

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE & MANAGEMENT

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THE FAVOURABLE DATA FOR THE IMPLEMENTATION AND DEVELOPMENT OF M-GOVERNANCE

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ABSTRACT

The development of information and communication technology leads to government of India move towards Electronic Governance (E-Governance). India is moving towards digital. Mobile Governance (M-Governance) is assumed as a part of Digital India. Since there is lot of enhance in the users of mobile device, this enforce the government of India to move from Electronic Governance (E-Governance) to Mobile Governance (M-Governance). Mobile Governance (M-Governance) enhances the quality of services which can be provided from Mobile Government to Citizen, Business, and Employees. Nowadays mobile devices have been a necessity item rather than being luxury item. Even a person, whose income is less, is afforded to buy Mobile and use internet facility. So mobile has been a necessity to their life. In the light of increased mobile penetration in India to take an opportunity to provide or render various government services to citizen through mobile device and internet facility, this helps to improve their interaction with citizen and increase the quality of their services towards the citizen. From this citizen will be able to access Electronic Governance (E-Governance) service by using mobile device, WiFi enabled devices and wireless network as a source to access the information. This paper presents a direction script of mobile employment and its penetration in India. The data presents the framework of mobile users and this framework of data shows an important opportunity to implement and development of Mobile Governance (M-Governance) to the citizens of India and this service leads to render their services to their door step. Mobile Governance (M-Governance) renders transformational capacity to draw out access to user of services, to draw out the delivery of new services, to increase active citizen participation in operation of government and to change the way of working.

KEYWORDS

M-Governance, citizen of India, digital India, E-Government.

INTRODUCTION

Government of every country want to make use of Information and Communication (ICT) to enhance the quality of their services. Government of every country want to render their service by using modern technology. So in this light of development in world, Government of India also moving towards E-Governance that is "E" in E-Governance stands for Electronic. Thus, E-Governance is carrying out the government functions and achieving the results of governance through the utilisation of ICT (Information and Communication Technology) Digital India might be the biggest push towards inclusive e-governance in India. But the history of e-governance goes back to the 1970s, when the government established the Department of Electronics, followed by the National Informatics Centre. Maharashtra was the first state to have a dedicated e-governance policy [1]. While Governance relates to safeguarding the legal rights of all citizens, an equally important aspect is concerned with ensuring equitable access to public services and the benefits of economic growth to all. It also ensures government to be transparent in its dealings, accountable for its activities and faster in its responses as part of good governance [2]. Task of delivering the information to the public or citizens can be done easily by using modern technology. Information is valuable because it can affect the behaviour, a decision, or an outcome. It is the responsibility of the government to keep their citizens informed of what is happening around them. Citizens need this information and sometimes are critical for them in making decisions and forming any opinions [3]. In India, the main thrust for e-Governance was provided by the launching of NICNET in 1987 – the national satellite-based computer network. This was followed by the launch of the District Information System of the National Informatics Centre (DISNIC) programme to computerize all district offices in the country for which free hardware and software was offered to the State Governments. NICNET was extended via the State capitals to all district headquarters by 1990[4].

M-Governance is not a replacement for E-Governance; rather it complements E-Governance [5]. M-governance enhance the quality of service and added value to the E-Governance since citizen will be able to receive government service by using mobile technologies such as mobile device; WiFi enabled devices. The government's Digital India initiative, aimed at transforming India into a digitally empowered society and knowledge economy, is focused on broadband highways connecting 2,50,000 villages and 250,000 schools, cradle to grave digital identity for all, 150,000 post offices to be transformed into internet hubs or multi-service centres, access for all through citizens facilitation centres, integration of e-governance services and platforms across departments, cloud-linked participative platforms for citizens' entitlements, and public Wi-Fi spots in cities with million population and tourist centres. Additionally, in January 2015 government announced a big bang plan to roll out free Wi-Fi internet connections in 2,500 cities and towns across the country. The roll-out is planned over the next three years through the state-owned Bharat Sanchar Nigam Ltd, according to a report in *The Times of India*. The plan will entail an investment of Rs 7,000 crore. WiFi speeds of 4G levels will be developed around BSNL's vast fibre optic and cable network, and delivered via 50-60,000 Wi-Fi spots. The motivation for this ambitious urban scheme appears to be the revival of BSNL, which has been in the red, as well as a huge push to internet businesses [6].

This paper presents the data about the user of mobile device and expresses this raw data towards a favourable data for the implementation and development of M-Governance.

WHY E-GOVERNANCE NEEDED?

E-Governance can render citizen service by using their electronic device and it helps to enhance the quality of services by rendering services at door step. It helps to achieve transparency in the function of government and this leads to participation of citizen towards to growth of nation. India is developing country and Good governance can lead to transfer the word developing country to developed country.

WHAT ARE ADVANTAGES OF E-GOVERNANCE?

Usage of e-Governance has its own favourable note towards economic development. The following are the list of advantages of e-Governance.

➤ TRANSPARENCY

Usage of ICT in function of government leads to transparent. Internet will be a key to know the information's which are made available by the government. This is possible only when government upload information on respective web.

➤ ACCOUNTABILITY

Once the government process is made transparent the government is automatically accountable. Accountability is answerability of the government to the people.

➤ COST REDUCTION

Cost reduction is feature of cost accounting. Cost reduction means reducing the cost of the function without reducing the quality of function. By e-Governance communication between the government and citizen will be very quick and helps to access that information whenever needed at lowest cost

➤ SPEED

The components of e-Governance lead to access information at door step at rapid speed. Since Internet, Phones, Computer, and others have reduced the time taken in normal communication

M-GOVERNANCE

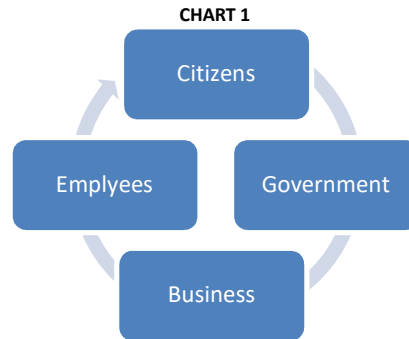
“M” in M-Governance stands for Mobile. M-Governance is platforms of mobile, where the government render its service to its citizens at door steps. M-Governance is strategic use of government services and applications which are only possible using cellular/mobile telephones, laptops, computers, personal digital assistants (PDAs) and wireless internet infrastructure [7]. Governance involves in process of selecting best course of action among various alternative course of action and implementing the best course of action leads to good governance. Good governance is not about selecting the best among various alternative but also bringing the best possible process of making the decision. So to be part in best possible process of making the decision M-Governance took a birth to lead its role at door step by providing for providing better relationship towards better government.

M-Governance is complements for E-Governance. As a result of it, the models of E-Governance can be transformed to M-Governance. The following models show the transformation of E-Governance to M-Governance.

- ❖ From Government-to-Citizens (G2C) to M-Government-to-Citizens (MG2C);
- ❖ From Government-to-Government (G2G) to M-Government-to- Government (MG2G);
- ❖ From Government-to-Business (G2B) to M-Government-to- Business (MG2B);
- ❖ From Government-to-Employees (G2E) to M-Government-to- Employees (MG2E)

THE CHART SHOWS USER OF M-GOVERNANCE

An individual who uses M-Governance are called as user of M-Governance. The users of M-Governance are showed below chart.



M-GOVERNMENT TO CITIZENS (MG2C)

In this case, an interface is created between the government and citizens. This enables the citizens able to find and access what they need quickly and easily. MG2C services allow citizens to keep update on information.MG2C express the relationship between public administration and citizens. Here citizens can access information, whereas government can transfer of an official document to the citizens.

M-GOVERNMENT TO GOVERNMENT (MG2G)

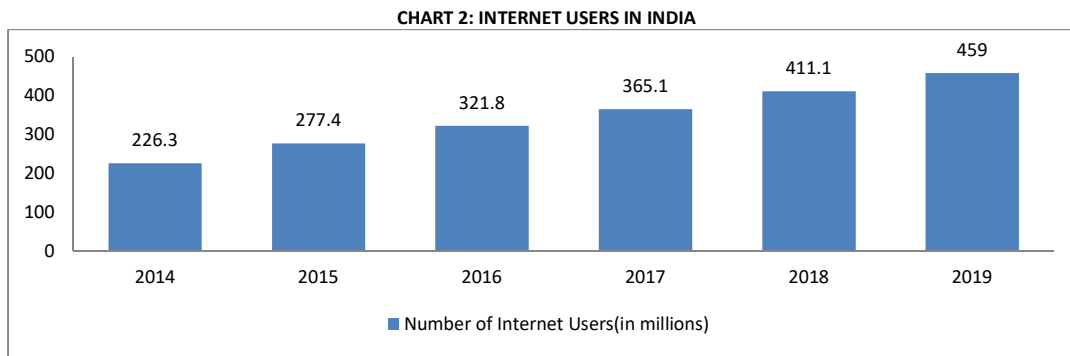
In this case, the process involved in the functioning of government entities and it increases the flow of information and services within and between government entities. MG2G is a process sharing of data and/or information system between government agencies, departments or organizations by utilizing of all kind of wireless and mobile technology, service, applications and devices is known as MG2G. This leads to move from governance to best governance because this enables to save cost, to enhance the efficiency.

M-GOVERNMENT TO BUSINESS (MG2B)

In this case, e-Governance tools are used to aid the business community. The objective is to save time, reduce operational cost and to create more transparent in the environment of the business when dealing with the government.

THE FOLLOWING DATA PRESENTS THE USER OF INTERNET

The following data presents the data about the users of internet in India from 2014 to 2019 Year.



Source: www.statista.com

The above graph represents the data about the users of Internet in India from 2014-2019. In the year of 2014, India had 226.3 million internet users and in 2015 it about 277.4 million internet users. In year the 2016, the users are projected to grow at 321.8 million users and in the year 2017 the users are projected to grow at 365.1 million users and in the year 2018 it projected at 411.1 million users and in 2019 it projected at 459 million users

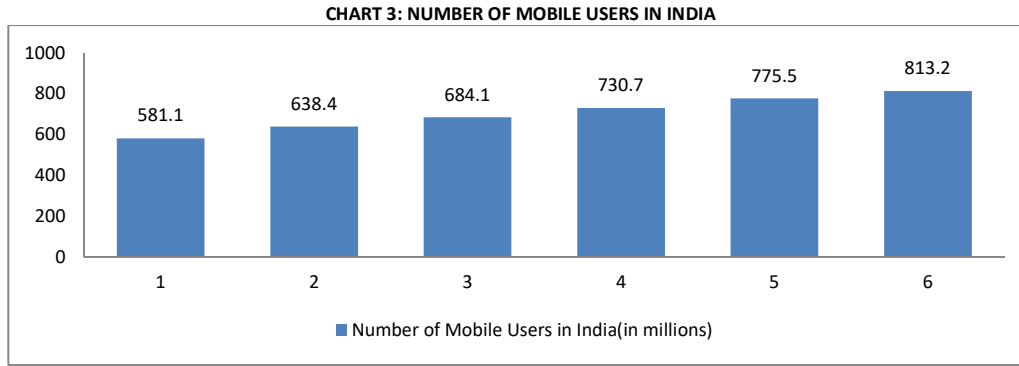
The following table represents the difference in users of internet in India comparing with its previous year

TABLE 1

Year	Number of Internet Users(in millions)	Difference in the users when compare to its previous year(in millions)
2014	226.3	0
2015	277.4	51.1
2016	321.8	44.4
2017	365.1	43.3
2018	411.1	46
2019	459	47.9

THE FOLLOWING DATA PRESENTS THE USER OF MOBILE PHONE IN INDIA

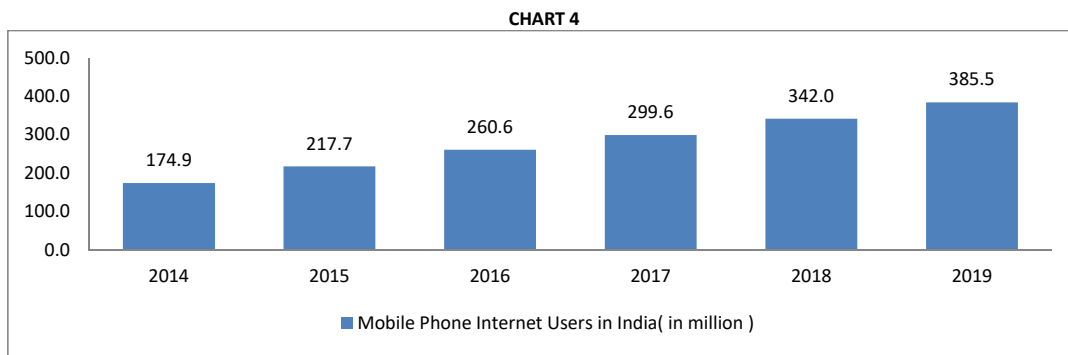
The following data presents the data about the users of mobile phone in India from 2014 to 2019 Year



Source: www.statista.com

THE FOLLOWING DATA PRESENTS THE MOBILE PHONE INTERNET USER IN INDIA

The following data presents the data about the mobile phone internet user in India from 2014 to 2019 Year.



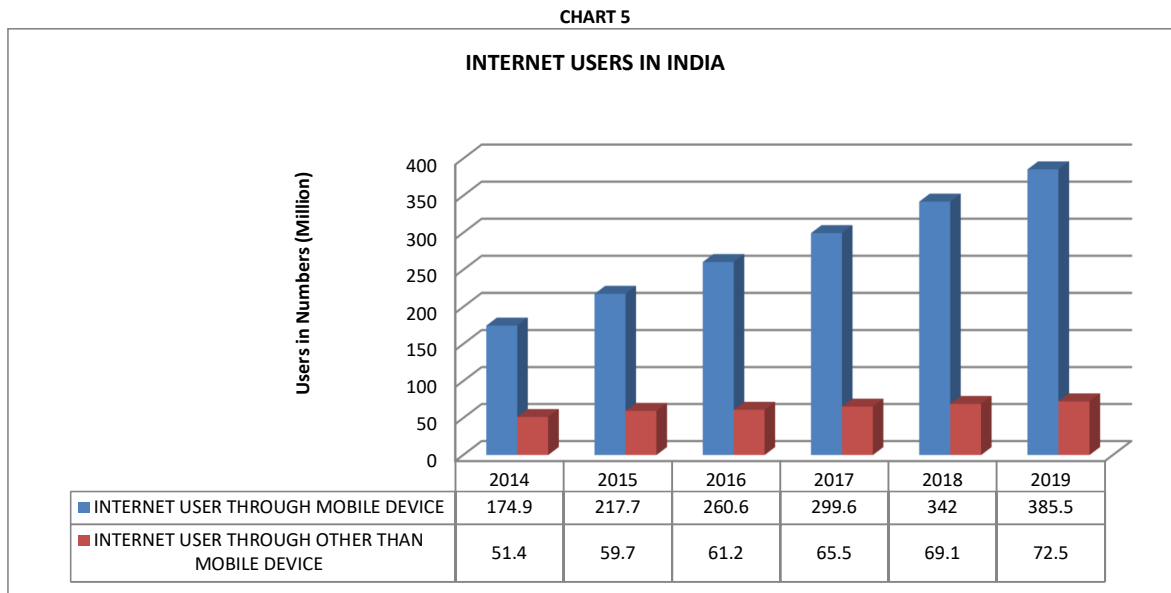
Source: www.statista.com

THE FOLLOWING DATA PRESENTS THE COMPARATIVE STUDY ON INTERNET USERS AND MOBILE INTERNET USERS

TABLE 2

YEAR	TOTAL INTERNET USER IN INDIA (Number in millions)	INTERNET USER THROUGH MOBILE DEVICE IN INDIA (Number in millions)	INTERNET USER THROUGH OTHER THAN MOBILE DEVICE IN INDIA (Number in millions)
2014	226.3	174.9	51.4
2015	277.4	217.7	59.7
2016	321.8	260.6	61.2
2017	365.1	299.6	65.5
2018	411.1	342.0	69.1
2019	458	385.5	72.5

THE ABOVE TABLE IS EXTRACTED TO CHART BELOW



FINDINGS

The above charts express that trend of using internet through mobile devices increased when you compare to usage of internet user through other than mobile device. The trend of internet users through mobile device has been increased year by year as analysis in the year 2015 the users has increased by 42.8 Million. In 2016 increased by 42.9 Million. In 2017 increased at diminishing rate by 39 Million. In 2018 increases at increasing rate by 42.4 Million. In 2019 increases at increasing rate by 43.5 Million.

CONCLUSION

This paper deigned to provide favourable data for the development of M-Governance has to conceived and developed with E-Governance. Considering India's internet users through mobile devices has been increased and this enables to extend its existing services and to elaborate the delivery of new service and to enhance citizen involvement in operation of government activities. This leads to transparent in democracy, advancement in the field of education and being an innovative health services to the citizens

The data extracted and analysed result expresses that enhance in the users of mobile users and internet users through mobile devices had favourable data for the development of M-Governance with E-Governance.

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