Chapter 15

Book Chapter

Digital Governance And Service Delivery: Transforming Public Administration With Technology

Anitha Kumari B [*1], Diwakar Naidu [†2], and Sai Ramakanth [‡3]

[1]Assistant Professor, School Of Management Studies, Reva University, Karnataka
[2]Professor, Reva Business School, Reva University, Karnataka
[3] Research Scholar, Jain University

Abstract

The information and hyper-connectivity revolutions have profoundly altered citizens' relationships with governments throughout the globe. When e-government efforts fail to take root, it may be due to a fragmented knowledge of the field. The phrases "digital government" and "digital governance" are commonly used interchangeably even though they refer to different phenomena. That is why it's becoming harder and harder to resolve the conceptual confusion that exists between them. Neither concept has a single, agreed-upon definition. This kind of conceptual ambiguity hinders the growth of digital democracy. The goal of this article's study is to disperse the current uncertainty in distinctions between digital government and digital governance via empirical investigations and to create a greater grasp of these ideas.

Keywords: Digital. E-government. Democracy. Connectivity. Academic. Governance.

*Email: anithasyamsundar@gmail.com Corresponding Author
†Email: divakar.naidu@reva.edu.in
‡Email: Sairamakantht@yahoo.com

1 Introduction

A company's "digital presence" includes its websites, mobile sites, social channels, and any other internet and web-enabled goods and services, therefore, "digital governance" is "a framework for establishing accountability, roles, and decision-making authority for an organization's digital presence." A clear chain of command over digital strategy, policy, and standards is the goal of digital governance. A "range of modern information and communication technologies such as the Internet, Local Area Networks, mobiles, etc., by the government to improve effectiveness, efficiency, service delivery, and promote democracy" is what is meant by "digital governance." This includes the political, social, and administrative spheres. The introduction of digital technology has resulted in significant changes in the public sector or public administration, including public governance, with far-reaching implications on social and economic realities (Ravšelj et al., 2022).This new model of public administration, known as Digital Era Governance (DEG), has had far-reaching effects on not only the inner workings of government but also on the relationship between government and citizens and between government and businesses. Over the last 20 years, however, the terminology used to describe this fast-expanding phenomenon has evolved, frequently serving to muddy the waters between previously distinct ideas. Therefore, DEG is also known as electronic government, digital government, electronic governance, and digital administration. The European Commission considers e-government 1.0 to be the foundation upon which the more expansive ideas of open (2.0), smart (3.0), and reformed (4.0) government have been built.

Citizens' relationships with governments throughout the globe have been profoundly altered by the information and hyper-connectivity revolutions. When e-government efforts fail to take root, it may be due to a fragmented knowledge of the field as a whole. Malodia et al.'s (2021) to correctly implement e-government, we present a complete conceptual framework of e-government based on considerable qualitative research. This study adds to the existing literature by stating that citizen orientation, as opposed to channel orientation or technology orientation, is the most crucial factor in determining the success of e-government project implementation. Moderators of e-government are identified, including the digital gap, economic development, and political stability. Perceived privacy and mutual comprehension are also proposed as moderating criteria in the study's proposed tangible and intangible consequences of e-government. Using big data may allow for a transition from traditional to smart governance. Academics, policymakers, and others have been debating how to effectively use big data to update governance for quite some time. It has been shown that government agencies may benefit from big data by using it to streamline their operations and increase productivity. In a meta-analysis, several indicators and rating systems are used. An in-depth analysis has shown the need for more research into the potential of big data to improve government services.

Editors: Madhavi K, Bhargava N, P Venkaiah Babu
DOI:10.48001/978-81-966500-8-7-15 | ISBN: 978-81-966500-8-7

Hossin et al.'s (2023) discuss how the use of big data for smart governance has the potential to increase productivity, openness, and convenience in the public sector. According to these results, data-driven smart governance has the potential to significantly impact the timeliness and accuracy of service delivery to citizens, which in turn may aid in a country's economic growth. They believe that the use of big data technology is essential for all government agencies to implement smart governance that guarantees usability, accountability, and transparency. Research by Scupola's (2018) looks at the past two decades of the digital transformation in the Danish public sector, as measured by the DESI index, and follows the evolution of the policies and stakeholder participation that led to this point. This research employs a case study technique, which is qualitative. Particularly, we use a process tracing and longitudinal case study approach. The information comes from secondary sources such as government websites and consists of papers, news announcements, and initiatives for digital transformation. The case study describes the state of Denmark's digitization in comparison to the rest of the EU, the foundational digital policies and initiatives implemented by the government over the last two decades, and the major players in this transformation. The case study is significant because it provides insight into the digital transformation process in the DESI Index-leading nation and, by extension, offers lessons that may be applied to other countries.

In the academic literature or official papers, the phrases "digital government" and "digital governance" are commonly used interchangeably even though they refer to different phenomena. That's why it's becoming harder and harder to resolve the conceptual confusion that exists between them. Neither concept has a single, agreed-upon definition. The growth of digital democracy is hindered by this kind of conceptual ambiguity. Turap et al.'s (2023) article provides an approach, based on a comparison of the conceptual definitions of digital government and digital governance, according to which these two terms reflect two distinct but intertwined and interdependent ideas. In addition, the paper concludes with a proposed proposal for the creation of a new grand idea that incorporates elements from both of the previously mentioned conceptual frameworks. A process tracing analysis of digital transformation in India is presented here. As the world approaches revolution 4.0, new technologies like 5G and AI will improve the efficiency and efficacy of government (Pelser & Gaffley, 2020). Future governments will inevitably adopt a digital infrastructure as the present revolution carries the globe and the IoT along with it. To be ready for the digital government of the future, we must undergo this change now. The government must establish Political Objectives to increase public confidence in the system. This may be done by measures such as improved responsiveness and openness, as well as through expanding possibilities for individuals to actively participate in government (Tejedo-Romero et al., 2022).

DOI:10.48001/978-81-966500-8-7-15 | ISBN: 978-81-966500-8-7

2 Digitisation in India

Government programs such as "Digital India" are helping to propel India toward being a digital-first economy by giving people easier access to government services online and bolstering the country's digital infrastructure and internet penetration. India's GDP might grow by 20-30% if the country implemented the Digital India Program's three core vision areas: infrastructure as a utility for every person; on-demand government and services; and digital empowerment of people. Several Digital India projects have made significant headway. There are, however, a few obstacles that must be overcome before the program's full potential may be realized. To realize its goal of providing citizens with amenities, the government is investing heavily in constructing the necessary physical, software, and security infrastructure. All government agencies have been successfully digitized up to this point. The government must expand access to digital infrastructure in rural regions, make better use of existing networks, and raise citizens' understanding of the Internet to hasten the creation and widespread use of digital services.As the digital India program moves from its planning phase into its implementation phase, substantial progress has been made in executing a wide range of activities. The Digital India initiative is built on nine pillars with three main goals: universal access to digital infrastructure; on-demand government and services; and digital empowerment for all citizens. The success of the Digital India program depends on developing a method to ensure that all Indians have access to important services through digital means. The growth of India's digital infrastructure has been propelled in large part by two technologies: cloud computing and analytics. The government hopes that through using cloud computing, it will be able to improve coordination and service delivery to the public. Electronic Transaction Aggregation and Analysis Layer (e-TAAL) is a government data repository built using Analytics that visualizes people's real-time transactions with different government departments (Saini et al., 2023).

3 Situational Mechanism

As a result of rapid development in areas such as mobile connection and internet infrastructure, as well as the creation of start-ups in the digital revolution, India is rapidly becoming one of the most digitally advanced countries (Kayser, Telukdarie, & Philbin, 2023). However, the government sector and the Indian bureaucracy still face obstacles. The present Situational Mechanism for the difficulties of digital India is as:

- Digital Infrastructure: It is anticipated that digital infrastructure will have a revolutionary effect on almost every industry, opening doors for new entrants and allowing established businesses to expand rapidly. The delayed development of infrastructure is one of Digital India's main problems.
- Application Ecosystem: Finding vendors that can quickly and easily develop locally

DOI:10.48001/978-81-966500-8-7-15 | ISBN: 978-81-966500-8-7

relevant versions of apps and services is a major problem for the digital technology industry.

- Rural Connectivity and Service: Last-mile connection in unserved rural regions is a necessary step toward closing the digital divide. The primary reason for this is that service providers do not see enough potential profit in certain locations to justify investing in bringing mobile coverage there. Providers lack sufficient functioning confidence in these areas.
- Policy Framework and Administration: The vision of digital India is hampered by obstacles such as government rules and processes, right of way, prohibitive legislation, lack of clarity in policies, and the working purpose of local governments.
- Contracting: Contracting issues, such as the postponement of some PSU-assigned projects due to shortages of necessary skills, experience, and technical capabilities, have impeded the Digital India Program's implementation. Public sector organizations' (PSUs') reliance on external service providers might reach 100% at times.
- Digital Literacy and Security: The primary reasons why people don't use the internet are a lack of digital competence and a lack of awareness. The biggest problem with digital programs is when the network goes down. With the rise of cloud-based services, protecting sensitive information has become more difficult.

4 Digital Service: Three Governance Typologies

Recent improvements to digital government on the one hand, and the historical underpinnings of public sector administration on the other, have both influenced the maturation of digital government's service dimension. In the hierarchical and bureaucratically-focused perspective of traditional public administration , hence there are inherent contradictions between mobility and machinery. Historically, governments have been run via a strict chain of command, with elected politicians making policy choices and civil workers carrying them out. In this setting, the general public only watches while elected officials carry out their duties as part of the electoral machinery of representative democracy. Otherwise, government judgments in the public interest are made mostly inside the confines of the executive branch, with accountability ideally exercised by the legislative branch, and with little direct citizen engagement. This method of exercising power and authority is predicated on the principle of maintaining control. The public sector has a monopoly on providing services, and its rigid rules and regulations provide limited room for public managers to adapt their approaches to meet the unique needs of service users.

Proponents of "new public management" argue that excessive centralization may lead to bureaucratic overreach and the stifling of creativity and innovation. NPM favours decentralized authority because it allows for more responsiveness to "customers" in pursuit of better performance, especially in terms of cost-effectiveness. NPM-inspired societies

DOI:10.48001/978-81-966500-8-7-15 | ISBN: 978-81-966500-8-7

also tend to be more receptive to reforms meant to instil a more business-like ethos in the workings of the state, in addition to the business process outsourcing of both back- and front-end infrastructure and customer service. This change in thinking has given public administrators more latitude and autonomy to focus on results rather than processes when delivering services to the public. Stoker contrasts TPA with NPM by describing PVM's discursive and networked nature: The development of public value in the 'Government world' must be evaluated via the collective democratic procedures and conversation between people, lawmakers, and managers about what is delivered at what cost since, unlike the private sector, the creation of public value has no bottom line. In a more complex service delivery setting, public managers' capacity to serve as an anchor, or broker, in a dialogue between residents and legislators is more important than ever.

4.1 Improving Public Service Delivery

- Public Works: By disclosing budget statistics, lists of procurements, procurement status, project implementation progress, space for complaints, and a public information request facility, the Ministry of Public Works has established a benchmark for other agencies.
- Community: Rural Area Growth That's Being intending to increase citizens' knowledge and online exposure to socio-economic and local governance circumstances in project areas, the Indonesian government has launched a new platform called Jalin Suara as part of its community-driven development rural poverty alleviation initiative. The goal is to get people involved, so that they can provide useful feedback and service providers can be held responsible for the outcomes. Knowledge about PNPM operations at more local levels may be integrated via the Jalin Suara platform through the usage of social media and digitally connected online media.
- Education: Twenty per cent of the country's overall budget goes on education each year. However educational outcomes continue to be subpar. Problems with ownership and credit for performance arise when responsibilities overlap, and it's more difficult to negotiate performance contracts with authorities (Udayakumar, Rajendran, & Sugirtha Rani, 2024). Building the skills of key participants at the school and community levels and encouraging them to adjust their behaviour is important to the success of the Bantu Sekolahku program, which aims to increase the transparency, accountability, and efficacy of a School Operational Support fund program. With this system's reporting capabilities, stakeholders such as parents, students, teachers, principals, supervisors, districts (Kabupaten/Kota), provinces, and the Ministry of Education and Culture Directorates can address these concerns and share updates on students' progress toward benchmarks through platforms like Facebook and Twitter. The webpage also shows how many previously reported problems have been fixed.

Editors: Madhavi K, Bhargava N, P Venkaiah Babu
DOI:10.48001/978-81-966500-8-7-15 | ISBN: 978-81-966500-8-7

4.2 Policy Implication

Governmental organizations and public administrations may benefit from using the suggested conceptual framework as a roadmap for e-government project development and execution. Using the insights and improved knowledge gained from the conceptual framework, one may construct an integrated policy framework for linked governance, which addresses the many facets and dimensions of e-government (Malodia et al., 2021). To better prepare citizens for the adoption of e-government, this research has significant implications for understanding and shaping the cultural background of public policy and implementation strategy. This research and the architecture it presents may be used by governments as the basis for a shared e-government vision and purpose. In addition, This national agenda may be used by the different federal agencies and state governments as a yardstick against which their performance can be evaluated. The government, as a policymaker, might utilize the proposed framework to pioneer the adoption of laws that encourage technical standards, paving the way for cross-agency and stakeholder collaboration (Kolade et al., 2022). The suggested theoretical framework has far-reaching consequences for building a PPP model that does more than just assure the financial viability of e-government; it also keeps important stakeholders feeling like they have some interest in the system as a whole. With the right legislation in place to define cooperative principles, guarantee economic feasibility, and encourage the ongoing growth of intermediaries, we believe they may make a substantial contribution to the success of e-government.

5 Limitations

To bolster the theoretical framework of e-government, this research seeks to do many things. First, it will characterize e-government as a multidimensional construct; second, it will identify its antecedents, results, and moderating variables; and third, it will integrate the current scattered information on the problem. Affirmative: it does not, however, conduct any actual tests of the framework; in the future, academics may conduct such tests to verify the model and increase its utility to policymakers. Similarly, This study's foundational features might be used in the future to construct a multidimensional scale of e-government, to measure the efficacy of e-government. Additional moderators may be added to the architecture via future research. Our hypotheses in this research are grounded on both qualitative in-depth interviews and theoretical triangulation. Future research might improve the universality of these claims by making them more easily operationalized and subjecting them to empirical verification. Finally, the present investigation only includes information from a single developing nation. Therefore, a comparative study of many developing nations might provide useful insights for advancing e-government theory and guiding policymakers.

DOI:10.48001/978-81-966500-8-7-15 | ISBN: 978-81-966500-8-7

6 Conclusion

In conclusion, it is becoming more and more important to distinguish between digital government and digital governance in order to promote greater understanding and execution as these lines continue to blur. Resolving this conceptual ambiguity is crucial to the advancement of digital democracy because it creates the foundation for interactions between individuals and governments that are more efficient, transparent, and participatory. Through empirical study, we add to a stronger theoretical base by differentiating these words. Consequently, this will make it possible for upcoming digital projects to better integrate and effectively meet the changing demands of contemporary governance.

References

Hossin, M. A., Du, J., Mu, L., & Asante, I. O. (2023). Big Data-Driven Public Policy Decisions: Transformation Toward Smart Governance. SAGE Open, 13(4). https://doi.org/10.1177/21582440231215123

Kayser, K., Telukdarie, A., & Philbin, S. P. (2023). Digital Start-Up Ecosystems: A Systematic Literature Review and Model Development for South Africa. Sustainability (Switzerland), 15(16). https://doi.org/10.3390/su151612513

Kolade, O., Odumuyiwa, V., Abolfathi, S., Schröder, P., Wakunuma, K., Akanmu, I., Whitehead, T., Tijani, B., & Oyinlola, M. (2022). Technology acceptance and readiness of stakeholders for transitioning to a circular plastic economy in Africa. Technological Forecasting and Social Change, 183. https://doi.org/10.1016/j.techfore.2022.121954

Malodia, S., Dhir, A., Mishra, M., & Bhatti, Z. A. (2021). Future of e-Government: An integrated conceptual framework. Technological Forecasting and Social Change, 173. https://doi.org/10.1016/j.techfore.2021.121102

Pelser, T. G., & Gaffley, G. (2020). Implications of digital transformation on the strategy development process for business leaders. Promoting Inclusive Growth in the Fourth Industrial Revolution, 1–43. https://doi.org/10.4018/978-1-7998-4882-0.ch001

Ravšelj, D., Umek, L., Todorovski, L., & Aristovnik, A. (2022). A Review of Digital Era Governance Research in the First Two Decades: A Bibliometric Study. Future Internet, 14(5). https://doi.org/10.3390/fi14050126

Saini, K., Mummoorthy, A., Chandrika, R., & Ganesh, N. S. (2023). AI, IoT, and Blockchain Breakthroughs in E-Governance. IGI Global. https://doi.org/10.4018/978-1-6684-7697-0

Scupola, A. (2018). A Case Study of Digital Transformation of Danish Public Services: Actors and Policies. 11th CMI International Conference, 2018: Prospects and Chal-

Editors: Madhavi K, Bhargava N, P Venkaiah Babu
DOI:10.48001/978-81-966500-8-7-15 | ISBN: 978-81-966500-8-7

lenges Towards Developing a Digital Economy within the EU, PCTDDE, 14–18. https://doi.org/10.1109/PCTDDE.2018.8624818

Tejedo-Romero, F., Araujo, J. F. F. E., Tejada, Á., & Ramírez, Y. (2022). E-government mechanisms to enhance the participation of citizens and society: Exploratory analysis through the dimension of municipalities. Technology in Society, 70. https://doi.org/10.1016/j.techsoc.2022.101978

Turap, T.-t., Merupakan, T. B., Lebih, T. B., & Turap, T.-t. D. (2023). Digital Government and Digital Governance: Grand Concept. International Journal of Scientific and Management Research, 6(2), 1–25. https://doi.org/10.37502/IJSMR.2023.6201

Udayakumar, K., Rajendran, S., & Sugirtha Rani, A. (2024). Public Expenditure on Education in India - A Trends and Growth. Shanlax International Journal of Economics, 12(3), 38–46. https://doi.org/10.34293/economics.v12i3.7440

DOI:10.48001/978-81-966500-8-7-15 | ISBN: 978-81-966500-8-7