

Information Communication Technology (ICT) and Its Uses in Public Administration

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Abstract – The Information communication Technology (ICT) plays an important role in the administration of the state. ICT is one of the important parts of the administration in the present time whether to provide public service to the people of the country or to maintain law and order in the state. Public administration and ICT technology goes hand in hand today for the development of the country in the effective and efficient manner. With the use of the ICT the administration is becoming more accountable and transparent in its working and providing the people much required public services on time and accurately. This paper is on the importance of ICT in the Public administration and its uses in the administration. The present paper is totally based on the secondary data such as: government reports, newspapers, books etc.

Keywords: Information Communication Technology (ICT), Public administration, Public service, Transparent, Accountable

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INTRODUCTION

Public administration is one of the important parts of the government with which it provide all the required facility and implement policy for the citizens of the country. Public administration is the one which provide all kinds of services whether it is security to the citizens or other kinds of services like information related to policies or implementation of policies for the benefit of the peoples. The Information Communication Technology (ICT) plays an important role in every field of the government working whether to make a policy or implement it successfully it requires the use of ICT technology. In the present time public administration also requires to use the information communication technology (ICT) to provide the citizen's services in a time bound manner and to effectively implement the policy for which ICT plays an important role in simplifying the work of the public administration.

PUBLIC ADMINISTRATION

Public administration stands for the administration of people of the country. In the past, public administration stands only for the implementation of the policies made by the politicians, but in the present scenario the public administration plays a more important role than just implementing the policies. Public administration provides the entire necessary requirement for making a successful policy. It is the administration which provides the security and protection of life and property to the

members of the society by maintaining law and order. Administration plays more important role in today's time as the security risk has been changed now than in the past, as now cyber security is one of the main threat which people are facing because of which the role of the administration has increased many folds to provide security to the citizens from these new threats coming up because of the use of the Information Communication Technology (ICT).

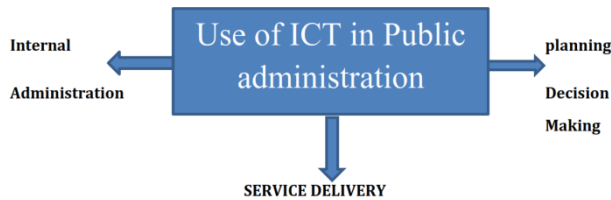
INFORMATION COMMUNICATION TECHNOLOGY (ICT)

Information communication technology (ICT) as the term indicates those technologies which are used through telecommunications whether it is the use of media, internet, wireless networks, cell phones and other communication systems. ICT plays an important role in everybody life in today's time. With the help of the ICT technologies peoples are getting all the services by sitting directly at their home whether it is shopping or paying any kind of bill only by using the telecommunications networks. ICT provide easy access to all the necessary information easy and affordable even the access to education has improved by the use of ICT.

ICT technologies has made the world a global village as people sitting in one country can interact with other person which is far from him in other country by just using the information communication technology. The ICT technologies have made the life of the people very easy in every field of the life.

But as there are benefits of the ICT technology there are some negative impact are also there like cyber security is one of the measure negative effect of the ICT which people are facing these days, other are reduced personal interaction etc.

USE OF ICT IN PUBLIC ADMINISTRATION



The ICT technology plays an important role in every field of the government form which public administration is one among them. ICT technologies are requirement of present time, public administration uses the ICT technology in every field whether to provide services to the citizens or providing them with the necessary information. ICT plays an important role in three field of the administration these are

1. Internal administration
2. Planning and decision making
3. Service delivery

1. Internal administration

ICT brought up a change in the internal administration by the use of electronic transformation in the traditional functioning of administration and made it more accountable and transparent in functioning.



Difference between Traditional and Electronic Administration

• Unwieldy paper files	Computer based files
• Hierarchical authority	Networked power
• Wielding power through hiding	Information Empowerment by sharing information
• Expenditure orientation Individualistic	Performance orientation Organisational
• Batch processing	Online processing
• Delayed access	Instant access
• Delayed response	Prompt response
• Manual data entry	Electronic data entry
• More time for routine repetitive work	More time for creative work
• Fear of unknown	IT savvy
• Status quo	Continuous improvement

These are measure difference which the use of ICT technology has made in the traditional administration

which has increased the transparency and made the administration more citizens centric.

2. Planning and Decision Making

Planning and decision is the measure work done by the administration the country in which the ICT technology plays an important role whether in providing accurate knowledge or getting information related to anything is done with the help of the communication technologies.

✓ Information system: ICT act as the information system to gather any information from the internet to store any new information related to anything is done with the help the ICT technologies.

✓ GIS and MIS: Geographical Information System and Management Information system both plays an important role in making a policy for the people. Both the GIS and MIS is helpful in locating geographically and effectively helping the government officials in planning effectively and properly. GIS and MIS is also one of the uses ICT in administration.

✓ Computerisation: Computerisation of all the departments of the government is also helpful in maintaining all the record easy and made the decision making easy and effective. By the use of the computers departments has made the system efficient in policy making and policy implementation. It has been made easy for everyone at the local level offices to access data more conveniently for day to day administration.

✓ Connectivity: Connectivity between the government departments is necessary for sharing of files without any problem and time lag for which LAN and WAN network are used in the public administration by which files are transferred smoothly on time.

3. Service Delivery

Public administration uses ICT technology in providing public services to the citizens in effective and efficient manner. ICT technology enabled the administration in providing services to the people like

✓ Utility bill payments like electricity, water and telephone bill payment.

✓ Police services like FIRs registration.

✓ Taxation and IT return.

- √ Rural services like maintaining of land record can easily be accessed now days.
- √ Railways ticket and other services like train timing can be checked without moving to the station.
- √ Any other information related to new scheme for people can be accessed easily.
- √ Single window clearance for problems and other files is there etc.

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CONCLUSION

The use of ICT technology has increased in the present time in every field of the government as well as the role of public administration is increasing day by day with the new challenges which are coming in front of the administration to tackle with. One of the greatest challenges at present is to provide cyber security to the people. The use of ICT has certain benefit with there are certain challenges also emerges. The administration is doing its best effort to provide security to the citizens. With the use of the ICT technology administration is becoming more transparent and accountable to the people. In the near future the role of ICT will be increasing in providing services to the citizens by the administration effectively and will help the administration itself to improve also.

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