

## **E-Village Pedagogical Behavior From E-Government Through VSAT - A Case Study**

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**Abstract:** Electronic governance plays an important role in developing nations. In spite e-village is responsive domain of all citizens. A digitalized data source, which is provided by government, is an operation for issuance of the electronic certificates, forums and proofs, etc at the village level, which is far behind administrative unit and also very important part of all national e-governance. In these phases, e-villages need a phenomenal position to provide basic provisions and e-government services to their citizens in their vernacular language with the availability of VSAT connectivity. To leverage of IT resources at the village level, e-village are being operated through computer on a revenue sharing basis under public and private partnership model. The main task of this paper is e-village along with internet connectivity operated through a computer entrepreneur - the e-governance business model of any nations has started functioning as a Village Knowledge Centre (VKC) or Common Service Centre (CSC) as conceived by the effective government. The main view of development initiatives is every rural citizen matters agenda brought in to the universal coverage of the initiative and the timely execution to ensure responsiveness of the government guided the implementation of the e-village. Example: government may provide personal computer system to village people with broadband connectivity for rollout the educational awareness through e-services from VSAT.

**Key words:** CSC, e-governance, e-village, VSAT

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### **INTRODUCTION**

E-governance is a budding technology of all citizens, which is recently automated for various e-villages in our country. But now the technology is getting more popular among the peoples. In traditional government was often facing some fundamental problems at real time implementation of projects and the citizen requirements were also been not effectively full filled. But now we have enormous technology implementations are available in e-governance projects for resource sharing to village peoples through virtual satellite (VSAT) (Coffey International Development, 2007). The government sends required resources to citizens through eservices. It is an important role to make sure that the sharing of data is accurately and quickly with end-to-end all these are connected to virtual satellite networks. In e-village level we may define our own user network for data sharing from different departments.

**E-governance definition:** E-governance is the process of offering better government service to the public at a lower cost and the methodology to use e-commerce business methods to improve government departments' data sharing and efficiency with the use of information systems. Access to all official information and service offerings of the Government administration are of prime focus to citizens. The 'e' is for Electronic/digital means, effectively doing the right thing, efficiently doing it the right way, Empowerment of public in the governance process and Enterprising in initiative and innovation (Adelsberger *et al.*, 2001).

'Governance' is the exercise of education, political, economic and administrative authority in the management of a country's affairs at all levels. Governance comprises the complex mechanisms, processes and institutions through which citizens and groups communicate their interests, mediate their differences and exercise their rights and obligations.

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## **RESULTS AND DISCUSSION**

**Citizen relationship management:** In rising 'awareness2' about e-governance information security issues, there is a need for all three sectors: Government, Industry and Public, to be engaged. Not only does awareness need to be raised at senior scholars level, senior government level, and at senior management level in regulations but, in addition, all employees need to be made aware of the education services and security policies (UNDP, 1997). The public, whether in the capacity of a citizen using government services or in the capacity of a client or customer using private sector services, need to know about existing threats and how to avert them.

E-government vision requires a community that is information and technologically literate to access the information they require. Information literacy involves more than computer literacy. It is the set of skills that allow people to find information, evaluate its accuracy and credibility, and apply it to help them solve real problems. This approach ensures Citizen Relationship Management with an element of 'Trust' sustained by a 24/7 secure technology infrastructure. The e-government initiatives offer opportunities to improve the relationship between citizens and government by application of the following principles:

Electronic versions of all legislation made available free to all citizens via the Internet. All public representatives' and government departments' contacts made available online. Attitudes to information access, intellectual property, are recognised, reflected and protected. Government provides ample of places of free web access and to support on-line government services to citizens through scholars.

The programmes of Government and its agencies are available on the Internet. Enhance institutional capacity building, enable transparency and provide for responsibility. Encourage eclectic range of technologies and provide access all at minimal costs. Provide for participative administration, public consultation using the Internet as well as other techniques.

**What is good e-governance?** The term e-governance is wider than government: It encompasses the relationships between the three actor's state of pedagogical, market and civil society and how these actors organize themselves and make decisions according to a set of informal and formal rules. Democracy is a mode of governance and there exists a symbiotic relationship between the concepts democracy and good e-governance. Good e-governance can

therefore be seen as an umbrella term for a functioning democratic system where freedom of expression and a sound juridical system is in the place of education and make awareness to every citizen.

Why is good e-governance important? Simply put, poor governance will not lead to a society's development. Inefficient use of state resources, corruption and unstable systems will not lead to poverty reduction. Poor governance threatens not only the countries sociopolitical sustainability but also the environmental and economic sustainability. However, good e-governance is not the sole determinant of sustainable development but it sure makes a difference.

It is proven that access to educational information and useful communication in its own right plays an important role in promoting good e-governance through online (Coffey International Development, 2007). Further, information delivery to public is a key task of e-government and it is their main responsibility to keep citizens informed of what is happening around them. In a policy note, DCERN (Development of Communications Evidence Research Network) concludes that if "we accept the view that e-governance requires an inclusive public space based on informed dialogue and debate - an environment in which voice and accountability are central - then it is clear, in theory at least, that communication must have a positive impact on good governance". Can Internet connection in every village's facilitate in creating the awareness to illiterate persons and they may know the daily activity of government through virtual satellite. Although, it provide develop the good environment for study and research.

**E-readiness in e-government:** E-government is convinced that the gap between the rich and the poor, between the more developed and the less developed, between the urban and rural population can be bridged by empowering the less privileged sections of society by providing equality of opportunity to access information and services. To this end, e-government procedures in all departments shall be re-engineered to use the ICT tools for attaining education awareness to make the speed, transparency and effectiveness in implementing e-government decisions and reaching them to the people. All the departments and important administrative set ups of the Government shall be connected to the Secretariat Local Area Network (LAN). Computerization of District and field level offices of all Departments shall be taken up expeditiously to all villages. (i.e., To make up the knowledgeable e-village) Departments connected with

important public services and utilities shall be automated in their functioning and suitable public interface will be designed to provide the services to all e-villages through virtual satellite communication. The satellite communication is now highly developed as High Definition (HD) format for propagate the trusted information to all citizens (CCK, 2008) Actually, now widely developed countries are using the High Definition (HD) digital devices for give the pure quality view and motion perspectives of government information to all citizens from VSAT through Internet.

**Access to information:** E-government information such as various education information's, research activities, Cabinet Decisions, forms, procedures, programs, projects, schemes, tenders, quotation calls, notice etc. will be displayed in the State Portal for reference and use by the village people. Designated Information Officers in individual Departments and offices shall be responsible to provide all information needs to the Government and citizens. But this situation should be change in future. Because untaught people couldn't see any information from Internet. Although, they couldn't receive any trusted messages from Internet or mobile (Lee, 1989). The solution to this the government should take care of illiterate people and give proper education to them. For that the government should spend certain amount to virtual satellite facility to every village people for understand the need of education and also they should know the country development.

**Citizen services:** Various citizen services such as payment of utility bills like Electricity Bills, Water and Sewerage Bill, Telephone Bills, Holding Tax, Filing CST Returns, Exam Fees for School Final, Exam fees for JEEs, Filing IT Returns: Registration of birth and death and getting related certificates, getting various permits and licenses, downloading of Forms and Government Orders etc. will be designed to be made available to the public through State Government Portal and also pass that to village portals. These services will be available to the citizens in the knowledge information centre or common information centre from district secretariat (Bagga and Piyush, 2007).

**Education and training:** Industry Friendly Curriculum Industry friendly curriculum will be devised for all kinds of IT education and training offered by institutions and training houses in the State in consultation with experts drawn from Industry and Academics. EDP will be included in the school and

college curriculum. This will ensure the compatibility of the young graduates and professionals to the requirement of industry and commerce for getting suitable job from eservices. Through VSAT so many peoples are getting benefit from the Internet. Because this provides voice chat, video conferencing also available for make the awareness to country development (Adelsberger *et al.*, 2001).

**Citizen relationship management:** In rising 'awareness2' about e-Governance information security issues, there is a need for all three sectors: Government, Industry and Public, to be engaged. Not only does awareness need to be raised at senior government level, and at senior management level in business but, in addition, all employees need to be made aware of the services and security policies. The public, whether in the capacity of a citizen using government services or in the capacity of a client or customer using private sector services, need to know about existing threats and how to avert them.

**Benefits to e-government:** E-governments must treat public first as citizens and then as consumers of government services. Interactive e-government services can empower communities and close gaps between administrative structures common to any governance by:

- Providing better mechanisms for two-way communication between communities and government
- Making laws, regulations, and citizen entitlements more easily accessible
- Providing better information to participate and reduced the costs of participation in participative decision-making
- Eliminating the barriers of distance and time
- Making the use of technology to find information a part of everyday life, thus encouraging people to improve their IT skills
- Improving opportunities for participation for the poor and their advocates
- Designing products to meet the needs of physically disadvantaged citizens
- Allowing central and local bodies to share an on-line presence, which complements each other's services

**Idea behind the e-governance project implementation:** The Project intended to directly covering all Gram Panchayat Offices, all Taluka

Panchayat and districts collectorate of all states. Project is initiated in several years back, by providing 700 computers with help of Public fund and state government fund in district Kheda and Anand. But here we need major changes for give the proper governance services to all citizens for get there fundamental rights. Which is the government should give the computer with Internet facility through virtual satellite classes through educational scholars. This project may give the awareness about technological and educational knowledge (Douglas, 2002; Moreale and Vargas-Vera, 2004). The following objectives are essential for provide the eservices to every citizens.

- Hardware and accessories-Computer (with laser printer and UPS): Up to village panchayat
- Direct digital reception system:("C Band": Up to taluka panchyat) ("KuBand": Up to village panchyat)
- Touch screen kiosk (Up to taluka panchyat)
- Laptop and projector (Up to district panchayat)
- Video conference facility (Up to district panchayat)
- GSWAN connectivity (Up to taluka panchayat)
- Technical manpower support (Up to taluka panchayat)
- Technical support and training service provider (Up to village panchyat)
- Rural accounting management (GRAM) 'double entry accounting system' for village panchayat

The relevance of the e-village which is implemented as a rural Gujarat's public service delivery mission mode for citizen's engagement and education service delivery. It fulfils the constitutional mandate of delivering quality public services up to the lowest administrative unit i.e. village panchayats. The political and financial commitment from state and central government is worth mentioning to fulfill the objective of developing village panchayats by providing necessary financial allocations and basic infrastructure as the delivery point of e-services of different government departments (Gartner, 2005; IICD Research, 2001). Especially it will applicable to educational department in rural development.

**Project implementation phases:** E-government has lead to a four-phased e-governance model. This model proposes a progressively phased implementation of an e-governance education strategy in four phases: Information, Interaction, Transaction and Transformation. It is not necessary to go through all phases. Now all countries have up to now been largely offering education-oriented information on the Internet

but increasingly services will have to be offered. This means phasing in the Interaction and Transaction phases at this juncture. Public interaction in the form of email contacts and forums are being provided. Services could be taken at Point-Solutions and begin operations. Such solutions could later integrate into the total online governance (Oman Telecommunication Company, 2009; Oman's Leading Digital Exchange, 2009; Royal Oman Police, 2009). E-government uses the Internet and other electronic media to include members of the public and companies in administrative processes, which could be initiated as point-solutions. But these are all not useful top normal village people. Nowadays most of villagers are being untaught. So the scholars and government should care those people. Although should provide the education up to they get the knowledge about the country position and develop their skills, abilities for the personal growth.

## CONCLUSION

Technology is moving very fast. Today government has to face challenges in providing better services to the citizens. A number of organizations, both in the centre and the States, have taken commendable initiatives to develop hardware and software platforms to address the challenges facing by educations on e-governance (Ministry of Information, 2009). Use of virtual satellite communication system in providing effective education in e-governance is a step towards an effort to provide better services to the citizens. In this paper, different issues like advantages; technology based education providing to normal citizen in virtual satellite communication system through Internet based e-governance was discussed.

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