E-GOVERNANCE IN HIGHER EDUCATION

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ABSTRACT

One of the most significant aspects in attaining the country's development goals is education. It is significant to the country's development. It can be strengthen with the aid of Electronic Governance (e-Governance). Electronic Governance is the use of Information and Communication Technologies (ICT) for the planning, implementation, and monitoring of government programs, schemes, and activities. In all facets of education, E-Governance assists in enhancing transparency, providing timely information, dissemination, administrative efficiency, and public services. Moreover, Computerization and management of functions such as registration, admission, student information, classes, time tables, transportation, attendance, library, salaries and expenses, examinations, performance, grades, hostels, security, and reports may be required by educational institutions. In this paper, an attempt has been made to discuss the concept of E-Governance and use of latest application and initiatives in higher education sector

KEYWORDS E-Governance, Information and Communication Technologies (ICT), Indian higher education system (IHS), Electronic Books, Web based learning

I. Introduction

Electronic governance or **e-governance** is the application of IT for delivering government services, exchange of information, communication transactions, integration of various stand- alone systems between

government to citizen (G2C), government-to-business (G2B), government-to-government (G2G), Government-to-employees (G2E) as well as back-office processes and interactions within the entire government framework. Through e- governance, government services will be made available to citizens in a convenient, efficient, and transparent manner. The three main target groups that can be distinguished in governance concepts are government, citizens, and businesses/interest groups. In e-governance, there are no distinct boundaries, finance and support.[9]

Any growth-oriented business, including education, has seen a varying rate of change. The academic sector's governance has become extremely difficult due to rapid growth in the field of education. y. The introduction of e governance applications in education is connected withchanges, not only at the level of teaching and learning, but also in carrying out administrative tasks in educational institution. An e-Governance system provides numerous benefits over the educational conventional or manual system. The purpose of E-governance is to bring transparency and efficiency in the working of an institution. E-Government encompasses a wide range of organisations, not merely computer technology and software. E- Governance is imperative for the generation of quality information and management of that information is required for effective decision making. Information Technology (IT) is said to be the technology of 21st century. Information and Communication Technology (ICT) plays a vital role in supporting powerful, efficient management and administration in the education sector. It is specified that technology can be used right from student administration to various resource administration in an education institution (Christiana Maki 2008). Sharad Sinha (2008) mentioned the various administrative challenges for the Indian education system of the 21st century as given below:

- Challenges at **the worldwide** and **neighbourhood** levels

- Challenges **which might be familiar** and unique

- Challenges of **opposition** and equity

Furthermore, numerous researches have indicated the need for ICT integration into higher education administrative tasks. There are multifarious ways of introducing technology in education institution administration are the following:

- Sending e-mails notices and agendas to staffs, rather than printing and distributing.

- Submission of lesson plans through e-mails

- Uploading internal assessments and checked by students.

- Admissions through web-enabled services.

- Leave form submission by students and teachers online

- Uploading of internal assessments and reviewed by the students.

- All day-to-day activities of the institution (General Administration)

- Attend computer conferences to learn about what other schools, teachers, and administrators have been doing to encourage students to use technology in their classrooms and schools.

- Students have access to a single point of contact.[2]

E-GOVERNANCE IN UNIVERSITY

India boasts one of the world's largest higher education systems. Despite possessing the world's largest higher education system, education in general cannot be said to be of the highest quality. In recent years, India's technical and vocational education sector has grown dramatically, with a significant increase in the total number of institutes offering higher education. On the one hand, this expansion promises to generate more skilled youth to meet the demands of India's ever-expanding industry; on the other, this expansion promises to produce more trained youth to meet the needs of India's ever-expanding industry. It presents a significant challenge to regulating agencies such as the UGC, AICTE, NCVT, NCTE, PCI, MCI, INC, DCI, and state technical education boards to maintain and improve the quality of education provided by these new and current technical and vocational colleges. But as has been reported by NASSCOM(National Association of Software and Service Companies) in its 2004 report, out of 3 million graduates and post-graduates added to the workforce in India every year only 25% of technical and 10- 15% of non-technical graduates are employable by growing IT, and other sector , points to is a very serious situation. This lack of knowledge, qualities & skills desired by the employers, from the youth, may lead to the

problems like unemployment/underemployment, which detain will lead to their disapproval& hence their offense that will be reflected in terms of an increase in crime and other antisocial activities.[4]

Nowadays, our educational system is disorganized these days. It is marked by poor technical and vocational institutions with inadequate facilities and skilled professors, teacher truancy, outdated syllabi, insufficient infrastructure, unemployable graduates, and a slew of other issues. The situation has been expanded upon. Due to a lack of adequate and real-time monitoring mechanisms, as well as pervasive corruption, the situation has gotten worse. Government regulatory agencies assist such substandard institutes in establishing and maintaining their operations without regard for the law. [5]

NECESSITY OF E- GOVERNANCE IN HIGHER EDUCATION:

If the quality of our higher education system needs to be improved in order for these institutions to truly be world-class, there is no other option except to quickly implement e- governance in this area. Implementing e-governance in technical and vocational institutes will allow for more efficient and real-time decision-making. Government/Regulatory Bodies & Other Stakeholders Monitoring by their own managements, parents of the childrenStudents and society are compelled to maintain quality and grow more responsible as a result. Its procedure improves system openness; e-governance projects in higher education would be beneficial**.** The implementation of e-governance in higher education is one such concept that can allow governing bodies to better run the country's education plan and serve numerous stakeholders. E-Government is becoming global phenomena that are garnering the attention of community members such as legislators, economists, decision and policy makers, and others (Naheed et al., 2009) extent.

According Info Dev Report (2002) an effective e-governance satisfies these following needs:

- Increasing public access to government information;

- Encouraging public participation by allowing citizens to interact with government officials; making government more accountable by making its operations more visible and thus reducing corruption opportunities.

- Providing development opportunities, particularly for rural and traditionally underserved communities.

E-Governance in higher education system will enable various stakeholders to control the improved operational efficiency in various key processes like grants, utilization certificates, approval processes, feedback mechanism etc. With deeper visibility and increased operational efficiency the Indian higher education system (IHS) would be implemented not only to satisfy the needs of students by making them more employable but also combat possible competition from foreign universities. In order to remove the copying of procedures, there should be consolidated information about each university and college to track their performance. The tools of e-governance may enable the universities or colleges to submit the documents online for approval. All agencies should internally co-ordinate to carry the details from common pool. This would greatly reduce the unnecessary duplication of work in the university. Apart from this there may be a number of other services that can be provided with the introduction of such type of governance. [1]

MODELS OF PRIVATE SECTOR PARTICIPATION IN HIGHER EDUCATION:

The University Grants Commission (UGC) recently recommended four public-private partnership models to the Planning Commission, and it is estimated that the country will require about US$ 150 billion in investment over the next ten years. In terms of basic infrastructure, the Planning Commission has proposed four models. [10]

- Basic Infrastructure Model: The private sector invests in infrastructure, but the government manages the institutions' operations and management while paying annual payments to the private investor.
- Outsourcing Model: The private sector invests in infrastructure and manages operations and management, with the government's role being to pay the private investor for the services provided.
- Reverse Outsourcing Model: The government makes infrastructure investments, while the private sector manages and operates them.

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BENEFITS OF E-GOVERNANCE IN HIGHER EDUCATION:

Improved efficiency, more openness and accountability of educational administration activities, convenient and faster access to services, and lower administrative expenses are all advantages of e-governance in the educational sector. The multifaceted advantages of e- governance can be summarised as follows [7]:

BENEFIT TO UNIVERSITY

(i)   Centralized information access from anywhere

(ii)   Increase in student enrolment ratio.

(iii)   Provide quality e-services, e-participation,

(iv)   Increase clearness

(v)   inventive teaching tools

(vi)   Improved decision making, Private Public Participation

(vii)   less paper work

BENEFITS TO STUDENTS

(i)   Increase participation in education affairs

(ii)   Personalized login for each students

(iii)   Extensive saving in time cost & efforts

(iv)   Information & transaction services

(v)   Job opportunities

(vi)   Social connectivity for collaboration

(vii)   Students can access virtual lectures &Seminars.

(viii) Students can solve their problems like- examination queries, result verification etc.

(ix)   Students can submit feedback to university.

BENEFITS TO COLLEGES

(i)   Data can access easily

(ii)   Electronic data exchange with university

(iii)   Saving of hidden operational cost

(iv)   Instant statistical report generation

(v)   Helpful for NAAC accreditation

OVERALL EDUCATION SYSTEM

(i)   Long term impact on organization goals

(ii)   Improve education system

(iii)   Empowerment of faculties, students & encouragement of their participation in governance.

SUGGESTIONS AND RECOMMENDATIONS:

The online methods enable more effective education and offer significant advantages over traditional services. [7]

Provide E Services : We improved the delivery of services to students and faculty after implementing e-governance by offering services such as enrolment, examination, result, feedback, requests for documents, requests for certificates, issuing admit cards and ID cards, employment, and so on. The system sends SMS and email alerts to colleges on a regular basis. In education, e-governance offers new means to communicate with students, impart education, and organise and provide information and services.

Improved education system*:* In the education sector, e-governance allows for the use of information and communication technologies with the goal of improving education, improving information, improving service delivery, encouraging student participation in decision-making, making administration transparent and effective, and providing universities with a new source of educational unemployment. In addition, the system can collect feedback from industry and students in order to adjust course curriculum if authorities feel it necessary.This will enable all of the lower-performing colleges to

close the gap with the higher- performing colleges. It will contribute to the improvement of higher education in the country and the increase of employable students.
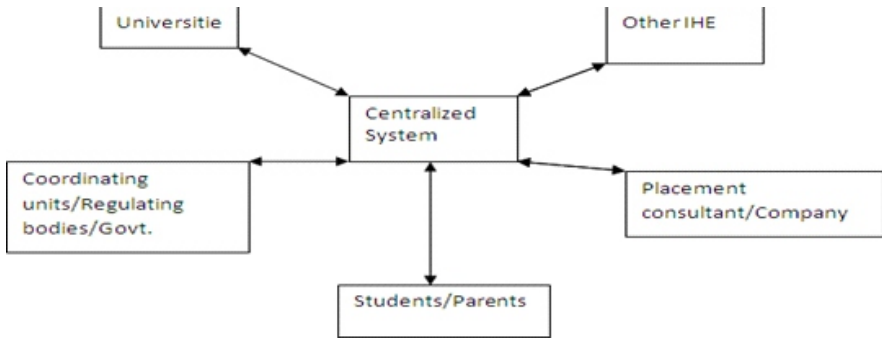
Innovative Teaching Tools –The advent of new technical initiatives has revolutionised the structure of higher educational institutions, providing great prospects for advancement in all aspects of life. The shifting role of lecturers, the adaptable learning environment, and the design of e-Learning facilities all contribute to a potentially more flexible higher education organisational structure in rural areas. Education will be delivered in the future through eLearning technology, which will provide lecturers with greater teaching tools. Online teaching methods are more successful than traditional teaching methods and offer major advantages. This has been made feasible by technologically implemented places like bulletin boards, virtual lectures and e Libraries and video conferencing. In e learning environment can support communication with classmates and lecturers.

Private Public Participation*:* Almost all e-government projects have discovered that using various private agencies for various responsibilities through public-private-partnership (PPP) arrangements is beneficial. These responsibilities include application software design and development, data and content population in the regional language, networking and computer system procurement and installation, software deployment, and service delivery.

Centralized Information*:* E-Government has created electronic information architecture to streamline service delivery, decrease duplication, and increase service quality and speed while lowering costs. E-centralized Government's information method preserves all information in electronic form in one place. This method of securing data protects it from being stolen or leaked.

It is feasible to develop a system that is student-centric and can deliver a variety of services— informative, interactive, transactional, and integrated system throughout the entire spectrum of the education sector—with the help of the above benefits and ideas. Central Universities, State Universities, Autonomous Institutes, Deemed, and Private Universities, as well as connected colleges, will submit data to meet the MIS needs of regulating and

coordinating organisations.

Use of E- Governance in Higher Education

CONCLUSION

The planning for efficient administration of higher educational institutions, increasing Global communication skill, to achieve the world class standard it is necessary to have improved collaboration and access to information available in all the parts of the world are possible only by introducing IT in Educational Sector with e-governance as a security for maintaining standard. For smooth information flow, e-governance requires security, a best-practice database, and increased capacity for information analysis, among other things. The government should help by implementing beneficial laws and updated changes to ensure that educational standards are maintained and that advancements in the connected field are made. For producing and collecting online data, it necessitates whole new infrastructure, methods, regulations, and working skills. Electronic governance, which has emerged as a new paradigm of governance as a result of the introduction of ICT, is an emerging movement to re-invent the way government functions. Authorities can also use such a comprehensive and integrated system to assess the performance of one of the best performing establishments and compare it to that of other schools and colleges to identify deficiencies. We improve the quality of India's higher education system through e-governance. Transparency between universities, institutions, and students can be achieved through e-governance. It will introduce new governance principles, both in terms of requirements and responsibilities. The Public-Private Partnership model and

e-governance can solve many difficulties in higher education.

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