

A Critical Analysis of E-Governance Reforms and Its Implications on Education and Police Department: A Case Study of Mardan

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ABSTRACT: *This paper explores to investigate the role of E- governance reforms and its implications on education and police department. E- governance stands for electronic governance; it is a unification of information and communication technology(ICT) all the operation used for to augment the potential of the government to satisfy the requirements of the public and ensure accountability and adoptability at all the levels. The E- governance denotes not only to increase the productivity of the governance but also inevitable to curb corruption, promote transparency and also provide a viable pathway for citizens to directly participates in their government. E- governance is a global phenomenon, has played a very crucial role in the contemporary world politics and led to increase the efficiency of the government services. This research paper sheds light on the nature and reforms of E- governance and its attributes linkage with the practical implemented reforms in the two distinct department; Education and police and it also discusses how it is necessary for good governance and sustainable development. This article argues that E-governance is more yielding in the way of good governance. The investigation discovered with the help of major findings due to comparative study of two departments that E-governance strengthen and guide good governance, provides a conducive environment for the safeguarding of human rights, sustainable economic growth, efficient services delivery and incentivise citizens to increase their participation and develop a mechanism for measuring and showcasing the level of citizen participation. . Research focused on major contribution and implementation of E- governance in district Mardan, particularly in the education and police department.*

KEYWORDS: good governance, electronic governance, transparency, accountability, uniformity record maintenance, feedback system and ICTs

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INTRODUCTION

The term ‘good governance’ is a valuable concept which applies that governance can be strengthened, accountable and effective in nature. Governance has three main working dimensions like process, content and services or deliverables. (Mander, 2004) Government along with non-governmental organizations shall develop cooperation and collaboration. Efficient governance referred to the management of public affairs and dealing aimed to increase public welfare and their interest. The previous two decades had seen the emergence of a widespread exercise of putting the particular letter “e” in front of terms like democracy , warfare, governance , commerce, and business and so on. (Beninster, Defining E-Governance, 2012). Most essential feature related to an important type of mutual supportive and collaborative efforts towards public affairs practiced by State and its residence and a fresh connection among State and human society, as the optimum state of the both. The entire perspectives of sound and good governance, we can visualize the core six features:

Legitimacy is inextricably close link with law or established norms that must be acknowledged and accepted , their validity is pose to prevail peace and harmony in the state and society. As legitimacy is the bedrock of democracy and rule of law. Legality is ensured with the help of written rules and procedure.

Transparency is referred to the exposure of all related political records. All residents are enable to the data on state rules which are associated with their specific means and interests, like legislative function , policy formulation , policy implementation, financial administration and furthermore public expenditure and different applicable relevant facts. Transparency calls for the foreknown political testimony be dully propagate to residents with the help of numerous media channels so they may take part in policy-making process and steward the method of public management in powerful way. **3)**

Accountability is indispensable for a democratic and good governance. Because, it create effectiveness and efficiency in the formulation and adoption of governmental policies. In the arena of public management, it refers especially heart to the responsibilities associated with a positive role or institution and it corresponding duties. Accountability stands that administrative branches and organs need to satisfy the features and ensure obligatory act related to their positions they possessed. If they neglect to meet their assigned capabilities or responsibilities, and don’t accomplish it, in an accurate way, then this uncanny behaviour resulted in the dilapidation of obligation or loss of accountability.

Rule of law means four things: no arbitrary use of state or governmental powers, equality of all citizens before the law; uniformity of courts; the unacceptability of *raison d’etat* as an excuse for

an unlawful act; and observance of the old maxim (no crime without law). Rule of law is the basic instrument of a state to prevent the exercise of undue power and hold on the public officials. The primary aim of the rule of law is to check, mold and regulate resident's conduct, control social dealings and hold a regular order in social existence. Insofar, through the exercise of rule of law the state should protect the fundamental rights of a citizens which is clearly mentioned in the 1973 constitution of Pakistan. In the light of constitution, it is tenable to argue that rule of law is essential for human rights protection.

Responsiveness is firmly linked with the above-mentioned concept pertaining to accountability. It is stretching of accountability in the other sense. It means that responsibility lies in the public administrator or bureaucrats and other corresponding stakeholders must respond to the needs and demands of citizens in the grassroot level within time it tended to ensure effectiveness and adoptability.

Effectiveness it especially referred to management of performance. It has standing in various important values such as rational management in the light of reshaping manner, scientifically administrative strategies and bendy administrative functions and overcoming on administrative costs. Subsequently, correct and good governance is naturally mingled with democratic system democratic regimes. E-government referred to the working pattern of ICT by public administrators, politicians or any other authorized entity entitle with institutional change to enhance efficiency, boost up the quality of services and ensure people participation in democratic system. (Makarava, 2011) Local politics are vital learning atmosphere related to politics, in which party members acquired an influential positions, parliamentarians and members of the government are ranking as outstanding members of concerned political party" (Hofmeister & Grabow, 2011). PTI regime introduced e-governance culture in especially in KP (2014) and generally over all Pakistan (2018). This study is confined to e-reforms in education and police department in district Mardan. It is observed that ICT has small effect on few spheres of governance while it has a remarkable impact on others. (Connolly, 2012)

Governance Reforms Its Positive Features and Contribution in the Realm of Good Governance with Special Reference to Education and Police Department:

The implementation process and use of information and communication technology (ICT) guided governance reforms and solved governance issues raised by lack of authentic information. E-citizens and e-offerings: connecting citizens; and E-society: building interactions with and within the civil society.

Linkage between the basic attributes of E-governance reforms with practical implemented reforms and assessing their outcomes:

The main contributions are as under step by step.

Transparency in Both Departments

Due to ICTs role transparency is ensured because all data is opened. E-governance reforms removed favouritism, grouping and partial attitude by the authorized offices, heads and staff. In education department Independent Monitoring Unite is made in 2014 for the implementation processⁱ of electronic governance reforms. Those teaching and non-teaching staff both who are lacking in performing their prior duties are punishing and warned by District Steering Committee with the bonfire web of information communication technologies who connected all related education institutions with the district government directly came under the jurisdiction of KP government. Data Collection Assistant Monitoring officers (DCAMOs) visits all the 1100 plus schools(Primary, middle and higher secondary) in district Mardan tended to collect needed information, uploaded accurate reports in their special android cell phone with the already installed special App for this purpose and send it to the computer operator working in the IMU office who further maintained data and after final visit made by District Monitoring Officer (DMO) further convey to the District Commissioner office who managed and ensured transparency at district level under KP government. While in police department the establishment of Police Access Service (PAS) in 2017 ensured transparency in masses dealing which removed the rough, harsh, partial and dictatorial dealing by police staff. Just in the duration of one year there are 2025 complaints, 1989 replies were made on time and 1965 complaints were resolved and just 24 are pending to due to biased information. The response by DPO which is given with in time or late also marked with special colour shade conveyed at the same time to IG. . Transparency is ensured in both sectors by E-RTI initiative under the umbrella information communication technologies working as a main web of e-governance already expresses in the previous chapter. This showed e-governance is becoming bridge between good governance and transparency.

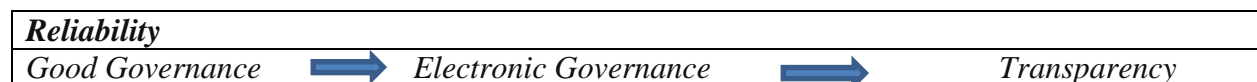


Table: 20

The above figure showed the dependency of good governance on electronic governance for transparency purposes.

Accountability in Both Departments

Government made possible the access to both departments directly, all subordinate institutions, departments and offices with the help of e-governance reforms. Biometric attendance system has been launched by PTI government in 2013 in different departments to made public servants more accountable towards the government while performing their duties and assigned tasks. In early stages biometric attendance system has installed in 76 offices and 480 government schools and colleges in KP. Later on extended to other institutions and offices with passage of time. In education sector at district Mardan, Biometric attendance system has been installed only in higher secondary schools which controlled traditional teacher attitude during performing their duties.

District government allotted budget only for higher secondary schools at Mardan due to financial crises. Teaching staff absentee is reduced from 25% or 30% to 15 % and non-teaching staff absentee is converted from 14 % in to 4.75% up till now .In police department various software introduced which provided special services in controlling law and order situation in the region and which made department accountable to other department in turned accountable to government for the specific task on their disposal and efficiency just like Identity Verification System (IVS). The police were in search of social criminals, NADRA was performing task to take assess of afghan peoples living in Pakistani territory whose CNIC had been cancelled by government and army (GHQ) was in search of those suspected persons who was engaged in terrorism. Both three departments were linked with each other with the implementation of IVS with the special add of Barcode reader. At a time IVS was practiced by police and beneficial for army, NADRA and agencies as well. Total 34 suspected persons detained out of 222061checked persons from 2015 to 2016.

The following figure showing closed relationship of one department with other departments in the collaboration of information communication technologies by information ministry of Pakistan aimed to practice sound governance.

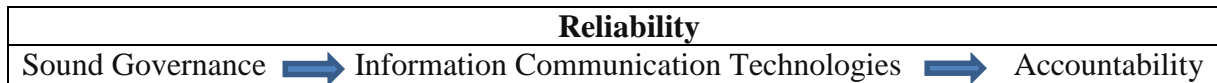


Table: 21

The following figure showed linkage between E-RTI in both sectors.

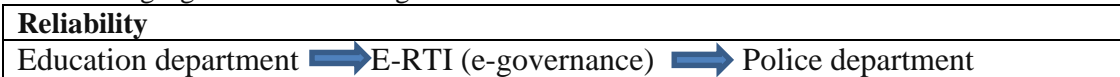


Table: 22

Uniformity in Both Departments:

Decentralization of power is the essence of public administration in the modern era to bring stability in the developing states suffering from the hub of problems in the way of efficient governance. System uniformity depends upon departmental or sector uniformity. E-governance strategy is adopted by the government to uniform and reorganize the entire departments working as a sub unite of system. In education department for the uniformity purposes of scattered education system, the special office IMU has been organizes with well trained staff and responsible for the implementation process of electronic governance.1100 schools visited per month by IMU. While in police sector in the whole system reforms have been introduced like Registration or digitization of FIRs, Vehicle Verification System (IVS), Identification Verification System (IVS), Criminal Record Verification (CRV), Police Access Service (PAS) and Police Assistance line (PAL), SOS (Save or Solve system) and Geo tagging to control law and order situation and bring peace and tranquillity in the region. Total 910655 vehicles were checked in 4 years at District Mardan, with the help of VVS. Education department trying its level best to promote literacy rate

with uniform education system and police department through vary software, online service sand offices to control social crimes and remove security threats in the less developed area Mardan.

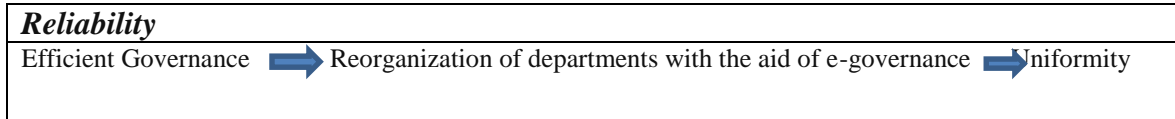


Table: 23

Above figure identify uniformity in the system relied upon e-governance leads to efficient governance.

Data/Record Maintenance in Both Departments

All data and reports are saved in the main server at head offices due to e-governance initiative in both departments. In the past records were collapsed through planned or unplanned incidents always hindered the way for sound public policy formulation process. IMU has maintained and referred all information related to all schools in District Mardan which sort out many problems pertaining to facilities and administration. while in Police department 132888 FIRs from 2009 to 2018 are registered and digitized for life time. This data rendered for future references in the solution of problems.

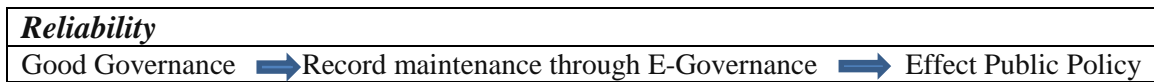


Table: 24

Channel for Feedback System in Both Departments:

In education sector grievance redresses or feedback system is made. Focal person is nominated at every, department, Directorate and District tiers. The concern nominated focal person is in regular contact with help of cell phone to upper tiers. In police department police citizen feedback system is also in practice. The citizen comment system to senior police officers presents automatic monitoring and accountability of government servants to the public.

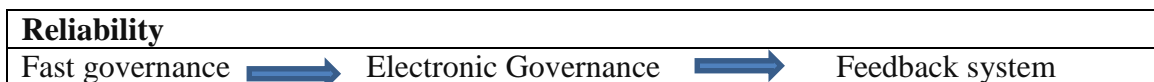


Table: 25

Feedback system is the core feature of governance rest upon electronic governance that has been showed in the above figure.

Utilization of Time in Both Departments:

All relevant information about government teachers and schools are available on line under elementary and secondary education department,101 data became open to everyone by electronic

governance with collaboration of ICTs, everyone can get information through websites without being visiting specific institution or building. In police department, Police Access Service (PAS) save time with the help of message facility rather than meeting authorized person.

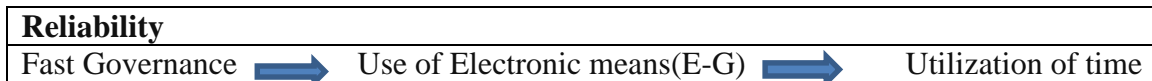


Table: 26

The above table showed the uses of electronic means resulted in the utilization of time and problem solved in short time.

Governance Became Easier with the help of Electronic Governance in Both Departments

In education sector there were many problems prevailed in all schools, staff problems, student problems, lack of resources and basic requirements but with the help of IMU reports uploaded to the main database which proved fruitful in public policy formulation process for the KP government. In 2014 electricity non availability was 328 means 18.82% while in 2018 it is covered up to 104 means 5.71%. In 2014 water non availability was 120 means 6.88% and became 19 means 1.04% in 2018. Those schools which wasn't covered by boundary wall were 82 (4.70%) in 2014 while turned in to 10 (0.54%) in 2018. six non-functional schools are made functional in district Mardan Two schools buildings were also reconstructed due to their poor condition. While in police sector law and order situation is controlled with the help of Information Communication technologies. From 2009 up till now total 132888 FIRs are registered and digitized in which many law offenders were out of police jurisdiction and were listed for police cage. Another software was made known as CRVS (Criminal Record Verification Systems) through which FIR can be searched through Computerized National Identity Card (CNIC) number and string of name, father name and address of the person using mobile phones. The new initiative has greatly enhanced real time verification capabilities of the Police department. Total 70 CRVS SIMs were allotted for Criminal Record Verification Systems. With the help of CRVS total 1018 out of 1196910 persons were declared offender up till now and referred for court trail. So governance became easier with the implementation of electronic governance.

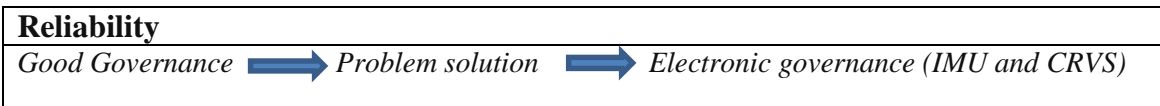


Table: 27

Good governance ensured when problems solved with the help of electronic governance as a main tool for governance.

Successful in the Removal of Hub of Problems in Both Sectors:

SOS service and geo tagging as main services of information communication technologies has been launched by police department connected all institutions directly with police department tended to cope security threats. 1815 governmental institutions and 691 private institutions combine 2506 institutions are traced with the help of google map and relevant information was availed to all police heads, inspectors and staff, they can easily reach at the interrupted place by offender with the help of this geo tagging. E-Governance is helpful in the removal of many problems in all departments. Departments become linkage with other departments with the implementation of information communication technologies.

Reliability
<i>Sound Governance</i> ➡ <i>ICTs or E-governance(SOS & Geo tagging)</i> ➡ <i>Law & order condition</i>

Table: 28

Suspected problems could be solved depending upon all means of electronic governance leads to sound governance.

Stability of Public Relations in Both Departments:

Parent Teacher Council and Police assistance line are initiated to strengthened public relations. Total 80330 services were granted to the masses without any bargaining by PA in police department. While in education sector PTC is contributing in the removal of gape between teacher, parent and students.

Consequences in the way of E-Governance in Both Education and Police Departments:

Instead of contribution of electronic governance in the field of governance there are some drawbacks in the implementation of Information Communication Technologies.

Illiteracy Towards the Use of ICTs:

Still there is illiteracy towards the use of electronic governance on line FIR system is blocked. Full and accurate information wasn't provided by the claimant which in turn created problems due to biased information. Online FIR service is not applicable due to masses illiteracy towards modern electronic governance. In developing states lack of awareness towards information communication technologies is prevailing resulted a main hurdle in the implementation process of all tools of good governance.

Weak Feedback:

Feedback system is also weak. Citizens are not capitalizing this opportunity. Electronic governance is the first ever attempt throughout the history resist upon the use of feedback channels

but facing issues because not only residents, authorised person nominated as focal person did not properly using this effective tool.

Cultural Embargoes:

Traditional approach is the main hurdle. Large size of population is use to with the traditional means of day to day affairs. People are feeling satisfaction. G2C is not working efficiently due to this.

Deficit Finance is coping the Implementation Process of E-Governance:

Biometric system is installed only in higher secondary schools both male and female along with colleges but still primary and middle schools are lacking this system because of limited budget and financial crisis.KP government allotted limited budget to district government prior to installation of biometric system in higher secondary schools at Mardan. Camera is not installed in all public places and government institutions due to financial crisis. In police department budget was granted which covered the needs of the department towards the exercise of electronic governance while in education sector budget is not fulfilling the basic requirements due to large number of schools in district Mardan. Slowly and gradually resources will be managed according to needs in all departments working for the society.

Consequences as an Outcome of E-governance in both Education and Police Department:

Except of transparency, accountability, utility, record maintenance, sound governance, sound public relations and feedback system there are few drawbacks arises from the implementation of information communication technologies mentioned as under:

Department clashes with other Departments due to Misunderstanding:

The working pattern of electronic governance resulted in the departmental clashes and misunderstanding especially in the police department. Electronic governance created mistrust among the police and military during checking process with the use of IVS at Jhalakai check post of Abbottabad district in which suspected person were underlined in army main DHQ server but those people were not rendered in that category ambiguity was rooted between army and police. Information communication linkage in the shape of IVS which linked Army, Police .NADRA and special agencies with each other but information relevancy created mistrust among departments .This consequence of E-governance presents paradox to sound governance.

Presence oriented rather than Efficiency / Expertize:

Biometric system is installed in other government institutions, organizations and offices. Here study has focused on education sector, biometric attendance device is installed in all higher secondary schools at district Mardan which stressed upon teaching and non-teaching staff attendance rather than their efficiency. Teaching methodology is still the same like traditional

method. No doubt teacher training is taking place but no clear cut positive results will be anticipated.

Information Ambiguity leads to Negative image of Civil Servants:

Sometime absence of accurate information resulted in negative image in front of competent authorities due to electronic governance like in police department, Police Assistance Service DPO made 1989 on time out of 2025 and 1965 complaints were resolved and just 24 are pending due to biased information .All replies on time , late ,resolved or pending due to ambiguous information visible with different colours which further undermined the efficiency or real efforts of one person to the concern authorities.

Suggestions Pertaining to Government level for both Education and Police Departments:

All regimes should give attention towards the procedure in enabling creation and deployment of accessible e-services and informative ICT content. They should help out the development of a useful and non-discriminative circumstances

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Connolly, R. (2012). DEFFING E-GOVERNACE. *JSTOR, e-Service Journal Indiana University Press*, Vol. 8, No. 2 (Winter 2012), pp. 3-25 (23 pages).

Stoiciu, A. (n.d.). *The Role of e-Governance in Bridging the Digital Divide*.

towards e-government by the Government guarantees , regulatory frameworks, and strategic directions . (Stoiciu)

Few suggestions are as under:

Government of Pakistan through different bodies like, the National E-Government Council (NEGC) started “E-Government strategy for five-year Plan in 2005 and Ministry of information technology established an “E-Office forum-2014” with the motive of “E-Governance for right Governance” in May, 2014such type of activities and bodies should collaborate with international community for future planning related to electronic governance.

Awareness is needed generally in all less developed areas of Pakistan and particularly in district Mardan towards the use of information communication technologies. Government should start awareness programmes aimed to set mind belt about electronic governance.

Electronic media and print media should be considered for this purpose to spread awareness and motivation in the masses towards the use of information communication technologies linked as electronic governance.

Huge Financial support is required for the implementation process of e-governance reforms from national government to provincial government, from provincial government to district

government.G2G has worked but still large contribution is waiting in less developed areas like district Mardan in which biometric system isn't allotted at all primary and middle schools due to insufficient budget while this electronic attendance system is the dire need of these government organizations which are blamed for tenuous and inefficient role by employees.

Department to department linkage has been created with the help of information communication technologies specifically in police department identity verification system (IVS) produced good results in the duration of one year but blocked in 2017. Electronic governance linked departments but departmental clash is the also outbreak of departmental dependency through ICTs. This problem will be resolved in two possible ways:

Government should reconsider this matter and starts department meetings and collaboration with other departments related to those conflicts emerged due to the electronic governance. All linked departments should be aware of attributes along with the consequences of electronic governance. Departments should be further guide properly.

Government should have implemented electronic governance in all departments separately. Dependency with the help of e-initiative leads to conflicts between departments so every department should practice it independently. Every department should be granted separate e-governance means and tools which not intervene in the working pattern of other department because dependency on other departments with the aid of e-initiative leads to conflicts.

Government with the help of e-governance reforms should be focused on the presence of working staff along with working efficiency.

The estimate of working efficiency recognized by different colours undermine true spirit of devoted working attitude by responsible person to competent authority ,so there is also need of parameters to check and evaluate working attitude not be judgmental on colour basis.

Traditional approach is still following by people government should build-up people minds to start practicing all means of electronic governance specially in less developed areas like district Mardan.

Suggestions pertaining to Citizen level for both in Education and Police Departments:

Feedback system isn't using by people .Good governance depends upon electronic governance .The effectiveness of this newly invented tool for governance rest upon feedback system. Proper and regular feedback is required by citizen side to cope all related problems, those problems which are denied by authorized person should be conveyed to the government directly if people use electronic means of governance.G2C is not working, it should be consider by public.

E-RTI should be used by citizens regularly will produce more sound results and restore transparency and democracy in less developed areas

Suggestions Pertaining to Government Employee level for both Education and Police Departments:

G2E is practicing due to the biometric attendance system but focal person appointed for feedback process is not performing this basic responsibility in the successful outcomes of information communication technologies on governance. G2E is working in one service but denying in other service. So government employees should follow electronic means and give feedback to the competent authorities.

CONCLUSION

Pakistan as ranking in the category of third world countries facing a hub of problems in the public administration .E-governance initiative has been taken in the year of 2000-2002. Electronic Government Directorate (EGD) was established as a separate wing inside the Ministry of Science and Technology to enable to induce unique initiative correlated to e-government to capitalize available technical suggestions and tips for the implementation of e-government tasks and to draft standards for software program and whole structure rendering e-government services. In June 2005, the National E-Government Council (NEGC) prevalent the “E-Government strategy five year Plan which became designed to provide fundamental infrastructure to related to e-governance but not as much proved fruitful. Later in May 2014, Ministry of information technology organized an “E-Office forum-2014 with the voice “E-Governance for right Governance”. In all provinces of Pakistan E-G and E-RTI has been applied. This research has under taken the less developed area under district government within the jurisdiction of provincial government of Khyber Pakhtunkhwa for the purpose to assess the worth of implemented e-governance reforms package by actors dominating national politics. E-governance is more yielding in the way of good governance.

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