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## IMPACT OF E-GOVERNANCE ON ADMINISTRATIVE CAPACITY BUILDING IN AMBEDKAR NAGAR DISTRICT (U.P.)

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### **ABSTRACT**

*Building up or developing a country's capabilities has a long tradition in the field of international aid for the third world. Although the word "capacity building" didn't come into use until the late 1980s, the ideas it encompasses may be traced back to the establishment of new institutions in the 1950s. There are a number of ways in which capacity building and development are distinct from the ideas that came before them conceptually. To begin, concerns over capacity building began to adopt a more "macro reform" approach sometime between the late 1980s and the early 1990s. Second, when it came to the process of creating capacity, a greater amount of focus was placed on the larger environment of a country (or an industry or area). India is a country with a very diverse population. Its variety encompasses a wide range of aspects, including culture, custom, language, location, and the socioeconomic standing of the people. It is a country that is home to a sizeable population that falls well short of meeting even the most fundamental socioeconomic standards. This includes individuals who live in less developed regions, people who are impoverished in both rural and urban areas, women who live in rural areas, children who live on the street, and those who belong to historically disadvantaged castes. The process of globalization has made various segments of society more susceptible to being exploited, and these segments are more likely to become economically and socially excluded as a result of globalization. However, the successful implementation of various economic development programmes that are aimed at individuals belonging to these sections of society has proven to be an elusive goal. Successive governments have committed themselves to addressing these divides, but it has proven difficult to do so effectively.*

**Keywords:** E-Governance, Building

### **INTRODUCTION**

Building one's capacity is the process through which a person or organization acquires, improves, and maintains the knowledge, skills, tools, and techniques necessary to do their work effectively. In

addition to this, it enables both people and organizations to perform at a higher level (larger scale, larger audience, larger impact, etc.). It is common practice to use the terms "capacity development" and "capacity building" interchangeably.

Building up or developing a country's capabilities has a long tradition in the field of international aid for the third world. Although the word "capacity building" didn't come into use until the late 1980s, the ideas it encompasses may be traced back to the establishment of new institutions in the 1950s. There are a number of ways in which capacity building and development are distinct from the ideas that came before them conceptually. To begin, concerns over capacity building began to adopt a more "macro reform" approach sometime between the late 1980s and the early 1990s. Second, when it came to the process of creating capacity, a greater amount of focus was placed on the larger environment of a country (or an industry or area). The overarching institutional and social patterns of a nation are the "rules of the game" (the circumstances) under which its "players" are required to operate. Finally, an approach that is more multi-sectoral and systematic began to emerge as a result of the fact that organizations are frequently interdependent actors whose actions are imbedded in bigger systems of networks. The following is the definition of capacity development given by the Organization for Economic Co-operation and Development (OECD) in the year 2006: "Capacity building is the process through which people, groups, organizations, institutions, and society enhance their ability to.":

- 1) carry out functions, find solutions to challenges, and accomplish goals; and
- 2) Comprehend their expansion within a larger context and deal with it in an environmentally responsible manner..'

The following are the categories that Lodge and Wegrich use to divide administrative capacity:

1. Delivery capability, defined as the resources and administration that are available for the organization to carry out its duties;
2. Regulatory capability may be defined as the means by which the state controls economic and social activity and the manner in which it monitors and encourages conformity with the regulations;
3. Coordination capability may be defined as the ability to manage mediation and negotiation procedures between parties participating at different administrative levels and among non-state entities;
4. Analytical capacity may be defined as the state's ability to evaluate the effectiveness of its system, forecast upcoming events, and prepare for the fulfilment of future requirements in an appropriate manner..



E-governance is the application of information and communication technology (ICT) for the delivery of government services, the exchange of information, the communication of transactions, the integration of various alienated systems and services between government-to-citizen (G2C), government-to-business (G2B), government-to-government (G2G), and government-to-employees (G2E), as well as back-office processes and interactions within the entire framework. Electronic governance makes it possible to provide citizens with access to government services in a way that is uncomplicated, time-saving, and open to scrutiny. The government, the citizens, and companies and other interest groups are the three primary target groups that may be identified while discussing governance issues. There are no restrictions imposed on e-governance in any way. e-Governance is not merely the introduction or use of technology tools; rather, it is about a shift in mentality and work culture. This is because e-Governance is not only about introducing or utilizing technological tools. This issue is broken down in further depth as the involvement with the general public is required at every single level of the planning process for the e-Governance project..

## **E-GOVERNANCE AND ITS RELEVANCE TO INDIA**

India is a country with a very diverse population. Its variety encompasses a wide range of aspects, including culture, custom, language, location, and the socioeconomic standing of the people. It is a country that is home to a sizeable population that falls well short of meeting even the most fundamental socioeconomic standards. This includes individuals who live in less developed regions, people who are impoverished in both rural and urban areas, women who live in rural areas, children who live on the street, and those who belong to historically disadvantaged castes. The process of globalization has made various segments of society more susceptible to being exploited, and these segments are more likely to become economically and socially excluded as a result of globalization.

However, the successful implementation of various economic development programmes that are aimed at individuals belonging to these sections of society has proven to be an elusive goal. Successive governments have committed themselves to addressing these divides, but it has proven difficult to do so effectively. The Government of India (GoI) acknowledges that e-Governance, when applied to the context of developing nations, presents a fantastic potential for enhancing the quality of governance. When used creatively, it may be a catalyst for the introduction of many other administrative changes. These alterations could not only go a great way towards enhancing the quality of life of certain segments of society, but they might also provide them access to economic possibilities that are more egalitarian than they have ever been before. In this backdrop, the Government of India regards e-Governance as a strategic instrument for reforming Governance and increasing the quality of services offered by the government to its people. This perspective is supported by the fact that e-Governance is now being implemented across the country.

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## GOVERNMENT THAT WORKS EFFECTIVELY

When we speak to "good governance," we are referring to a collection of strategies that each individual and institution in the public and private sectors apply in order to handle the difficulties that they have in common. These strategies may be broken down into several categories. This is precisely what we have in mind when we refer to "good government" when we talk about it. When it comes to actually putting these ideas into action, there are a wide variety of approaches that may be used to accomplish this task. It is a process that is ongoing and requires the resolution of a broad variety of competing interests in addition to the execution of cooperative acts. Specifically, this is a process that involves the resolution of the following: This is in addition to the fact that it necessitates the performance of acts in concert with other people. In addition to the fact that it calls for the efforts of several people working together, this is also required. It is composed of formally established institutions and processes that have the authority to monitor and ensure compliance with informal agreements and pacts that individuals and organizations have accepted or agreed to in order to advance their interests. These individuals and organizations have accepted or agreed to these agreements and pacts in order to further their own interests. These individuals and organizations have done so in order to further their own aims and objectives, which they have set for themselves. Some individuals and organizations have acted in this manner in order to move closer to achieving the aims and objectives that they have established for themselves. The pacts and agreements that have been described have either been accepted by the individuals and organizations that have been mentioned, or those individuals and organizations have given their approval to the terms that have been described in order to further their own personal or organizational interests.

It is comprised of the methods, techniques, and institutions that people and organizations might utilize to have their issues acknowledged, carry out their legal rights and obligations, and show how they are unique from one another. In addition to this, it takes into account the institutional setting in which citizens interact not only with one another but also with governmental institutions and authorities. This is because citizens interact not only with one another but also with the institutions and authorities of the government. This encompasses the interactions that citizens have not just with one another but also with the institutions and authorities that are a part of the government. It is the instrument through which power is exercised with the intention of directing and controlling the economic and social resources of the nation for the goal of advancing the nation as a whole for the purpose of advancing the nation as a whole. Who is responsible for developing, enforcing, and making sure that unified policies are carried out in a manner that is effective, efficient, and equitable is determined by the quality of the operations that are carried out by the institutions. It is up to the institutions themselves to fulfil this commitment. In addition to this, it requires the utilization of a country's political, administrative, and economic authority in order to exercise comprehensive control over all elements of the activities of that country. In addition to this, it involves the exercise of power via the political, economic, and social institutions of the nation that is under consideration. It comes down to wielding

power through the political, economic, and social institutions of a nation in the end, but that's by no means the least of its responsibilities. The idea of good governance places a significant amount of emphasis on the qualities that an organization must possess in order to be in a position to successfully manage its resources in an efficient manner. This is because good governance is considered to be an essential component of good management. This is owing to the fact that having excellent governance is required in order to accomplish having excellent management in order to achieve this result. In essence, it is concerned with the establishment of behavioral norms that can assist in ensuring that a government delivers on its promises to its citizens and provides them with the benefits that it has pledged to provide. These norms can help ensure that a government delivers on its promises to its citizens. These standards can be of assistance in ensuring that a government keeps the commitments it has made to the people it serves. These guidelines can be of aid in ensuring that a government stays true to the promises it has made to the population that it serves. When it comes to effective administration of the state, a great many distinct factors each play a vital part..

## **E-GOVERNANCE PROJECTS IN UTTAR PRADESH**

The Indian state of Uttar Pradesh has the most population of any other state. With a Gross Domestic Product of 7,080 billion (about US\$120 billion), Uttar Pradesh is the fourth largest Indian state in terms of economics. The government of Uttar Pradesh has made the decision to broaden the scope of its e-governance services over the next five years, increasing the number from the existing total of 26 applications operating in eight different ministries. Common service centers that are Internet-enabled have been established at the village level in each of the state's districts in order to facilitate the delivery of the services. UP has successfully positioned itself as a pioneer in a variety of e-Governance activities. E-Government initiatives in Uttar Pradesh (UP) include the complete spectrum of interfaces, including G2G, G2C, G2B, G2E, and G2S. Applications such as land record, medical-health, secondary education, foods-civil supplies, labour, social welfare, road transport, property registration, agriculture, treasuries, municipalities, gramme panchayat, commercial taxes, police, and employment exchanges were all covered by the government department's plan to implement e-governance. The following is a list of some of the most significant ongoing projects in Uttar Pradesh.

### **Brief History Of The District:**

This district was established on September 29, 1995, and it was given its current name in honour of Dr. Bhim Rao Ambedkar, who was a social activist who fought for the rights of men from lower-income groups, women, and other marginalized members of society. In the Indian state of Uttar Pradesh, the Ambedkar Nagar district is home to the city and municipal board known as Akbarpur. The city of Ambedkarnagar is split in half by the River Tamasa (Tons), creating the neighborhoods of Akbarpur on one side and Shahzadpur on the other. Shahzadpur is the most important business district in Ambedkarnagar. Also well-known in the Lorepur neighborhood of Akbarpur City are the Palace of Lorepur State and the Imambargah of Lorepur State. The Ambedkar Nagar District's administrative



offices are housed within this building. Ram Manohar Lohia, a famous Indian independence fighter and socialist political leader, was born at Akbarpur in 1910 and passed away in 1967. Akbarpur is also the birthplace of Lohia.

According to the Ramayana, this location is known as ShravanKshetra because it is where King Dashratha took his revenge on Shraavan Kumar by shooting him. This location was also home to the ashram that the wise Shringi Rishi maintained. Kusha, son of Lord Rama, is said to be in charge of driving Shrivastu in the Ramayana. The Rajbhar King oversees operations in the region's eastern half. In Ramayan Lord Rama battled to numerous Rajbhar Rulers. Many make the journey to Shiv Baba because it is seen as a spiritual destination.

Throughout ancient times, the region around Ayodhya was referred to as Kosala, and this name can be seen in early written sources. The Akshvakus were Kosala's most powerful and well-known monarchs during its early history (or Suryavansis). It is believed that about 125 kings belonged to the Kosala dynasty. Of those kings, 90 are claimed to have ruled before the conclusion of the Mahabharata war, while the remaining monarchs ruled after it. The main line of the Kosala dynasty died out in the fourth century B.C. Under the reign of Ram Chandraji, the Kosala Kingdom reached the height of its splendour. Ram Chandraji is credited with establishing an ideal legal state, which is idiomatically referred to as "Ram Rajya." Throughout the fourth century B.C. and the latter quarter of the seventh century, the Nanda Monarchs ruled over Kosala when it was a member of the Magadha Empire. The kingdom was taken over by the Mauriyas, who remained in power until 184 B.C., when it was given to the Suncas, who established their seat of power at Patliputra. In the first century A.D., the realm of Kosala was absorbed into the Kusana empire as a result of the ascent of the Kusanas as the dominating force. After then, it became a part of the empire of the Gupta dynasty, whose kingdom expanded as far as Saketa (now known as Awadh) and Prayag (Allahabad). In the sixth century A.D., the Gupta dynasty came to an end. The region eventually became a part of the kingdom of Kannauj, which was ruled by the Makharis, Gujars, Prathavas, and eventually the Gahdavalas, whose most recent king, Jai Chand, was defeated by Shahab-Uddin-Gauri. According to the oral histories of the locals, the Bhars, who were the indigenous people of the region before they were conquered by the Rajputs, were the ones who wielded the true authority in the region.

At the time when the territory was part of the Delhi Sultanate, the Sultan of Delhi selected Subedars to serve as its governors. During the reign of Akbar, the region that is now known as Ambedkarnagar was divided into two subahs (provinces) and several sirkars (divisions). The Nawab of Awadh dynasty was created in 1722 when Sadat Khan was appointed to the position of Governor of Awadh. At the same time, the entire region was combined into the Subah of Awadh. Under his reign, the city became a hub of artistic and cultural activity, in addition to enjoying significant economic growth. On the other hand, Asaf ud Daula, son of Shuja ud Daula, When Daula had been in power for seven years, he decided to move the capital to Lucknow. In February of 1856, Awadh was formally incorporated

into the British Empire. The inhabitants of this region took part in the independence movement, and in 1947, along with the rest of the country, they won their freedom.

### **METHODOLOGY AND DATA COLLECTION:**

For the purpose of proving a hypothesis or providing support for a notion, critical analysis of relevant papers, data, and other significant facts pertaining to the project is performed. This is also the case in this specific scenario. In this section, I have attempted to provide evidence in support of the idea by researching the historical evolution of a variety of administrative structures throughout the course of time and the conditions that gave rise to those structures. The primary sources of public administrations, such as administrative development and its role for governance and rule, along with relevant and authoritative texts have been critically analysed, and their effectiveness from a political perspective has been evaluated. This was done with the aid of political methodology. Objectivity has been brought about with the use of scientific technique, which has been applied while keeping in mind the political perspective.

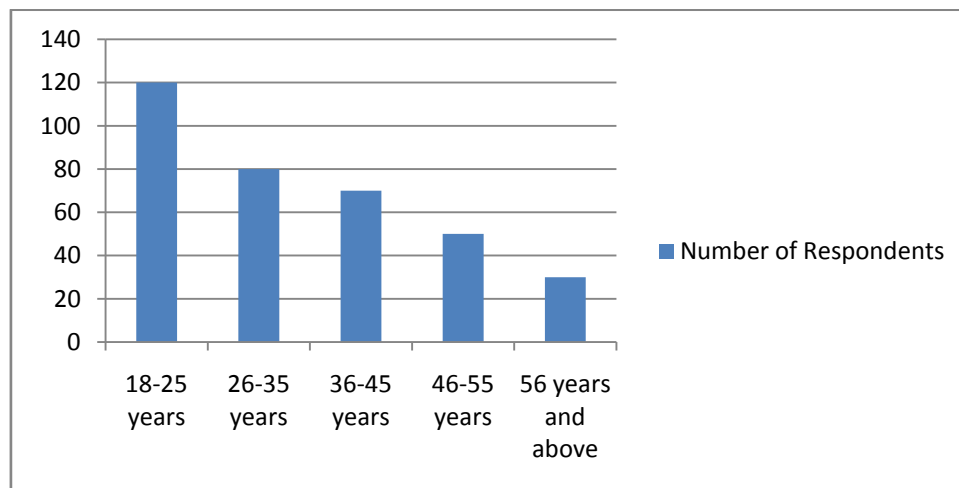
The scientific findings of various organisations, such as the National Informatics Centre (NIC) and the Indian Institute of Public Administration (IIPA), etc., which are involved in scientific research and collection of relevant data on political policy and governance, have also been analysed in order to support the primary idea of the thesis. This was done in order to provide further evidence for the argument being made. Therefore, research on the proposed topic is based on the content analysis of various schemes, rules, and protocols that have been negotiated from time to time on particular governance issues through the study of primary source, as well as secondary source, such as books, research papers, journals, etc., from a political and legal perspective. Many institutions at the district level, the tehsil level, and other lower level institutes like blocks and panchyats, as well as renowned persons involved in the field of governance in the provided districts were interviewed..

### **RESULTS**

**Table: 1 Age Based**

Age Group	Number of Respondents
18-25 years	120
26-35 years	80
36-45 years	70
46-55 years	50
56 years and above	30

Interpretation: According to the table, out of the total number of respondents (350), the largest age group is 18-25 years, with 120 respondents (34.3%). The second-largest age group is 26-35 years, with 80 respondents (22.9%). The third-largest age group is 36-45 years, with 70 respondents (20%). The age groups of 46-55 years and 56 years and above have 50 respondents (14.3%) and 30 respondents (8.6%), respectively. From the above data, we can infer that the majority of the respondents are young adults, with 34.3% belonging to the age group of 18-25 years. This indicates that the younger generation is more interested in the impact of e-governance on administrative capacity building in Ambedkar Nagar district. However, the data also suggests that there is a representation from all age groups, which may provide a diverse perspective on the issue being studied.



**Figure 1 Age Based**

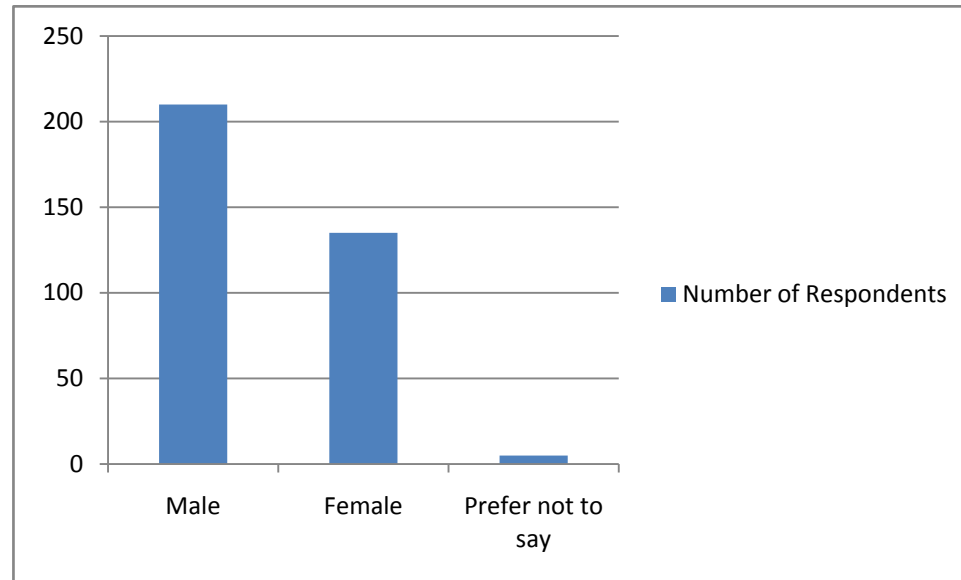
**Table: 2 Gender based**

Gender	Number of Respondents
Male	210
Female	135
Prefer not to say	5

Interpretation: According to the table, out of the total number of respondents (350), 210 (60%) are male, and 135 (38.6%) are female. Only five respondents (1.4%) preferred not to disclose their gender. From the above data, we can infer that the majority of the respondents are male. However, there is still a significant representation of females in the survey, with nearly 40% of the respondents being female. The small percentage of respondents who preferred not to disclose their gender does not significantly affect the overall analysis of the data. It is important to note that the gender



representation in the survey may affect the results and conclusions of the study, and this should be taken into consideration while interpreting the results.



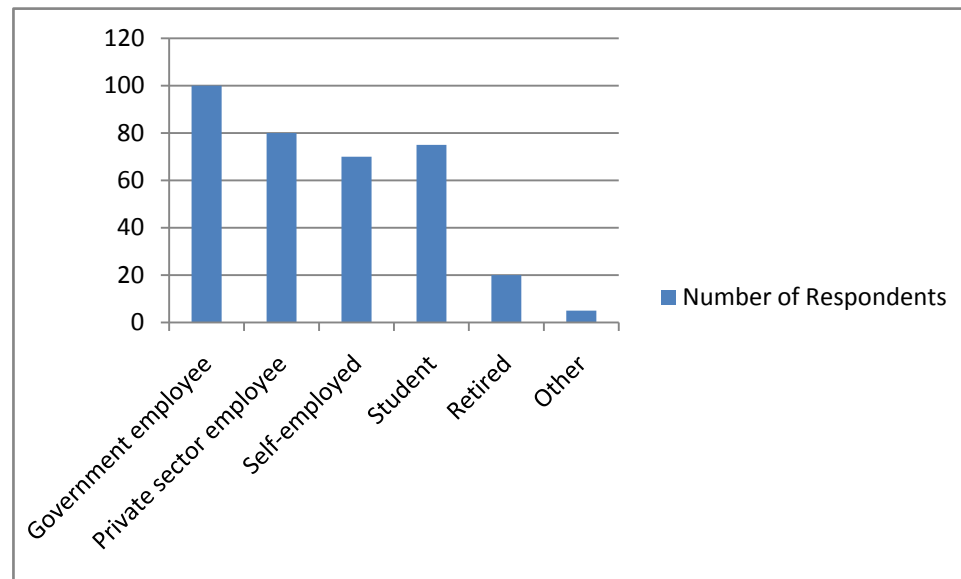
**Figure 2 Gender Based**

**Table: 3 Based On Occupation**

Occupation	Number of Respondents
Government employee	100
Private sector employee	80
Self-employed	70
Student	75
Retired	20
Other	5

Interpretation: According to the table, out of the total number of respondents (350), the largest occupational group is government employees, with 100 respondents (28.6%). The second-largest group is students, with 75 respondents (21.4%). The third-largest group is self-employed individuals, with 70 respondents (20%). Private sector employees and retired individuals have 80 respondents (22.9%) and 20 respondents (5.7%), respectively. Only five respondents (1.4%) chose the "Other" option. From the above data, we can infer that the respondents come from a diverse occupational

background. The government employees and students make up a significant portion of the respondents, which may suggest that they have a deeper understanding of the impact of e-governance on administrative capacity building. The self-employed and private sector employees may also have valuable insights as they are involved in different aspects of the economy. The small percentage of retired individuals and "Other" category respondents does not significantly affect the overall analysis of the data.



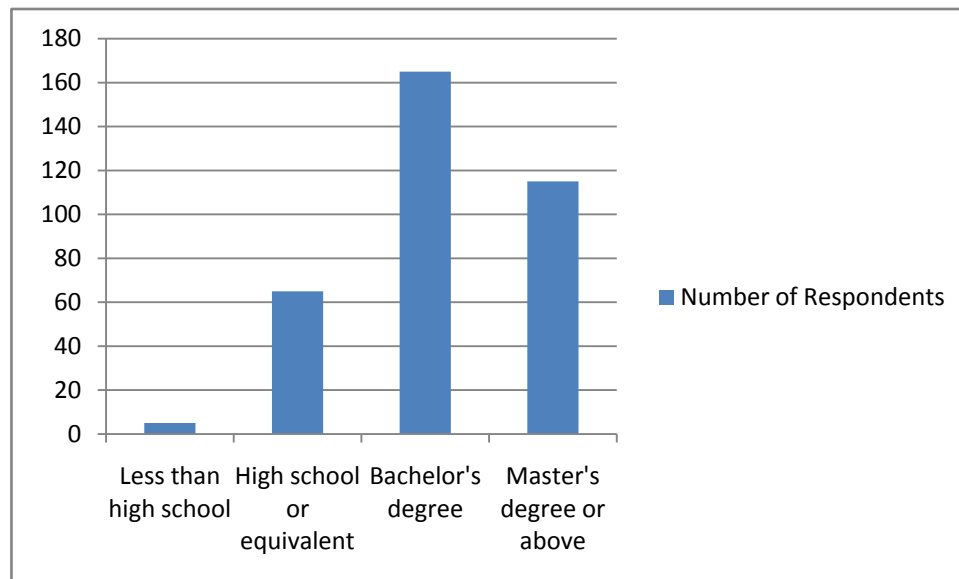
**Figure 3 Based On Occupation**

**Table: 4 Based On Educational Qualification**

Educational Qualification	Number of Respondents
Less than high school	5
High school or equivalent	65
Bachelor's degree	165
Master's degree or above	115

Interpretation: According to the table, out of the total number of respondents (350), the majority of the respondents have a Bachelor's degree, with 165 respondents (47.1%). The next largest group is those with a Master's degree or above, with 115 respondents (32.9%). 65 respondents (18.6%) have a High school or equivalent degree, while only five respondents (1.4%) have an educational qualification of less than High school. From the above data, we can infer that the majority of the respondents are well-educated, with a significant proportion having a Bachelor's degree or higher. This suggests that the

respondents may have a good understanding of the issues related to e-governance and administrative capacity building. The small percentage of respondents with a low educational qualification may limit the overall generalizability of the findings, and it should be taken into account while interpreting the results.



**Figure 4 Based On Educational Qualification**

## CONCLUSION

The advent of digital technology has permeated every facet of our everyday lives. In this framework, the development of ICTs has allowed countries to establish initiatives for e-governance. The implementation of e-governance and the transformation of the public service both present possibilities; however, there are also many concerns associated with these endeavours. The dawn of a new period ushers in an abundance of chances, but it also ushers in a few difficulties. Therefore, information and communication technologies should incorporate a set of guiding principles and underpinnings concerning big data, information storing and administration, dissemination and disclosure, and other related topics. Long term, the use of the Internet will continue to lead to improvements in the freedom of access to information. Regarding e-governance, nations are required to shoulder their own responsibilities. Countries ought to keep an eye on the patterns of open societies and observe how data are being combined and utilised. It is necessary to devise a plan that balances societal assistance and innovative endeavours. It is important for all of the relevant parties—the state, society, and the business sector—to work together in order to synchronise the principles, practices, and policies. The electronic administration should be guided more by values than by technologies. Simply digitising and hosting government information online is not enough to reap the benefits of e-government. Instead, the goal is to improve the services that are provided to the residents.



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