

E-Governance Initiatives for Educational Administration and Management

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Introduction

“E-Governance is the public sector’s use of information and communication technologies with the aim of improving information and service delivery, encouraging citizen participation in the decision-making process and making government more accountable, transparent and effective. E-Governance involves new styles of leadership, new ways of debating and deciding policy and investment, new ways of accessing education, new ways of listening to citizens and new ways of organizing and delivering information and services”.

It is the application of Information and Communication Technology (ICT) for strengthening administration and management in higher education system in India. It has improve the education quality in the past three decades due to tremendous increase in the number of colleges and universities and their privatization.

The effective use of IT services in educational Sector can greatly enhance efficiency of the existing system, decrease the costs, and increase transparency in the functioning of various departments.

E-governance process brings transparency in the system, so E-governance initiatives in the field of higher education can reduce the malpractice up to a large extent. This type of initiative can give a better interface and opportunity to students, parents, teachers and administrative management.

Recently, the University Grants Commission (UGC) has recommended four models of Public Private Partnership to the Planning Commission and according to an estimate, the country requires an investment of over US \$ 150 billion in the next 10 years.

ROLE OF HIGHER EDUCATION IN SOCIETY

Higher education is generally understood to cover teaching, research and extension. If we critically analyze the different concept of higher education, it can list the various roles of higher education in the society. Higher education is the source or feeder system in all walks of life and therefore supplies the much-needed human resources in management, planning, design, teaching, and research. Scientific

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and technological advancement and economic growth of a country are as dependent on the higher education system as they are on the working class. Development of indigenous technology and capabilities in agriculture, food security and other industrial areas are possible because of our world-class higher education infrastructure. Higher education also provides opportunities for lifelong learning, allowing people to upgrade their knowledge and skills from time to time based on the societal needs. The Kothari commission (1996) listed the following roles of the universities (Higher education institutions in the modern Society):

- (i) To seek and cultivate new knowledge, to engage dynamically and fearlessly in the pursuit of truth, and to interpret old knowledge and benefits in the light of new needs and discoveries
- (ii) To provide the right kind of leadership in all walk of life, to identify gifted youth and help them develop their potential to the full of cultivating physical fitness, developing the powers of the mind and cultivating right interests, attitudes and moral and intellectual values
- (iii) To provide the society with competent men and women trained in agriculture, art, medicine, science and technology and various other professions who will also be cultivated individuals, imbued with a sense of social purpose
- (iv) To strive to promote quality and social justice and to reduce social and culture differences through diffusion of education
- (v) To foster in the teachers, students and through them in the society generally, the attitudes and the values needed for developing the good life in individuals and society (GOI, 1996)

E-GOVERNANCE IN HIGHER EDUCATION

India has one of the largest higher education system in the world. Despite having the largest higher education system, the quality of education, in general, cannot be claimed to be the best. Technical and vocational education in India has seen enormous growth in recent years with a large increase in total number of institutes imparting higher education. On one hand, this growth promises to produce more skilled youth to fulfill needs of ever growing Indian industry and on the other hand it poses a huge challenge for the governing bodies like UGC, AICTE, NCVT, NCSTE, PCI, MCI, INC, DCI etc and state technical education boards to maintain and improve the quality of education being imparted through these new and existing technical and vocational institutes. But according to data 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 sectors. It is a very serious situation.

Now a days, our education system is untidy, to say the least. It is characterized by substandard technical and vocational institutions lagging good infrastructure and qualified teachers, teacher truancy, obsolete syllabi, inadequate infrastructure, unemployable graduates and a lot more other problems. The scenario has been further worsened due lack of some effective and real time monitoring mechanism and widespread corruption prevalent in government. Regulatory bodies that help such substandard institutes to start and remain functional without bothering to maintain any quality at all. Mushrooming of a large number of unrecognized and substandard fake universities/ institutions, distribution of fake certificates of diploma, degree and Ph.D, courses fraudulently, without being caught, is also another outcome of such a untidy system.[5]

NECESSITY OF E- GOVERNANCE IN HIGHER EDUCATION

If the quality of our higher education system has to be improved to make these institutes really word class, then there is no alternative to the introduction of e-governance in this sphere at the fastest possible pace. Implementation of egovernance in technical and vocational institutes will enable their effective and real time monitoring by government/the regulatory bodies and other stakeholders their own managements, parents of the students and the society, thereby forcing them to maintain quality and become more responsible. E-governance process brings transparency in the system, so e-governance initiatives in the field of higher education will help reduce the corruption up to a large extent. The introduction of e-governance in higher education is one such concept that can empower the governing bodies to administer the progress of the education plan in the whole country and serves various stakeholders in a much better ways. E-Governance is becoming a global phenomenon that is increasingly attracting the attention of community citizens including politicians, economists, decision and policy makers amongst others (Naheed et al., 2019).

According Info Dev Report (2021) an effective e-governance satisfies these following needs:

- Providing greater access to government information
- Promoting public engagement by enabling the public to interact with government officials
- Making government more accountable by making its operations more obvious and thus reducing the opportunities for corruption
- Providing development opportunities, especially benefiting rural and traditionally underserved communities

MODELS OF PRIVATE SECTOR PARTICIPATION IN HIGHER EDUCATION

Recently, the University Grants Commission (UGC) has recommended four models of Public Private Partnership to the Planning Commission and according to an estimate the country requires an investment of over US \$ 150 billion in the next 10 years. The four models proposed by the Planning Commission are in terms of basic infrastructure model. [10]

- Basic Infrastructure Model
- Outsourcing Model
- Equity/Hybrid Model:
- Reverse Outsourcing Model

BENEFITS OF E-GOVERNANCE IN HIGHER EDUCATION

The benefits of e-governance in an educational sector are improved efficiency, increase in transparency and accountability of educational administrative activities convenient and faster access to services, and lower costs for administrative services. The multi-faceted benefits of e-governance can be described as under these points [7]:

Benefit to university

- (i) Centralized information access from anywhere
- (ii) Increase in student enrollment 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

Benefits to colleges

- (i) Data can be accessed 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

CONCLUSION

This paper is an approach that encompasses policies, processes and proposed model designed to provide its services in the education sector wherein it facilitates a better opportunity for the educational institution to grow and prosper. E-governance initiates several programs and policies which promote the usage of ICT in education. It predicts that there are many benefits for both the students, learner and the teachers, including the promotion of shared working space and resources, better access to information, the promotion of collaborative learning and radical new ways of teaching and learning. E-governance and education is an institutional thinking that seeks to entrust in building, managing and sustaining students, teacher, learner and others for achieving the larger benefits of e-government system. The probable benefits are: for service users in terms of reduced cost of transmitting information and resources accesses, lesser time and cost for services; for service provider, reduced processing time, error rates, complaints; and for government, improved service consistency and equality; and finally, the benefits lead to enhance the outcomes, as well as the performance criteria e.g. better informed students or learners leading to improve delivery of objective, greater information collection related.

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