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## Welcome to Review Of Research

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## E-GOVERNANCE IN HIGHER EDUCATION INSTITUTION (HEIS): CONTEMPORARY PERSPECTIVES

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### Abstract:

*The higher education in India is faced tough challenges in the recent times due to the growing international demand for talented people to work and manage organization across the globe. Many nations are revising their Higher Education Service System (HESS) and programmes by bringing suitable amendments, specially promoting E-Learning to maintain, the excellence. Indian Education is also looking for changes and has seen massive growth in recent years. This growth is posse's huge challenges for the governing bodies as AICTE, UGC and NCTE etc. to maintain or improve the excellence in Higher Education. Therefore to compete with world higher education and to maintain the world classes institution, E-Governance is the fundamental requirement to make the solution in the field of educational sectors problems. E-Governance helps to make the whole system friendly, it helps time and cast saving and also to improve transparency, providing speedy information, dissemination, improving administrative efficiency and Public Services in all the aspect of education. Contemporary Higher Education required computerized in all managing systems such as registration, admission, T.L.M., time table, transportation, information and resources centre i.e. Library, salary expenses, examination, hostels, performance report, empowering faculty and many others. This paper is an effort to discuss the important role of E-Governance to maintain the excellence in HEI's in India. So that we can maintain a world class institution in our country.*

### KEY WORDS:

Excellence, World Class Institution, HEI's, E-Governance quality maintenance.

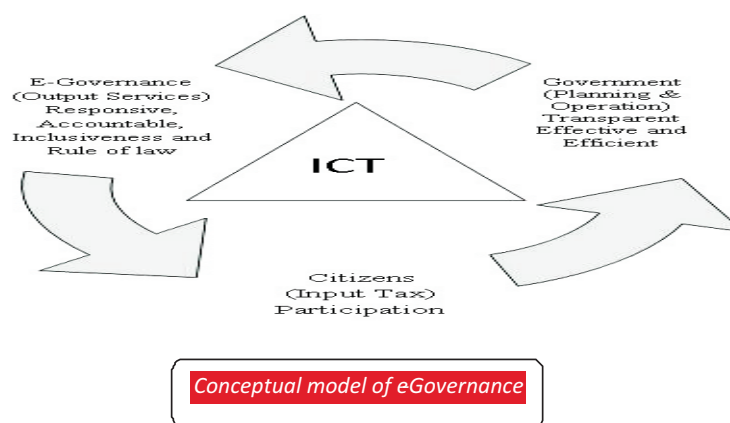
### INTRODUCTION:

Governance is an ancient Greek word which means "To steer". In present scenario this term is use to steer, to control and to influence from a position of authority governance is an exercise of power for steering directing, controlling and holding to account to their social political and other systems. It is a set of subsystem which ensuring supervision and accountability of an organization. Now a days a lot of debates about new style of leadership which are known as E-governance. This E-governance is accessing education, new means to communicate with people, new trend to deliver their information and many more. In a meet shell we can say that E-governance is the implementation and delivery of government and non government issues through the information communication technology to provide transparent, effective, efficient, responsive and accountable governance to our society.

**CONCEPT OF E-GOVERNANCE:-**

E-governance is the new way of administration, which makes our system user friendly, time as well as cost etc. it is an integrated solution particular is the sector of education which provides facilities in various areas such as: registration, admission, student information, teaching learning resources, time table, transportation, attendance, library, salary and other pay mode, patty and fixed expenses, examinations, grades, other performances, hostel facilities, security services, annual or personal progress report and staff details etc.

E-governance has ample of good factors as transparency, accountability, and finance management; time cost and labor savings and other developmental reform. It includes a very large range of various types of sources for almost all segments of air society.



**NEED AND IMPORTANCE OF E-GOVERNANCE:-**

Good governance is a fundamental requirement of our system. In present scenario advance communication and technologies and internet provide opportunities to transform the relationship between government and their citizens. The use of these information and technology increase the role of “Aam Admi” in every fields of the universe. A very few time ago the revolution of Libya, the revolution on Kahira (Misra) and about all August revolution in India in the leadership of Famous socialist Anna Hazare and others caught fire from because of E-governance. In short we can say that to access the role of people, to increase the awareness among the people E-governance is best than any other means.

**Advantages of E-governance (Especially in education sector):-**

The advantages of E-governance in education sector are decided by as below:

- a-It increases the quality and efficiency of various educational sectors.
- b-Performance report preparation because earlier and quicker.
- c-Teaching and learning process becomes much interested.
- d-On line form and fee submission is much beneficial for students as well as guardians.
- e- Updating of managerial system is easier than before.
- f-The faster dissemination of information a very low cost is possible only by E-governance.
- g-Physically liable are also unclaimed by E-governance.
- h-It requires low cost, minimum time. Short space and low man power and provide excellent and efficient work.
- i-It reduces the bound of classes, certain time duration etc.
- j-It drives through the ones interest, capacity and their working power. In fact it is burden less learning system.

The concept of educational administration may not be totally different from what we are aware with concept of administration. Education at different levels has its different objectives; among all objectives the most important objective is teaching and learning process. It is the process which broadly required same innovative changing our educational system.

**E-governance: Major issues in India:-**

Developing countries like India people are poor and infrastructure is not up to the work. There are several reasons under such condition it becomes very different to provide government services to the people, here are some reasons as below:

- 1-Poverty
- 2-Technical illiteracy
- 3-Language problems
- 4-Unawareness
- 5-Lacking of Initiation
- 6-In equality
- 7-Infrastructure
- 8-Impediment for the re-engineering process
- 9-Operational reluctance
- 10-Conservatives thinking and hesitate to include.

**Some Figuraldemonstration of EResources of World -Wide**



ICT Users rank (source-ITU)

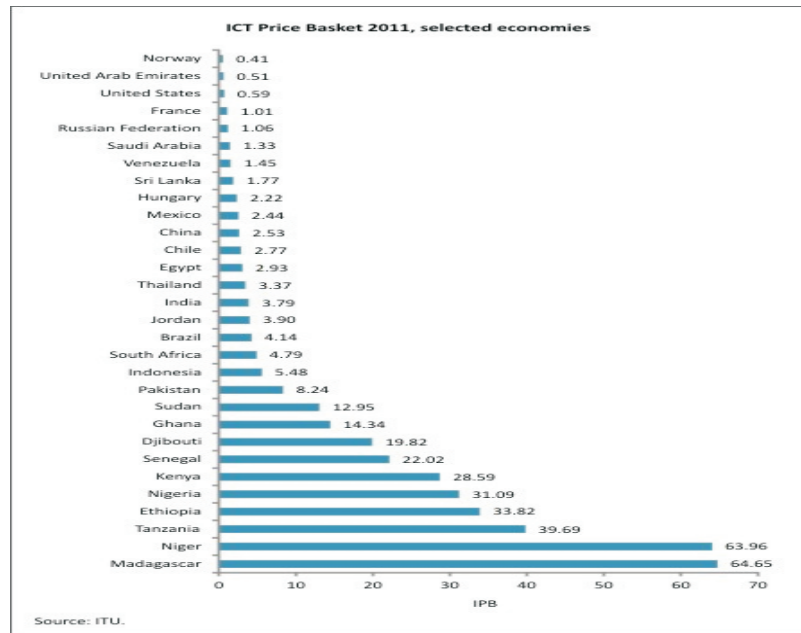
**Most dynamic countries (top ten) – changes between IDI 2010 and 2011**

Change in IDI ranking			Change in IDI value (absolute)			Change in IDI value (%)		
IDI rank 2011	Country	IDI rank change	IDI rank 2011	Country	IDI value change	IDI rank 2011	Country	IDI % change
49	Kazakhstan	7	40	Bahrain	0.66	117	Ghana	23
60	Brazil	7	47	Saudi Arabia	0.62	115	Zimbabwe	19
133	Rwanda	7	49	Kazakhstan	0.61	68	Azerbaijan	15
47	Saudi Arabia	6	68	Azerbaijan	0.57	88	Fiji	14
40	Bahrain	5	60	Brazil	0.54	49	Kazakhstan	13
68	Azerbaijan	5	46	Belarus	0.54	60	Brazil	13
88	Fiji	5	24	Estonia	0.49	47	Saudi Arabia	13
9	United Kingdom	5	73	Georgia	0.45	40	Bahrain	13
81	Viet Nam	5	71	Costa Rica	0.45	114	Kenya	12
117	Ghana	4	117	Ghana	0.43	73	Georgia	12

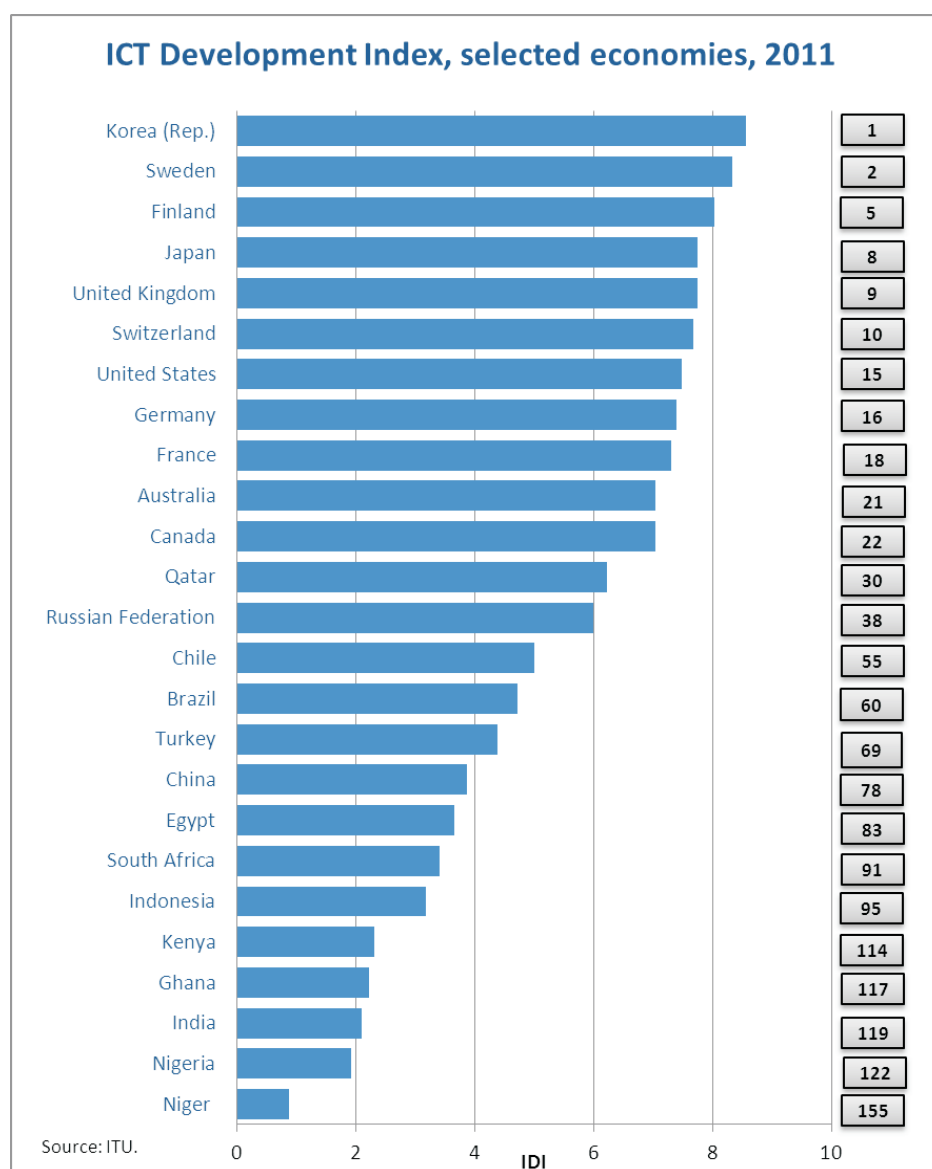
Source: ITU.



E-GOVERNANCE IN HIGHER EDUCATION INSTITUTION (HEIS): CONTEMPORARY PERSPECTIVES



Economy	Rank 2008	IDI 2008	Rank 2007	IDI 2007	Economy	Rank 2008	IDI 2008	Rank 2007	IDI 2007
Sweden	1	7.55	1	7.27	Georgia	80	3.22	80	2.87
Luxembourg	2	7.11	2	6.96	Azerbaijan	81	3.18	82	2.77
Korea (Rep. of)	3	7.68	2	7.23	Lebanon	82	3.17	78	3.02
Denmark	4	7.53	3	7.18	Albania	83	3.12	84	2.74
Netherlands	5	7.37	5	7.06	Iran (Islamic Republic of)	84	3.08	86	2.73
Iceland	6	7.23	4	7.06	Tunisia	85	3.06	83	2.74
Switzerland	7	7.19	6	6.83	Viet Nam	86	3.05	93	2.61
Japan	8	7.12	7	6.89	Ecuador	87	2.95	85	2.73
Norway	9	7.11	9	6.78	Armenia	88	2.94	89	2.66
United Kingdom	10	7.07	12	6.70	Dominican Republic	89	2.91	87	2.73
Hong Kong, China	11	7.04	10	6.78	Philippines	90	2.87	95	2.61
Finland	12	7.02	11	6.70	Fiji	91	2.81	88	2.69
Germany	13	6.95	13	6.60	South Africa	92	2.79	91	2.64
Singapore	14	6.95	15	6.47	Syrian Arab Republic	93	2.76	90	2.65
Australia	15	6.90	14	6.51	Paraguay	94	2.75	98	2.46
New Zealand	16	6.81	16	6.38	Monrovia	95	2.71	94	2.61
Austria	17	6.72	19	6.25	Egypt	96	2.70	100	2.44
France	18	6.55	22	6.09	Morocco	97	2.68	103	2.33
United States	19	6.54	17	6.33	Cuba	98	2.66	92	2.62
Ireland	20	6.52	20	6.14	Kyrgyzstan	99	2.65	96	2.52
Canada	21	6.49	18	6.30	Algeria	100	2.65	97	2.47
Estonia	22	6.41	25	5.86	Bolivia	101	2.62	101	2.39
Belgium	23	6.36	21	6.10	Cape Verde	102	2.62	107	2.27
Macao, China	24	6.29	28	5.73	El Salvador	103	2.61	99	2.45
Spain	25	6.27	26	5.84	Guatemala	104	2.53	102	2.35
Slovenia	26	6.26	27	5.77	Sri Lanka	105	2.51	104	2.32
Israel	27	6.19	23	5.93	Honduras	106	2.50	105	2.32
Italy	28	6.15	24	5.91	Indonesia	107	2.46	108	2.15
United Arab Emirates	29	6.11	33	5.20	Turkmenistan	108	2.36	106	2.22
Greece	30	6.03	31	5.28	Botswana	109	2.30	110	2.08
Malta	31	5.82	29	5.48	Uzbekistan	110	2.25	113	2.06
Portugal	32	5.77	30	5.32	Tajikistan	111	2.25	109	2.11
Bahrain	33	5.67	35	4.95	Nicaragua	112	2.18	112	2.08
Hungary	34	5.64	34	5.18	Gabon	113	2.16	111	2.08
Lithuania	35	5.55	32	5.22	Namibia	114	2.04	114	1.95
Croatia	36	5.53	37	4.95	Swaziland	115	1.90	115	1.78
Czech Republic	37	5.45	39	4.92	Ghana	116	1.75	119	1.54
Slovak Republic	38	5.38	41	4.86	India	117	1.75	116	1.62
Cyprus	39	5.37	40	4.91	Lao P.D.R.	118	1.74	117	1.60
Poland	40	5.29	36	4.95	Myanmar	119	1.71	118	1.60
Latvia	41	5.28	38	4.95	Cambodia	120	1.70	120	1.53
Brunei Darussalam	42	5.07	42	4.77	Kenya	121	1.69	121	1.52
Bulgaria	43	4.97	43	4.42	Nigeria	122	1.65	124	1.36
Romania	44	4.73	48	4.11	Bhutan	123	1.62	124	1.48
Qatar	45	4.68	45	4.25	Gambia	124	1.62	123	1.50
St. Vincent and the Grenadines	46	4.59	49	4.10	Djibouti	125	1.57	125	1.48
Montenegro	47	4.57	44	4.36	Mauritania	126	1.57	126	1.43
Russian Federation	48	4.54	46	4.13	Sudan	127	1.57	122	1.50
Argentina	49	4.38	47	4.13	Pakistan	128	1.54	127	1.45
Uruguay	50	4.34	51	3.96	Yemen	129	1.52	126	1.48
The Former Yugoslav Rep. of Macedonia	51	4.32	63	3.40	Zimbabwe	130	1.51	129	1.43
Saudi Arabia	52	4.24	54	3.76	Senegal	131	1.49	136	1.34
Serbia	53	4.23	52	3.85	Congo	132	1.48	135	1.36
Chile	54	4.20	50	3.99	Lesotho	133	1.46	131	1.40
Belarus	55	4.07	53	3.77	Comoros	134	1.46	130	1.41
Malaysia	56	3.96	55	3.66	Cote d'Ivoire	135	1.45	133	1.37
Turkey	57	3.90	56	3.63	Zambia	136	1.42	142	1.26
Ukraine	58	3.87	58	3.56	Bangladesh	137	1.41	137	1.34
Trinidad and Tobago	59	3.83	57	3.61	Cameroon	138	1.40	132	1.37
Brazil	60	3.81	61	3.49	Angola	139	1.40	138	1.31
Venezuela	61	3.67	66	3.33	Togo	140	1.36	140	1.27
Panama	62	3.66	64	3.39	Benin	141	1.35	146	1.20
Colombia	63	3.65	69	3.27	Nepal	142	1.34	141	1.27
Bosnia and Herzegovina	64	3.65	65	3.38	Haiti	143	1.31	143	1.24
Kuwait	65	3.64	59	3.54	Madagascar	144	1.31	139	1.27
Seychelles	66	3.64	62	3.44	Uganda	145	1.30	144	1.21
Jamaica	67	3.54	60	3.52	Malawi	146	1.28	145	1.20
Maldives	68	3.54	72	3.11	Mali	147	1.19	149	1.08
Kazakhstan	69	3.47	70	3.17	Rwanda	148	1.19	148	1.11
Costa Rica	70	3.46	67	3.31	Tanzania	149	1.17	151	1.05
Oman	71	3.45	71	3.17	Congo (Dem. Rep.)	150	1.16	147	1.13
Mauritius	72	3.44	68	3.30	Papua New Guinea	151	1.08	150	1.06
Moldova	73	3.37	73	3.11	Eritrea	152	1.08	152	1.03
Jordan	74	3.33	78	2.98	Mozambique	153	1.05	154	0.97
Peru	75	3.27	74	3.03	Ethiopia	154	1.03	153	0.97
Thailand	76	3.27	75	3.03	Burkina Faso	155	0.98	155	0.93
Mexico	77	3.25	76	3.03	Guinea-Bissau	156	0.97	156	0.88
Libyan Arab Jamahiriya	78	3.24	79	2.92	Guinea	157	0.93	155	0.85
China	79	3.23	77	3.03	Niger	158	0.90	157	0.86
					Chad	159	0.79	159	0.73



**GOVERNMENT INITIATIVES:-**

Indian policy makers tend to portray E-governance as the panacea for all ranges of problems. Indian government set the target of delivery at loose 27 percent of its dealing and services electronically. To achieve the goal they decided to boost computer education and improve the telecommunication based optical fiber network. The communication technology is advancing very swiftly from single channel in 1962 to 300+ channels in now days and it increasing rapidly day by day. In education sector the satellite instructional television experiments (SITE) in 1974-75 has advanced to several stages such as countrywide classroom (CWCR) for higher education in 1984, Gyan Darshan in 2000, Gyan Vani 2001, Eklavya Technology 2004, EDUSET-2005 and today INSAT-2E is monkey tremendous changes in Indian educational system. Now technology has advance to able 24 hours worldwide internet communication. E-governance has also some successful stories as following:

- a-BHOOMI (Automation of land records in Karnataka)
- b-CARD (Computer Added Registration Project in Andhra Pradesh)
- c-GYANDOOT (Internet facility in tribal district of Dhar, MP)
- d-VAHAN and SARATHI (Vehicle registration, permit, driving license in Tamilnadu)
- e-E-Mitra (Various Educational Governance body in Rajisthan)

f-E-Samadhan (Himanchal Pradesh)  
g-Lokhit (Uttar Pradesh)  
h-E-Lok Kosh (Uttara Khand)

Effect of E-governance in various educational sectors

Here are the analyses of E-governance in educational perspective

1- Knowledge and information resource centre (Library): Library reforming itself in various prospective some of them are such as:-

**i- Digitization and Electronic Books Management :**

The impact of E-governance seems in every discipline; new technologies are emerging even in the library systems, giving way to e-books (electronic books), as well as digital knowledge centers and their access mechanisms. Online catalogues, full-text search and retrieval facilities, automated record keeping, computer-based decision-making and so on. A digital library could provide access to an unlimited number of copies at the "touch of a button". A text or monograph, which is available in an electronic form that can be obtained electronically, with the help of ICT it is also easy to carry large number of e-books in pocket PC at one time. The main benefit of digitization service is that it cuts down the requirement of papers, saves office space and cuts down the time needed to process the same information. With this service, we can convert the physical data in form of papers, thesis, research papers, magazines, books, records, forms, mark sheet, survey data and others into the digital format which is readable by all computers and is easily processed by users.

Digital data can be easily stored, backup copies can be maintained as well as distributed quite easily. Hence, with our digitization services the cost of further digitization goes down enormously. This also ensures faster and simple sharing of the data.

**Advantages:-**

**Universal service and access:** Each library and information centre would be guaranteed, as a matter of public affordable access to and use of networking tools. Universal service policies for libraries have to be evolved to provide telecommunication facilities at affordable rates.

**Intellectual property issues:** This includes issues of copyright, which may support or inhibit the library's role as holder and lender and may, in some scenarios, even affect the ability of library members to freely browse material in digital formats.

The Developing Library Network (DELNET), promoted by the National Informatics Centre, Department of Information Technology, Ministry of Communications and Information Technology of the Indian government, is an example of e-governance in the field of library and information science.

**The aims and objectives of DELNET are:**

To collect, store, and disseminate information from member libraries;  
To coordinate efforts for suitable collection development and reduce unnecessary duplication;  
To promote resource sharing among the member libraries through the development of a network;  
To create new systems in the field of library and information science; and to apply the results of research, offering technical guidance to member libraries,

Facilitating and promoting delivery of documents manually or mechanically, etc. DELNET has actively engaged in the compilation of various union catalogues of the resources available in member libraries: it has also created the union catalogue of books, union list of current periodicals, union catalogue of periodicals, CD-ROM database, a database of Indian specialists, a database of periodical articles, a union list of video recordings, an Urdu manuscripts' database, a database of theses and dissertations, DEVINSA database, sample databases of language publications using GIST technology, and several other databases.

**ii-Wi-Fi Campus**

In present scenario, campuses and educational institutes require connectivity for an expanded



array of wireless computing devices and student services. Our Wireless campus (Wi-Cam) solution offers an innovative, holistic approach to campus communications that takes advantage of emerging technologies. Our Cost-effective solution shall transform your campus into a future ready, wireless-friendly environment.

**Advantages of Wi-Cam:-**

Greater Campus Safety.  
Improved Campus Communication.  
Anywhere Access to Academic Tools and Resources.  
Fully Hosted System.  
Students and Staff Access the Features Through the Web.

**iii-E-Teaching- learning process:-**

E-Learning is the use of technology to enable people to learn anytime and anywhere. E-Learning can include training, the delivery of just-in-time information and guidance from experts. E-learning covers a wide set of applications and processes including computer-based learning, web-based learning, virtual classrooms and digital collaboration. The e-Learning System has powerful capabilities for managing courses and tailoring instructions to meet student needs. Electronic learning or e-learning is a type of education where the medium of instruction is computer technology. It involves planned teaching or teaching experiences that use a wide spectrum of technologies mainly the internet to reach learners at a distance.

**Advantages of E- Learning:-**

· E-learning has become popular amongst educationists because of its strengths and advantages provide the better access to educational resources from outside the institution on a global and instant basis.  
· Increased and flexible interaction with student through e-mail and discussion forums.  
It is an opportunity for international, cross-cultural and collaborative learning. Communication capabilities allow students and faculty to discuss issues online, to schedule collaborative sessions and to form groups that enable teamwork across geographic boundaries and extend learning beyond the classroom.

**iv-Distance Learning and Programmed Instruction:-**

Since traditional education system was unable to cope with the current needs, therefore, Distance Education System took birth to cope with the current and future needs of the educational Development. The use of ICT has extended the scope of offering educational programmes at a distance. The off-campus delivery was an option for students who were unable to attend the classes regularly. Today many students are able to make this choice through technology facilitated learning setting. This helps in time and cost saving and extending courses of choice to students of different backgrounds, cultures and perspectives. Learners are free to participate in learning activities at their convenience through online technologies. Eminent teachers from different parts of the country and abroad can be utilized for teaching at their convenience through mobile technologies and seamless communication technologies that support 24\*7 teaching and learning like NPTEL (National Programme on Technology Enhanced Learning, India 2007), EKLAHYA Technology Channel, India, 2007, etc.

Programme instruction is one of the latest trends in recent educational system. It reduces the burden over students from books, classes' restriction and other formal requirements. Its teaching- learning and evaluation process are so easy and adoptable that it could make tremendous changes in today's education sector.

**v-Radio Frequency Identification (RFID):-**

RFID is wireless technology that uses Radio Frequency (RF) electromagnetic energy to carry information between an RFID tag and an RFID reader. In recent years, automatic identification procedures have become very popular. Rapid development in information technology has brought a revolutionary change in the field of library system and services. RFID have been used to improve the quality of services and to theft detection in the libraries. It is used for library transaction, inventory function and theft detection system. The system provides an intelligent way for libraries to maximize their investment in RFID with

optimized memory. RFID systems offering, and has built strong partnerships with library automation equipment providers to offer complete integrated solutions for libraries management.

**Advantages of RFID:-**

RFID tags replace both the bar code and EAS (anti-theft) device allowing for much faster conversion of library materials in new branches. In existing libraries, RFID tags can co-exist with existing EM anti-theft systems.

Book returns can be automated with check-in.

Fast on-the-shelf inventory allows for much better accuracy in collection management

**vi-Mobile phone Technology:-**

The mobile phone and the Internet have succeeded in transforming our lives in ways that could hardly be envisioned a decade ago. Not only has the Internet revolutionized information dissemination, it has also exposed us to new ways of thinking and ideas.

Wireless technology can be used anytime anywhere for the teaching and learning process.

3G Mobile Learning is a great innovation in education offered by mobile technologies which decreases limitations of learning with faster access to the web. International Mobile Telecommunications-2000 is better known as 3G or 3rd generation communication system, it increases efficiency and effectiveness of teaching and learning process. Using ICTs into learning, teaching, and into the administration and management of educational institutions is becoming the need of the time. ICT offers a range of new possibilities for the administrators, teachers and students. Now some work is going for 4th generation also which will be much effective than today.

**Some Disadvantages of E-Governance:-**

Although today requirement does not complete with at E-sector but every coins has two side. Therefore the dark sides of E-governance are that human is running as machine with machine. Values and ethics are affected in the present machine. Maximum uses of ICT are harmful for physical and mental health. Radio frequency is the subject of concerning for environment. Internet provides some mal-knowledge and information that is harmful for our youth. Uses of computer is the cause of irritation, suicide, depression etc. the languages used in SMS and E-mail shows the end of the beauty of language and literature. People have lost their grammar, vocabulary etc. Brother, son and Grand daughter have no time to listen the moral stories. In a nut shell we can say that IT can never replace the role of human like teacher, parents and other responsible person.

**CONCLUSION:-**

The planning for efficient administration of educational institutions, increasing Global communication skill, to achieve the world class standard it is necessary to have a 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. Today the IT has become an integral part of life of the people in the world. It is the time to applying the skill for the betterment of Indian educational system as well. The e-governance needs security for smooth information flow, best practice database and enhanced capacity for information analysis etc, Government should support by enacting favorable legislations and updated amendments for maintaining standards in the educational process and improvements in the related field. It requires completely new infrastructure, procedures, policies and working skills for producing and collecting online information. With the advent of ICT, electronic governance is an emerging trend to re-invent the way the government works, becoming a new model of governance. Such a comprehensive and integrated system can also enable authorities to analyses the performance of one of the best performing institutes and compare it with other schools and colleges to identify the gaps. Also, the system can obtain feedback from students to modify course curriculum if deemed appropriate by the authorities. This will allow all the low-performing schools and colleges to reduce the gap with better performing institutes. It will be help in the betterment of the higher education in the country and increase the number of employable students.

Education system can fully equip our children to meet the ever evolving demands in today's highly-competitive environment; the education system needs to be made more efficient and effective by implementing e-governance. It is high time our educators think in terms of imparting what is known as life-

long education, or, more aptly, life-long self-education

Therefore we can say that E-governance is the key of good governance for all over world. In spite of its some disadvantages it is efficient, effective and able to provide quality services for human beings.

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