Firstly the report aims to define local e-Government and lists the objectives such as issues on democracy and service delivery. The importance of economy is also illustrated; such as the workforce and infrastructure. The results have shown that time and cost of providing information has decreased, whereas ‘e-enabled’ has increased. An example of a case study includes internet voting for youths, with successful results. Models of e-Government implementation are discussed in chapter three. The e-Government strategy and effective diagrammatic models are included.
ii. In Focus: Italy and e-governance’. [9]

This article is an interview with Minister Lucio Stanca, Minister of Innovation and Technologies, Government of Italy. The use of ICT has enabled Italy to conform to perform efficiency within their government and to improve connections with citizens and corporations. Stanca states Italy has assisted with e-Government programmes in the developing world, providing ICT programmes in deprived regions. The e-Government policy has been successful. Importantly, Stanca implies the “digital revolution must be cultural before it can be technological”. The use of technologies has enabled e-learning, which provides training and knowledge to the population.

2.4 Journals

i. ‘Revolution within the Revolution: The Sri Lankan attempt to bridge the digital divide through e-governance’ [10]

Weerasinghe states the divergence of Information Technology within the world, where South and North divides one another. The journal article presents information about a new concept within the Sri Lankan government, namely ‘E-Sri Lanka’. This strategy aims to build ICTs in the country, as there is an unequal distribution of IT in Sri Lanka. Therefore the concept launched by the government aims to involve each individual, especially those from the rural sector who are desperately isolated. With the implementation of e-Governance, it is expected services (both public and private) will prosper. Therefore the economy of Sri Lanka has a positive outlook.

The e-Sri Lanka Initiative (e-SL), scheduled in 2002 aimed to bring ICTs to everyone in Sri Lanka and to improve the role of governance. The main objectives were to alleviate poverty and to improve human welfare. The role of ICTs also intended to develop the economic situation. Being accessible in major languages ensured information accessibility. Integration of ICTs within the governmental framework led to increased “transparency, accountability and efficiency”. The government services have been made accessible to everyone, no matter their location. The need for reliable infrastructure has improved the situation of Sri Lanka’s global communication.

iii. ‘Empowering Development Through E-Governance: Creating Smart Communities In Small Island States’. [12]

This e-journal contains relevant case studies, for example from Jamaica. Topics of e-governance and the poor are focused on. Sealy states e-Governance is more about citizens rather than technology. Useful data and statistics are provided, for example Barbados; use of internet and phone lines. These projects must have an effect on rural communities and the poor must be targeted. E-Governance is an effective instrument in determining development and can bring about change. Sealy proposes that a “national unit within government” is needed for successful e-Governance. The focus on these islands and the existence of globalization is also mentioned.


This article indicates the implications for e-Governance; infrastructure, coverage, integrated deliverance and cost. Ratan’s overview
accentuates the key elements of NeGP, national connectivity, web portals and citizen service centres. This initiative uses ICTs to improve the “quality, accessibility and effectiveness” of government assistance to communities. The overview also states the progress of NeGP; some are at a theoretical stage and others have started practical schemes. The NeGP aims to increase the role of e-Governance to make it accessible to citizens. The article states several objectives to overcome problems affecting the NeGP plan. It also mentions that the World Bank has helped to fund the Government of India’s programme, called ’e-Bharat’. However the main concern for NeGP is at the implementation stage.

iv. ‘Focusing on Outcomes through NeGP’ . [14]

This magazine article conducts an interview with R. Chandrashekhar (Department of Information Technology, Government of India) discussing the National e-Governance Plan (NeGP) for India. Chandrashekhar describes the NeGP Plan which implements projects and is engaged on participation from public-private partnership. The NeGP Plan has been referred to “economic liberalization”, which aims to be established in both the government and outside the government. The NeGP Plan aims for governments to use ICTs to “deliver efficient government services and enhance transparency in governments”. There is a strong emphasis on citizen participation in order for the NeGP Plan to perform.

v. ‘Digital Opportunity, Pushing the envelope on e-Government’ [15]

This online article supports e-Government, which emphasises the importance of policies and access to information. The main problem that affects developing countries is capital. The project, Romanian Information Technology Initiative: Policy (RITI) is mentioned, which has increased the use of Interviews and telecommunications. This project has led to a higher
level of awareness of e-Government. The article also refers to conferences such as the e-Government Eastern Europe Conference in September 2005. This has also increased awareness and knowledge. The editorial emphasizes the importance of modernization in bringing about a global e-Government. Examples include Kenya and Madagascar, who have been improving their strategies in e-Government.

vi. ‘The Transformational Potential of e-Government and The Role of Political Leadership’ [16]

This paper states the potential for e-Governments in developing and developed countries. Case studies in Europe, Asia and North America are also discussed. Dimensions and sectors of e-government are examined. The paper also outlines the stages of e-Government; “presence, interaction, transaction and transformation”. Issues are investigated, with case studies from Birmingham (England), Rochester (New York) and Seoul (Korea) are discussed. The Birmingham government allows citizens to pay council taxes and report various domestic problems online. The initiatives of these three continents are reviewed. Expectations of e-Governance are an existing issue, as expectations are still very high.

vii. ‘Capacity Building and Institutional Framework for e-Governance’ [17]

Abbasi elucidates the Institutional Framework of the NeGP (National e-Governance Plan) at the Apex, Programme and Project Level. These projects consist of State, Central and Integrated Projects, which aim to be cost effective so local communities can participate. The author also observes the notion that governments are at different stages and possess various initiatives regarding e-Governance in India. Abbasi also explains that political will is essential for effective e-Governance and policy making.
“Conceptualization to project formulation and implementation” is based on knowledge although many governments are not at the same level nor do they have the expertise. There is emphasis to “create an institutional mechanism” to strengthen ICT knowledge in e-Governance.

2.5 Websites

i. ‘Two Years On: realizing the benefits from our investment in e-government, The national strategy for local e-government’ [18]

Since the publication was released in 2002, the Office of the Deputy Prime Minister has gained success in promoting e-governance. This report aims to emphasize such success over the last few years with reference to investment from efficient use of e-Governance in programmes. The importance of e-Governance is not limited to these years but for the future also. This strategy has also been supported by the IDeA, SOCITM and SOLACE. The document has clear aims to promote the capability in electronic services and delivery. The results have found an increase in ‘e-enable’ over the last twelve months and have helped Councils in e-Government approaches.

ii. ‘Roadmap for E-Government in the Developing World’ [19]

The work achieved by the Pacific Council aims to improve leadership across the western United States and the Pacific Rim. The report contains useful definitions of e-Governments to “promote more efficient and effective government” through the use of ICT. The process of ‘e-volution’ is crucial in understanding how e-Governments work. This project collates lessons learned from developing countries to inspire other nations. Questions such as “why are we pursuing e-Government?” and “what kind of e-Government are we ready for?” are answered with the evidence of failures and successes from developing countries.
iii. ‘Internet Infrastructure and e-Governance in Pacific Islands Countries’ [20]

There are fifteen member states included in the documentation. This survey aimed to document the degree of internet use for e-Governance in the Pacific states. The survey contains issues that the Pacific states have to deal with; the issue of access is still a problematic feature. The majority of the states acquired their own websites. Obstacles such as capital and bandwidth are other problems which are addressed. However there is lack of e-government attention. The investigation intended to create a “connected Pacific”. There is however much to be done to improve e-Governance within the Pacific states.

iv. ‘Pilot Project on Village E-Governance in Tanzania’ [21]

This report on the pilot project in Tanzania includes objectives, sustainability and conclusions, with recommendations. The two computerization projects took place in Tanzanian villages. Objectives of the projects incorporated access to information and provision of services to improve governance. In partnership with COSTECH, administrations within Tanzania aim to provide training and the use of equipment. Administrations of simple databases and statistics have been incorporated. E-mail systems and software have been set up. The report concludes that infrastructure and partnership is imperative for these projects to take place. Local businesses will also benefit from the use of the e-mail system. However the components of management have been discussed as more significant as a requirement, rather than infrastructure.
v. ‘Use of ICT in e-Governance in United States’. [22]

The United Nations have devised a presentation of slides, related to e-Government within administration. The slides give a historical perspective of electronic use. The slides are basic and provide an overall summary rather than a detailed account. Figures such as internet usage data and useful diagrams are included, however there is scarcely enough information on e-Governance. E-Government will initially bring about change, however developing countries are less able to adapt. The conclusion emphasizes the processes, structures and organizations, which bring about change, rather than computerization itself. Especially in developing countries, where e-Government is only about computerization.


The article displays Washington’s e-Government Fellows Programme, which was implemented in 2000, and is funded by not just the state but non-profit organizations. The programme aims to train and educate government officials and to eventually implement online systems. The project intends to incorporate the government and citizens, thus to encourage participation. This page also provides links to partnership organizations and partnership polls and publications. The aim is to encourage the citizen-state relationship for the future. The programme also allows online services.

vii. ‘Local e-governance’ [24]

This useful website aims to support local governments in order to promote sustainable use of electronic services. The website is also used by organizations and promotes good practice for digital use. The website intends to combine experience of past projects for all local governments to
aspire to. Strategies and recent reports are included. The strategies page gives an overview of the strategies over the last three years, with reference to white papers and policies. The page on e-Government and efficiency includes a brief report on the e-Government programme, listing their aims. Downloadable documents are also available for public use.


Picci comments on the model on e-Government relationships, policies and time. The article outlines mathematical equations. Investment of e-Government can only take place if they “are accompanied by appropriate complementary interventions” such as training and management. Tuscany is briefly referred to in the article. Structural models are assessed in relation to e-Government, which also relates to criticism of polices. These models are dynamic and affected by time. Graphs are also integrated, to show private labour and e-Government’s savings. The importance of time will substantially affect the performance of e-Government strategies.

ix. ‘Understanding e-Governance for Development, Institute for Development Policy and Management’. [26]

This online document brings together the main contributions of e-Governance and mentions case studies. By promoting good governance, the developing world has more to offer; improving links between governments and citizens. The key elements of e-Governance are addressed; e-administration, e-citizens, e-services and e-society. To promote an efficient and effective government, costs need to be cut and relationships must be restored. The component of empowerment is crucial in promoting
good governance. Examples of case studies include those from Egypt, Tanzania, China and South Africa. The paper also emphasises the difference between government approaches and models in the North and South regions of the world. Challenges of e-Governance are also addressed.

x. ‘Emerging Role of CIO in e-Governance in Developing Countries-A corporate perspective’. [27]

This is a relatively short slide show, instead of a document. It shows the basic leading problems in the government, such as lack of experience and limiting infrastructure. The slide titled ‘Corporations vs. Governance’ gives an outline of potential problems, such as programmes, which are experimental and “methodology driven”. These programmes disregard reality and instead implement programmes that are not suitable for the needs and demands of citizens. However corporations and governments do have much experience, which needs to be implemented correctly. By establishing relationships and delivering services, the effectiveness of the government will improve over time.


The online editorial discusses present projects, as the deadline 2005 approaches in December. The council services and projects are expected to grow, according to the article. The importance of demand is central in promoting projects, because they must be efficient and effective for citizens and governments alike. Projects such as the Wireless City Project and Project Nomad, set up by the Westminster City Council includes monitoring and CCTV systems. The Council aims to reduce costs and improve effectiveness. The use of wireless technology is a solution to previous problems. The security element of data will also be enhanced.
xii. ‘Online rulemaking: a step toward E-Governance’ [29]

Online rulemaking promotes citizen participation and encourages comments to be made, through opinion polls. However the government must decide how to make this information available. There are many challenges for federal agencies who implement electronic rulemaking. Online rulemaking can be adapted to any level of the government, used to discuss problems in order for resolutions to be made. Paperwork will be a thing of the past as more governments are seeking to adapt to an electronic administration system. Topics such as transparency and common access are examined. Online rulemaking is more accessible, unlike paperwork and involves people, be it at work or home.

xiii. ‘E-Governance and government on-line in Canada: Partnerships, people and prospects’ [30]

Allen et al (2001) envisages the challenges for Canada and emphasizes a “new culture in government”, to overcome existing barriers for development. Two sections are investigated; partnerships and leadership of people. By empowering citizens, an effective e-Government system can be implemented. It is not just technology that affects e-Governments but leadership, partnerships and existing structures. One of the main barriers is “an administration culture”. The Canadian goal was to provide all public services online by 2004. To create an environment of knowledge and learning has been a forefront for Canada. The government needs readjusting to the new form of e-Governance.

xiv. ‘E-Governance and Developing Countries; Introduction and examples’ [31]

This report is influential in collating examples form developing countries, such as Ghana, Tanzania and Kenya, where the use of
e-Governance strives to overcome corruption. For each case study, problems and development objectives are assessed. The main problems are transparency and limited resources. Links to other e-Governance initiatives such as e-Democracy Initiatives in South Africa, Uganda and Burkina Faso are also outlined. The social, economic and technological aspects are examined. Success factors include political stability and trust. The use of workshops can help to educate people in the developing world about ICTs and e-Governance.

xv. ‘E-Government: Opportunities and Challenges’ [32]

This slide show presents delivery models in less economically developed countries and provides opportunities and challenges for the future. E-Government strives to achieve efficiency and delivery of services online, according to Bhatnagar. E-Government benefits include “less corruption and empowerment”. Programmes such as income tax online (Mexico and Brazil), customs online (India and Jamaica) and rural internet kiosks are cited. Access to rural areas is problematic and needs to be addressed. Public services in Bangalore, in the form of bar graphs show that all services have increased since 1994 and corruption has also declined. Time frameworks are extremely important for programme implementation.

References:


