

Delivery of Government Service to Civics through Mobile Governance (m-Governance) in India

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Abstract: In our country INDIA vast mobile phone subscriber are present in data more than 50 crore. Were m- Governance is now growing, not only in developing countries, but also in the developed countries. India is a developing, in the field of digital India play an important role to developed their Service Delivery System with targets to employ the vast reach of Mobile Governance (m-Governance) and tie together prospective of mobile applications to permit easy services accessible to the civic in his own place, through common service delivery outlets, reliability, oath the productivity, and transparency of such services at very reasonable costs to appreciate the fundamental requirements of the civics, principally in the rural areas. India plan to create unique infrastructure with oath of anywhere anytime Mobile Based Services, develop appropriate technology platforms, adopt suitable standards, without cutting civic pocket to delivered services, and also plan to implement awareness programs, principally for people in rural areas along with ecosystem with m-Governance in the country. In This research we study and analysis the basis need of the government department to empowering the availability of civic services through mobile at very minimal costs for delivering civic services through mobile. In our country, millions of beneficiary not access internet due to rural areas. Less lucky beneficiaries are now access Internet has no sensible chance of retrieving Government Public Services. But, the situation has been changed completely during the last era, both in terms of the infiltration of mobile devices as well as their computing capabilities. Given the fact that mainstream of Indian citizens reside in rural areas, so they are not easily entrance e-Governance.

1 INTRODUCTION

The Government of India takes a universal of National e-Governance Plan (NeGP) (NeGP, 2018) and view of e-Governance initiatives across the country, assimilating them into a collective vision. From this idea, an enormous countrywide infrastructure reaching down to covering remote area of villages which is also being developed, and in large-scale digitization of data records is taking place to permit easy and reliable access over the internet from any were. The ultimate objective is to bring public services is nearer home to the populace, as articulated in the Vision Statement of NeGP: "Make all Government services accessible to the common man in his locality, through

common service delivery outlets, and ensure efficiency, transparency, and reliability of such services at reasonable costs to realise the basic needs of the common man their act".

1.1 Principles of Good Governance:

1.1.1 Principles

The UNDP Principles and related UNDP text on which they are based.

1.1.2 Legitimacy and Voice Participation

Civics should have a voice in decision-making, either directly or through legitimate intermediate institutions that represent their intention. Such broad participation is built on freedom of

association and speech, as well as capacities to participate constructively.

1.1.3 Consensus orientation

Good governance mediates differing interests to reach a broad consensus on what is in the best interest of the group and, where possible, on policies and procedures.

1.1.4 Direction Strategic Vision

Leaders and the public have a broad and long-term perspective on good governance and human development, along with a sense of what is needed for such development. There is also an understanding of the historical, cultural and social complexities in which that perspective is grounded.

1.1.5 Performance Responsiveness

Institutions and processes try to serve all stakeholders.

1.1.6 Effectiveness and efficiency

Processes and institutions produce results that meet needs while making the best use of resources.

1.1.7 Accountability Accountability

Decision-makers in government, the private sector and civil society organizations are accountable to the public, as well as to institutional stakeholders. This accountability differs depending on the organizations and whether the decision is internal or external.

1.1.8 Transparency

Transparency is built on the free flow of information. Processes, institutions and information are directly accessible to those concerned with them, and enough information is provided to understand and monitor them.

1.1.9 Fairness Equity

Civics have opportunities to improve or maintain their well-being.

1.1.10 Rule of Law

Legal frameworks should be fair and enforced

impartially, particularly the laws on human rights.

2 LITERATURE SURVEY

In this paper, Mrs Michael C. I. Nwogugu (Connelly et al., 2016), author say T-Mobile's strategy, Strategic Alliances and decisions were sub-optimal, and could have resulted in Deadweight Losses and reduced Social Welfare (in terms of increased uncertainty; employee morale; the adverse effects of T-Mobile's and adverse effects of the stock market; apparent financial distress on its customers, suppliers, employees and shareholders). T-Mobile's Corporate Governance problems illustrate the weaknesses of Goodwill/Intangibles accounting (GAAP and IFRS), the securities regulation in the US and European Union, Sarbanes Oxley Act, the US FSOC's "Non-financial SIFI criteria" and the Dodd Frank Act. This article:

- i) Introduces theories of, and biases in Corporate Entrepreneurship, enterprise-risk management and Corporate Governance.
- ii) Reviews the earnings management, asset-quality management and poor strategic decision making within T-Mobile during 2010-2014.
- iii) Provides evidence of, and Strategic Decisions and characterizes Regulatory Failure within the context of Corporate Entrepreneurship.
- iv) Characterizes T-Mobile's problematic strategic alliances; and provides evidence of patterns of failed strategic decisions.
- v) Summarizes key factors that may affect company's' receptiveness to corporate venturing proposals.

This research paper, (Mitra et al., 2016) Past review has found that implementing complex competitive varieties is challenging, but firms advantage from doing so. Our examination of the antecedents and consequences of complex competitive repertoires grows a more nuanced perspective. We use agency and tournament theories, correspondingly, to examine how key governance mechanisms ownership arrangement and managerial compensation help shape firms' competitive ranges. Data from 1,168 firms in 204 industries disclose that difficulty initially harms

presentation, but then becomes a positive factor, excepting at high levels. We find that the principals of activity theory and the pay gap of competition theory are both important backgrounds of modest complexity, and a communication exists wherein companies build especially complex ranges when both impacts are strong.

In this articles authors write, (Mobile One, 2018) International evidence of the value of m-governance The International Telecommunication Union of the United Nations cites a few examples of current m- governance international practices on services through a central SMS platform known as One SMS provides and more than 300 mobile government information. M-Gov has platforms for the disabled and citizens with special needs to access prompt police and emergency services. At the end of 2009, more than 3.3 million mobile government transactions had been conducted by citizens (UNDESA 2010). Lawyers to enquire about and receive SMS responses to legal information and Turkey's SMS Judicial Information System enables citizens, such as dates of court hearings, ongoing cases, and suits or claims against them.

In Turkey and Norway, pay their taxes via SMS, along with a reminder of the next tax payment deadlines and government revenue authorities use mobile phone applications to help citizens to query. In Kenya, Nairobi's People's Settlement Network uses mobile phone through mobile websites and smartphone applications, the government of South Korea receives real-time civil complaints and policy suggestions from its citizens. Applications to organize citizens and rally against illegal evictions, drawing government's attention to the need for immediate action in favour of the victims.

In this research paper, Mr Somnath Mitra et. Al. (Nwogugu, 2015) write efforts to collate and derive insights from various creativities on mobile governance by local bodies and Urban in India. The paradigm shift from e-governance tom-governance results in radical alterations in the key processes of creating, maintenance and usage of knowledge, formation of protected mobile transaction and delivery system, establishment of the appropriate infrastructural support for multi-mode direct citizen interface and delivery mechanisms. The first generation e- governance creativities by urban local bodies resulted in computerization of the legacy practices/ systems in government with limited ability to adopt the improvements in information and communication technologies (ICT). The paper

classifies the various mobile app use case situations for residents, system integrators, urban local body managers, data services provider, telcos, and other stakeholders.

From NEWS Articles Mobile One: Governance at your fingertips, [6] The Karnataka government's Mobile One platform proposals completed 4,000 services, from both the public and the private sector. This is one of the main features that distinguish it from other such initiatives, and digital divides, helps in bridging social, and urban-rural says Rathan Kelkar, chief executive of the centre for e-governance. Mobile One offers the same user interface across all channels and is device-agnostic. Although he claims he is not tech-savvy, the MBBS graduate who joined the civil service spearheads the project, and leads a team of 15 working on Mobile One.

This skew is reflected in the mainstream of services that Mobile One offers, tele-density of phones in rural Karnataka the number of telephones per 100 people is 46.24, against the tele-density of 167.20 in urban Karnataka. Which are useful mainly to those in the urban areas. Kelkar said the success of the project depends on how departments leverage the platform. "The biggest challenge is going and convincing and getting the back-end and the databases ready. The departments have to be e- ready to become m-ready."

Anand Parthasarathy, editor of *India Tech Online*, who served on the panels for various e-governance awards, said Mobile One's simple interface and mix of private and public facilities make it a model other state governments can emulate instead of creating everything from scratch. Services from government departments are free, while private providers are charged a fee for using the platform. For certain services, users pay a convenience fee.

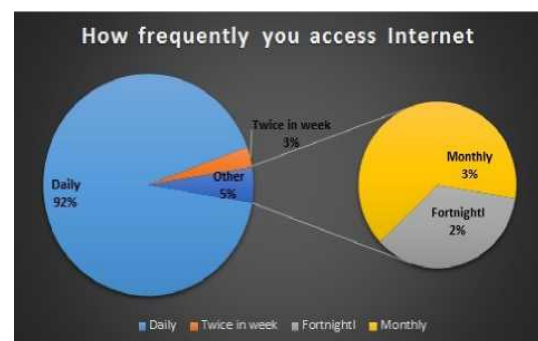


Figure 1: How frequently you access Internet.

One of the main criticisms of electronic and mobile governance is the lack of a sustainable

revenue model, but Mobile One seems to have figured it out. It has generated about Rs.4 crore in revenue so far, almost matching its government grant of Rs.3.99 crore for 2014-15. Currently there is no option to search for services.

3 CHALLENGES IN PROPOSED WORK

Not only in our country (INDIA), But also in other developing country, millions of beneficiary not access internet due to rural areas.

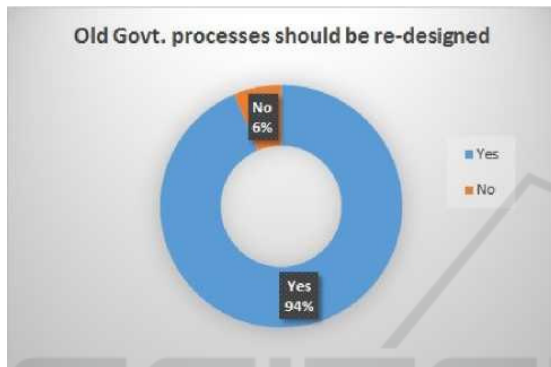


Figure 2: Do you believe that old Government processes should be re-designed?

Less privileged beneficiary without access Internet have no realistic chance of retrieving Government Public Services. But, the scenario has been changed completely during the last era, both in terms of the penetration of mobile devices as well as their computing capabilities. Given the fact that mainstream of Indian citizens reside in rural areas, so they are not easily access e-Governance.



Figure 3: Do you trust online services?

4 HYPOTHESIS

Observed usefulness and comfortable impact of the user's attitude towards using m- Governance services.

Apparent responsiveness will effects the citizens' satisfaction.

Target to use m-Governance services positively use and their effects on the actual use of m-Governance services

5 ANALYSIS AND REPORTS

In this research we use basically primarily exploratory research method which is Qualitative, where interviews data analysis is used.

M-GOVERNANCE HAS REDUCED CORRUPTION

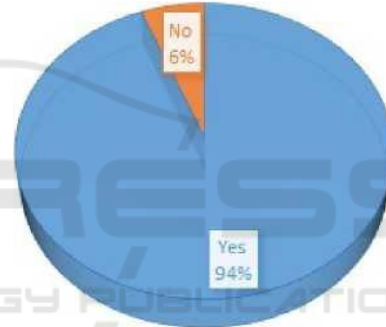


Figure 4: m-Governance has reduced corruption.

But also include Quantitative, Correlation/ Regression Analysis, and Meta-Analysis. When we study we found that the proposed initiative on m-Governance will seriously depend upon the aptitude of the Government Departments to provide regularly required civic services to their beneficiary.



Figure 5: m-Governance offers Error free transaction.

For which we collect data from primary data collection technique which is explain in Data

Collection section. 92% civics were used internet in their daily life show in figure 1.

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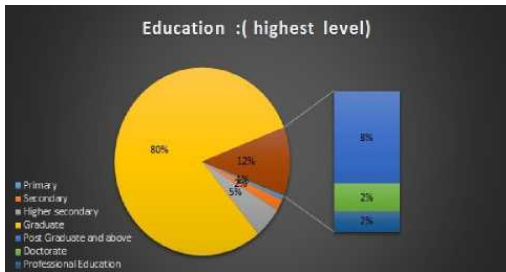


Figure 6: Education :(highest level)

This theory was verified by figure 2 were 94% civics agree with redesign the old government process

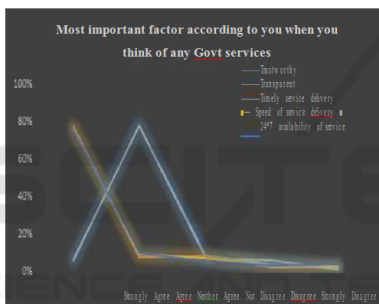


Figure 7: What is the most important factor according to you when you think of any Government services?

Generate infrastructure for anywhere anytime Mobile Based Services, accept suitable standards, develop suitable technology platforms, minimised the cost of services, and create awareness, principally for people in urban and rural areas which is 24 hour available figure 9.

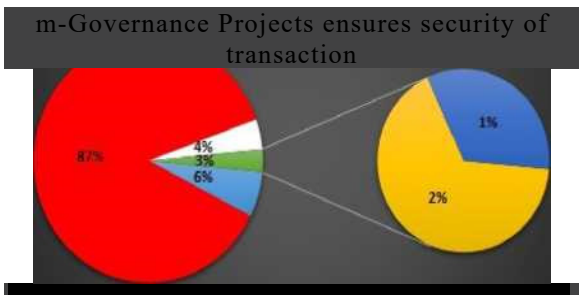


Figure 8: m-Governance Projects ensures security of transaction.

In this research we study and analysis the basis need of the government department through which we analysis the Centralized Mobile Gateway (CMG) for empowering the availability of civic services through mobile at very minimal costs and also error free transaction report show in figure 5 with reduce corruption survey report show in figure 4, for delivering civic services through mobile.

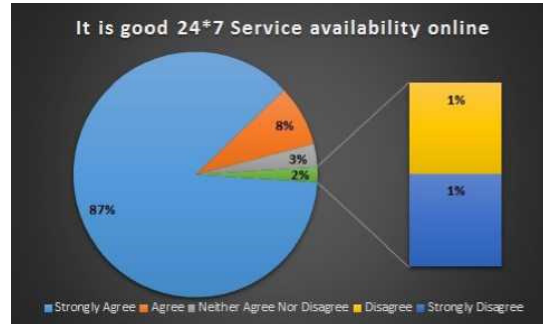


Figure 9: It is good to have 24*7 Service availability online.

Data Analysis of the given civic service, through feedback of civics. Civics were more trust then other base service show from figure 3.

Data collecting for analysis is taken from two cities and villages of two Uttar Pradesh and Madhya Pradesh states.



Figure 10: m-Governance Improves quality of services.

From this analysis it is clear that citizen want fast and economic service from their government, but we know m-Governance quality of service is very good, m-Governance proved error free transaction with 24*7 service availability with online. In India civics were happy from this m-Governance service. It is clear from figure 7.

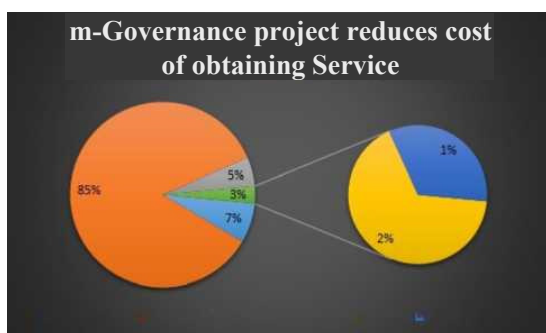


Figure 11: Citizen Expectations for Government services m-Governance project reduces cost of obtaining Service

m-Governance increases efficiency in Government services

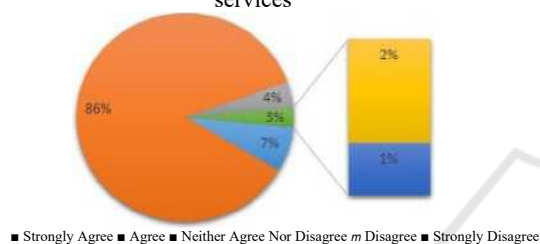


Figure 12: m-Governance increases efficiency in Government services.

This research show if this m-Governance will applied in other country also then its result become more efficient in term of service delivery to civics in ground. In some country it was also used but most of the country was not implemented this technology.

From this research analysis m-Governance was most important tools for service delivery for common people with transparency, Error free, Economics, and most important fast delivery and it will increases efficiency of any government in any country.

6 CONCLUSION

In this research we propose to study and analysis of m-Governance which is run by the government Department for delivering civic services. M-Governance was empowering the availability of civic services with economics and corruption free. m-Governance is an extension of e-Governance services, reality of e-Governance services is it was not easily available to rural area beneficiary. Also for which are unable to access services through internet. The crucial impartial of m-Governance wits in the proposed CMG is to improve the bottom-up contribution. The mobile-based advanced public services to be deployed under the domain of this

CMG and implementation policy are designed at extending the access of services to every section of society. This research was show that, if m-Governance will applied in other country also then its result become more efficient in term of service delivery to civics in ground. In some country it was also used but most of the country was not implemented this technology. Our research analysis show m-Governance was most important tools for service delivery for common people with transparency, Error free, Economics, and most important fast delivery and it will increases efficiency of any government in any country.

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