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## Role of E-governance in Higher Education in Jammu and Kashmir

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*Abstract: Education is one of the most important factors in achieving any country's development objectives. Education has grown dramatically in Jammu and Kashmir in recent years as a result of the use of e-government in this sector. Initiatives in information and communication technology aid in the provision of world-class education. The use of e-governance in the education sector has spawned a slew of new ideas. Among the social sectors, Higher Education is one of the most important sectors for development-government facilities for colleges and universities are implemented and maintained by the Department of Higher Education. E-Government is regarded as critical to improved governance. Institutions around the world are launching E-governance initiatives in order to provide their constituents with more transparent, efficient, and cost-effective services. Kashmir's higher education has conceptualised e-governance projects and service initiatives in the educational system as time has passed. This paper provides an overview of the e-governance services, initiatives, and benefits reaped by establishing these services for stakeholders in Jammu and Kashmir's higher education.*

**Keywords:** E- Governance, Projects, Services, Higher Education.

### Research objectives:

- To unmask the meaning of e- governance.
- To shed a light on the role and initiatives of e- governance in higher education in Kashmir.
- To explain the services of e- governance available in the field of higher education for student community in Jammu and Kashmir.

### Materials and Methods

The study used both a survey and a documentary method to gather information about the role of e- governance in higher education in Jammu and Kashmir implementing in urban and rural areas. The research is based on both primary and secondary sources of information. The



research adopted both qualitative and quantitative method with purposive sampling. The following methods are used to collect data. Citizens from various government agencies and the student community who use e- governance services are polled using both survey and analytical methods to determine the role of e- governance in higher education in Jammu and Kashmir and nature of the electronic services. A questionnaire was used to collect responses from 400 target respondents in Hindi and English for the surveys. In addition, the study used official government of India publications, as well as secondary data from books, journals, and the internet.

## **1. INTRODUCTION**

The electronic delivery of government services and information is known as e-governance (Sudip et, al 2013). Information and communication technology (ICT) is a means of disseminating information. Information dissemination to the public and other agencies, service delivery, and administrative tasks become more efficient, quick, and transparent when ICTs are used in government. E-governance facilitates information access, improves service quality, and provides a multi-channel service delivery system. The goal of e-governance is to alter how services are provided. E-government necessitates transparency, accountability, participation, social integration, public financial management reform, and development. Its services are available to almost everyone in society. E-governance in higher education offers increased efficiency, accountability, convenience, and lower administrative costs. In Jammu and Kashmir's Higher Education, the Directorate of Information Technology and Support System has been established (IT & SS). The Ministry of Communication and Information Technology of the Government of India, New Delhi, collaborated on an ambitious e-Governance project in 2008 ([www.jkit.nic.in](http://www.jkit.nic.in)) with the goal of increasing transparency in higher education, admissions, student registration, examinations, and administration. Initially, higher education offered online services for admissions, exams, and other activities. As part of the e-Government initiative, all government-affiliated colleges have information centres, which ensure data transmission via an e-based mechanism on higher education over the Wide Area Network. These centres provide students with e-services and assist colleges by digitising data at their sources. A team of mission-driven engineers (Sudip et, al 2013) designed and developed the entire e-Government solution in-house. Multinational companies are hired as consultants and collaborators to ensure the development of high-quality solutions that meet international standards. In higher education, this has (Krishnaprabu, 2019) aided in the development of core competencies. In addition, the revenue generated by E-Government services pays for salaries, upgrades, and maintenance of IT infrastructure. (Sudip et, al 2013) IT service fees, consulting, and training generate revenue.

## **2. DISCUSSION**

Jammu and Kashmir's higher education system has taken several steps to improve government efficiency and transparency. In order to facilitate e-Government in J&K, the Information Technology Department was established in 2002([jkit.nic.in](http://jkit.nic.in)). Through extensive Business Process Reengineering and electronic service delivery, the traditional functioning is



being revamped. E-government aims to make government services more accessible, high-quality, and cost-effective. It is a tool for altering the nature and efficiency of a government. This shift brings with it both technological and cultural challenges and opportunities. Higher education will serve as a forum for experts from government, industry, CSOs, and academia to discuss regional e-Government issues and strategies. Another goal of higher education is to ensure effective and efficient e-Government services for the general public. The Indian Department of Information Technology (Cu Kashmir, 2011) is funding the National e-Government Project (NeGP). Students from the Conference's Theme higher education is researching the "Scenario of e-Governance in J&K" to better understand the challenges that e-Government projects face in the (Krishnaprabu, 2019) state and to assess the outcomes of services provided. Higher education is constantly looking for ways to improve the delivery of e-services in order to achieve transparent, effective, responsive, and accountable governance. Although effective governance is not a new concept, it must be reimagined to meet the new challenges. As a result, e-governance has the potential to improve public services and transparency throughout the educational spectrum. To function properly, governance must be participatory, accountable, and transparent. A user-friendly, time-saving, and cost-saving e-governance solution has benefited Jammu and Kashmir's higher education. Many of them can quickly adapt to changing educational circumstances. One of the most important features of a higher education integrated solution is the ability to transfer large amounts of data between departments. E-governed systems in higher education automate student counselling, queries, complaints, and suggestions across academic and administrative departments. It provides a reliable and time-efficient method of grievance redress and information dissemination for various stakeholders in higher education.

### **E- Governance available Services**

1. Admissions via the internet
2. e-Admit Cards are generated automatically.
3. Fee Receipt & Form Printout
4. E-registrations
5. Online education
6. Pay the fee via the internet
7. Scanning of OMR Sheets
8. Automatic Merit List Generation
9. Online Waiting List and Selection List
10. Students, colleges/departments, paper-setters, and evaluators can all benefit from online services. Qadri, (2014).
11. Establishment of an Information Centre with appropriate infrastructure, connectivity, and manpower at each University affiliated college.
12. Ensures that application forms for entrance tests are submitted online.
13. Auto-Fill Academic Information
14. Check for Auto-Eligibility Qadri, (2014).
15. Preferences for Online Campuses
16. Exam Centre Assignment



17. E-Report Generation: Candidate List (Date, Category, District, Gender, and Program Statistics). Qadri, (2014).
18. Online Student Registration System for Colleges
19. Web-based registration verification is number 20.
20. Online Registration Revival Module (Module 21)
21. E-Migration Certificates
22. Online Migration Dispatch Module
23. E-Awards filing and submission via the internet.
24. Evaluators' evaluation bills are generated automatically.
25. Answer script coding and decoding using a random algorithm.
26. Results from the internet
27. Re-evaluation via the internet Qadri, (2014).
28. Syllabus available online
29. Online dispute resolution system
30. Biometric attendance for students and employees
31. E-books are number Qadri, (2014).
32. Online job postings

### **Background of the respondents**

Table 1. Demographic profile of the Respondents

<b>S.NO</b>	<b>Variables</b>	<b>Frequency</b>	<b>Percentage</b>
01	<b>AGE :</b> 18-22 Years	211	52.7%
	24-30Years	189	47.25%
02	<b>Gender:</b> Male	234	58.5%
	Female	166	41.5%
03	<b>Educational:</b> Graduate	205	51.25%
	Above Graduate	195	48.75%
04	<b>Place of living:</b> Rural	198	49.5%
	Urban	202	50.5%

Source: Primary Data

The above table 1 reveals that the dominant majority of the respondents i.e. 52.7 per cent of the respondents belong to the age group of 18 to 22 years while the 47.25 per cent belong to the age group of 24 to 30 years, Further the distribution of respondents with respect to their gender. It is revealed that of the total respondents in the sample, 400 i.e. (58.5%) respondents were male and 166 (41.5%) respondents were female. Further, the majority of the respondents were graduate 205, i.e. (51.25 %) while the above graduate respondents were only 195 i.e. (48.75%). Table 1.1 reveals the place of living wise distribution of the respondents. 198 (49.5%) of the 400 respondents live in the city, while the remaining 202



(50.5%) live in the rural area, as shown graphically below. The study's findings on role of e-governance in higher education in Jammu and Kashmir as gathered from the respondents are presented in tabular form below.

**Role of E- governance in Higher Education in Jammu and Kashmir**

**Analysis and interpretation**

This part analysed is on the basis of empirical method adopted to draw perceptions and attitudes from the students community of higher education in Jammu and Kashmir regarding role of e- governance in higher education. 400 respondents were chosen on the basis of purposive sampling .There is demographic profile of respondents. On the basis of variables interview schedule were administered. Simple percentage analysis is used for tabulating the data and to draw accurate outcome. Certainly survey method has been adopted for drawing the precise outcome.

Table 1.1 Role of E- governance in Higher Education in Jammu and Kashmir

<b>Statement</b>	<b>SA</b>	<b>A</b>	<b>N</b>	<b>D</b>	<b>SD</b>	<b>Total</b>
Commitment from the Higher Education to implement E-Governance Services	221 (55.25%)	154 (38%)	12 (03%)	09 (2.25%)	04 (01%)	400 100%

As per the data from the above table, 221 respondents 55.25% strongly agrees with the statement and 154 respondents 38% agree with the statement. Altogether, 375 (93.75) either agree of strongly agree with the statement. It clearly reveals that there is Commitment of Higher Education to implement E-Governance Services in Jammu and Kashmir, majority of the respondents said. There are 12 respondents who have no idea about the statement. Whereas 09 respondents (2.25%) disagree with the statement and 04 respondents (01%) strongly disagrees with the statement.

Table 1.2 Role of E- governance in Higher Education in Jammu and Kashmir

<b>Statement</b>	<b>SA</b>	<b>A</b>	<b>N</b>	<b>D</b>	<b>SD</b>	<b>Total</b>
Fast and Hassle Free Services of E –Governance	231 (57.75%)	134 (33.5%)	15 (3.75%)	07 (1.75%)	13 (3.25%)	400 100%

As per the data from the above table, 231 respondents 57.75% strongly agree with the statement and 134 respondents 33.5% agree with the statement. Altogether, 365 (91.25) either agree of strongly agree with the statement. It clearly exposes that there is fast and Hassle Free Services of E –Governance in Higher Education in Jammu and Kashmir, majority of the respondents said. There are 15 respondents who have no idea about the statement. Whereas 07 respondents (1.75%) disagree with the statement and 13 respondents (3.25%) strongly disagrees with the statement.

<b>Statement</b>	<b>SA</b>	<b>A</b>	<b>N</b>	<b>D</b>	<b>SD</b>	<b>Total</b>
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Through E- Governance Traditional Manual System Reduced.	198 (49.5%)	121 (30.25%)	45 (11.25%)	26 (6.5%)	10 (2.5%)	400 99.9%
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Table 1.3 Role of E- governance in Higher Education in Jammu and Kashmir

As per the data from the above table, 198 respondents 49.5% strongly agree with the statement and 121 respondents 30.25% agree with the statement. Altogether, 319 (79.9 either agree of strongly agree with the statement. It clearly demonstrates e – governance has reduced manual system and brings automation in higher education in Jammu and Kashmir, majority of the respondents said. There are 45 respondents who have no idea about the statement. Whereas 26 respondents (6.5%) disagree with the statement and 10 respondents (2.5%) strongly disagrees with the statement.

### **Analysis of Data**

The analysis of data about role of e- governance in higher education in Jammu and Kashmir clearly shows that the respondents of different demographic profiles are highly aware about the role and commitment of e- governance in higher education in Jammu and Kashmir. The analysis from the table on “The respondents showed their full awareness about Commitment from the Higher Education to implement E-Governance Services. It shows majority of the respondents from the age category of 18-22 years of age category of respondents have knowledge about the e – governance. The analysis of the data from the table on “Fast and Hassle Free Services of E –Governance, It reveals that the majority of the respondents from the all the three categories are aware about the fact that e- governance leads to speedy disposal and Hassel free services to the student community in higher education. The analysis of data from the table on “Through E- Governance Traditional Manual System Reduced , The respondent of all categories shows that e- governance leads to automation in the administration thus reduced traditional work culture and red tapism in the higher education in Jammu and Kashmir.

### **3. CONCLUSION**

As per the above analysis and discussions it reveals that there is complete commitment of e- governance in higher education in Jammu and Kashmir, it has been found that e- governance is highest in higher education in Kashmir. It’s also found that all the four categories of the respondents are more aware about role and commitment of e- governance services in Kashmir. All the respondents declared that successful implementation of e – governance need proper privacy, security and digital literacy. This can help the state to achieve the highest percentage of digitalization in the India Furthermore; these e-governed services have made information accessible to citizens 24 hours a day, seven days a week in a convenient, efficient, and transparent manner, resulting in good governance by achieving its eight major characteristics: participation, transparency, effectiveness and efficiency, responsiveness, accountability, equity, and inclusivity. The consequences and acceptability of E-Government by society in general and stakeholders in particular determine its success. The student community in Jammu and Kashmir now has access to hassle-free, quick electronic services as a result of these initiatives. Electronic service providers are responding quickly to a



competitive market. As a result, higher education institutions must make modest efforts to develop appropriate technology infrastructure for mobile governance in order to increase transparency and efficiency. It aims to develop, manage, and sustain students, teachers, learners, and others in the e-government system for the greater good. Reduced information and resource access costs, less time and cost for services; reduced processing time, error rates, and complaints; and improved service consistency and equality for government are all likely benefits.

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