

Abstract

The entire complexion and nature of public administration is undergoing a change in the present times due to the impact of globalisation. The impact of globalisation is leading to new managerial orientation in public administration. Along with the developed countries, the developing countries including India have introduced managerial reforms in the form of disinvestment, corporatisation, outsourcing of certain activities, reduction of subsidies and shrinking of the government's sphere of activities. Due to the impact of market, a single mode of operationalising the access to goods and services to the citizens, is giving way to a larger collaboration between government, market and civil society. The interaction between the various key actors has started influencing the decision making process, making it more broad based. There has been a gradual shift from 'government' to a broader notion of 'governance'. Governance that encompasses the collectiveness of the State, Government, market and community has become dominant. As a global phenomenon, the concept of Good Governance has gained prominence.

Key Words: Good Governance, e-governance, Globalisation, Information and Communication Technology, Citizen Centric

Introduction

Government functions in a certain political culture. Functions of a government are influenced by different groups and institutions of the society. Functioning of the government in a certain political culture is called governance. Input-processing-output, all are included in it. Traditionally, governance refers to forms of political system and the manner in which power is exercised in utilizing country's economic and social resources for development. Governance deals with the capacity of government to design, formulate and implement policies and in general to discharge government functions. Governance is also crucially concerned with how organization relate to each other, how they relate to the citizens and the way in which citizens are given a voice. Governance deals with the capacity of government to design, formulate and implement policies and in general to discharge government functions.

The role of the government in the early period was limited to economic well-being and maintenance of law and order. Then the idea of welfare government came in where every aspect of the life of the citizen was taken care. But in due course because of inflated budget and incapacity of government administration (Corruption,

Fiscal Deficit and no respect for human rights) to fulfil the promises made lead to the failure of welfare government, though the philosophical concept of welfare government still exist. By the time, problems of Welfare government was known, it was the phase for the market-oriented reforms and through it came the concept of Governance. The concept of Governance is making policies for the development of organisations as well as people. Governance is the link between government and its broader environment- political, administrative and social. It is a process of making decisions for the benefit of the society.

Good Governance has two major goals. First is making administration accountable and citizen friendly. The Second is ensuring transparency and right to information. Information and Communication technology (ICT) acts as an important instrument to achieve the goals of good governance. ICT is widely used as a strategy to realise the goals of good governance as well as to improve the processes of governance at all levels. Effective use of ICT is becoming synonymous with good governance.

Good Governance has been conceptualised as an ideal state or Gandhian concept of State. It is seen to bring in happiness and welfare of the people. It is associated with efficient and effective administration in a democratic framework. In good governance focus has been shifted from maximising the quality of development funding to maximising of development outcomes and effectiveness of public service delivery.

In the era of globalization the good governance is taken to mean the rule of law as well as changing concepts and increasing role of market, the concept of good governance transcends the state by taking on board the private sector and civil society in addition to the government. The state creates a conducive political and legal environment and the private sector generates economic activity and growth for creating incomes and employment. The civil society facilitates political and social interaction by mobilising groups to participate in economic, social and political activities. Good governance is a combination of efficiency concerns of public management and accountability concern of governance, aims at achieving much more than public service. Good governance as a prerequisite for promoting people centred development is assuming importance. Good Governance, hence relates to the quality of governance through attributes such as participation, empowerment, accountability, equity and justice. Adherence and promotion of these attributes

provides avenues to the citizens, especially the poor and the marginalised to articulate their interests, exercise their rights and improve their living standards. Good governance includes the capacity to formulate and implement sound policies by the government with due respect for citizens. Good governance aims at enhancing the quality of life and involves governing processes which strive for maximum good for the maximum number of people. Good governance includes the capacity to formulate and implement sound policies by the government with due respect for citizens, aims at enhancing the quality of life and involves governing processes which strive for maximum good for the maximum number of people.

Good Governance Initiatives: the Indian Context

In India, efforts are afoot and have also in some respects gained momentum in the direction of Good Governance reforms. In this way a reform was initiated just after independence which focussed mainly on improving administrative machinery. The role of the government, which was earlier direct in nature, is now assuming a facilitative and indirect role. Good governance as a strategy in the context of managerial reforms, assigns a steering and regulating role to the government vis-à-vis the private sector and a productive partnership between the government and societal organisations.

With the nature of administration undergoing a change in the 1990s the reforms are also now geared in favour of Welfare state in order to ensure responsiveness to the needs of people. Evolving a citizen-centred bureaucracy, ensuring transparency and right to information, streamlining the public grievances machinery, providing for Code of Ethics and Citizen's Charters are some landmarks in this effort. The concept of governance was decisively shaped by the freedom movement led by Mahatma Gandhi and the aspirations of founding fathers of the Constitution and finally implemented by The 73rd and 74th constitutional amendment act.

Some of these measures are Citizen's Charter, Redressal of Citizen's Grievances, Use of Information Technology, Right to information etc. Good Governance gives importance to use of Information Technology for efficient and effective service delivery. Government can bring services at the door steps of citizen using IT.

The government is trying to ensure people's participation in governance through 73rd and 74th Amendment act by which Constitutional status has been conferred on rural and urban local bodies to function as institutions of local self-government.

Promoting Good Governance:

Governance has important role to play in the present changing time. It involves not only executive, legislature and judiciary but also the private sector and civil society

organisations. The objective of Good Governance is to bring out government structure that is democratic, participative and responsive. Modern government is moving towards not just the achievement of economic objectives but also attempting to bridge the gap between citizens and administration. Governance, to be effective, needs Good Government. It has to pay attention to several key issues in political, economic and civic spheres .

Political governance needs to be strengthened through appropriate decentralisation, education, awareness and training, holding regular periodic and fair elections, ensuring an impartial judiciary, as well as improving the functioning of the civil service.

Economic governance needs to be given importance through sufficient budgetary allocations to socially prioritised areas such as education, health, housing, appropriate taxation and subsidy systems. This also requires the government to promote private sector development through sound business practices, creation of stable economic environment and appropriate regulatory framework.

Civic governance includes harnessing the self-initiatives of people, improving their capacities to govern their lives; creating awareness in them and enabling them to play an active role in democratic governance processes.

Good Governance calls for reforms in many fields i.e. economic, social and administrative. Pursuing Good Governance is a multi-pronged strategy, which includes:

- Reorienting the priorities of the state through appropriate investment in human needs and provision of social safety nets for the poor and marginalised
- Strengthening the State institutions
- Enhancing the civil services and functioning of parliament.
- Forging new alliances with the civil society
- Evolving a new frame work for government-business co-operation

Good or effective governance being pursued by several countries at different levels for the last few years has raised certain key concerns. Measuring the quality of governance is assuming importance; while New Public Management is considered to focus on processes of public service delivery, Good Governance is said to ensure effective outcome. Governance outcome is basically intended to be measured, to assess the policy outcome, and to gauge whether it has made any difference to the quality of life of all involved stakeholders. An important approach in this direction is the Human Development Report which since 1990s has developed important composite indices for human development that include Human Development Index and Gender related index. Similarly Transparency International regularly brings out the Corruption Perception Index which ranks countries on the basis of prevalence of corruption.

Challenges of good governance in India

Gandhian view of swaraj, ahimsa, Satyagraha also emphasise on the introduction of good governance in India. After independence the preamble to the constitution of India focuses on moral and human values and inclusiveness of all in the governance of the country. Besides these directive principles of state policy, sixth and seventh schedules of the constitution also included various provisions for equity and inclusiveness. The 73rd and 74th constitution amendment acts changes the trends by providing the constitutional status to grass roots level democracy and by bringing some significant changes in it including reservation of seats for women. The second Administrative Reform Commission laid stress on establishment of an ombudsmen type of institution to make administration more accountable towards the people. Right to Information Act 2005, brought an important change in the Indian democracy and took the country to a new era of empowerment to make administration more accountable and transparent. Our present Prime Minister Narendra Modi also laid stress on inclusiveness, transparency and responsiveness for good governance. But the process of modernization and socio-economic changes over the past few decades have given rise to a new set of problems pertaining to public policy and administration. These are:

- a) Women empowerment
- b) Empowerment of socially and economically backward people.
- c) Growing incidence of violence
- d) Environmental security, sustainable development
- e) Challenges of globalization, liberalisation and market economy
- f) Changes in science and technology.

Suggestion:

- Through open online discussions people can discuss various problems of the govt. and can give suggestions to solve it which will be beneficial for the govt. itself.
- Social media can also help for proper functioning of good governance.
- Fair conduct of election is also very important for good governance.
- From the grass root level to the upper level all men and women should have a voice in the decision making so that people from all walks of life can take part in the decision making process.
- Requests and complaints should be responded within a reasonable timeframe.
- Decisions should be taken and enforced in accordance with the rule. In democracy respective govt. should not try to fulfill their own party aims instead of caring the needs of the people. Therefore decisions, taken by the govt. should be made available to the public.

- Public officials should always try to improve their performances.
- The govt. should be ready to experiment new programmes. Officials should always try to learn for experience of others.
- The budget should be prepared in consultations with the public. The govt. should constantly monitor the financial matter of the different departments.
- All decision makers both individually and collectively should take responsibility for their performances.

Information and Communication Technology (ICT) and Good Governance

One of the significant features of globalisation is the role played by the ICT, which denotes computing and telecommunication technologies that provide automated means of handling information with the object of improving public system methods of operation.

ICT helps to promote good governance by:

- Enhancing efficiency in delivery of public goods and services
- Increasing transparency, information dissemination and accountability
- Facilitating accurate decision making
- Structuring public participation for public services management
- Making administration accountable and citizen friendly
- Ensuring transparency and right to information

E-Governance effectively delivers better opportunities for rapid social and economic transformation worldwide.

By the way of ICT, the goals of good governance may be achieved and is widely being used in India as a strategy to realise the goals of good governance as well as to improve the processes of governance at all levels. Effective use of ICT is becoming synonymous with good governance. A major stumbling block in the governance process could be overcome through information sharing and better communication amongst the concerned stakeholders. It also provides opportunities for continuous monitoring and control of the production and delivery systems and easy communication with the people and other stakeholders related to the processes of public systems management. ICT is a process through which we can make public systems management accountable to the citizens. New technologies facilitate good governance in terms of capacity building to respond more effectively to the needs of the people. New technology can bring one to one relationship between people and government, and which in turn can bring more transparency in the operation of public systems. The initiatives launched in the form of ICT-enabled services ensure to improve the quality and delivery of public services. Therefore, there is a need to draw up a clear strategy to redesign public systems processes and select appropriate technology solutions to provide good governance.

Conclusion

Good Governance has gained prominence over the past decade. While, in the narrow sense, they focus on improving public administration-structures, processes, institutional development, broadly speaking, they place emphasis on qualitative improvements in the administration. Good Governance, as we have observed, is bringing about creative intervention and participation by not just a sole actor, but by various key players to enhance the legitimacy of public realm. Good Governance emphasises the involvement of institutions, actors from and beyond government, encouraging flexibility in public service provisions and cost effective policy outcome. The “engine of good governance” is bureaucracy should be people oriented and duty bound without which it is not possible to establish good governance in real sense of the term. Corruption should be eliminated from lower to the upper level of administration without which the concept of good governance becomes meaningless. The government should lay stress in solving burning issues of the states otherwise it will not be able to solve the problems of insurgency which is a great hurdle in the path of good governance.

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