THE ROLE OF MANAGEMENT AND INFORMATION TECHNOLOGY IN NATIONAL GOVERNANCE

Dr.V.Hari Babu
Teaching Associate
Dept of Politics and Public Administration
Andhra University, Visakhapatnam

Prof.Ch. Nirmal Chand
Professor & Head
Dept. of Business & Mgt. Studies
Chaitanya Engineering College
Visakhapatnam. JNTU Kakinada

'The constitution is not an instrument for the government to restrain the people; it is an instrument for the people to restrain the government. Lest it come to dominate our lives and interests.'

————Patrik Henry**.**

Introduction:

Human civilization is always on a constant and dynamic endeavor and search for prosperity and happiness in all aspects of life. In the modern era one important factor that affects the human life is the government and the quality of governance that range from the, best, just, right and wrong It is a successful story of human civilization in making the technology a slave and derive benefits for the most complex problems and the same is some how is not happening in the case of providing governance and ensuring the citizens of our country worth their money. In this process the people are made to wait for simple things like information requirements. In this context it is relevant to note that a country like Mexico is able to provide the information requirements of the citizens very successfully. '..The Mexican e-government initiative provides a good example of how e- governance has been used as a tool to promote transparency and accountability. After the Mexican parliament passed the Act in 2002 that led to 'the Mexican Ministry of Public Administration have developed **'Systema de Solicitudes de information (SISI)'** an on line system that manages citizens requests for information is created and notified a wide array of public information requests ranging from the Ministers' mobile expenditures, public purchases to budget accountings, and organizations investments. When SISI receives a viable request it identifies the most appropriate government agency and the official to provide the information within 10 days if the information is public and in 20 days if the information is not public. With the advent of IT 93% of information requests are made through this system and is very successful[1].

INFORMATION TECHNOLOGY (IT) MANAGEMENT AND GOVERNENCE

The important aspect of governance is that governance is to be in line with the objective requirement or the majority population failing which it is bound to create tension wastage of resources and constant unrest still it is set right. In the modern era neither the risk is to be taken not to be tried because of the development of ideas, tools and processes

of seamless transformation processes. In this aspect management plays a vital role in identifying the requirement of the future with reference to the present status of governance and accordingly be able to chalk out the plans and designs to be implemented for perfect governance through IT. Managerial activities are most commonly summarized as those activities which consist of the endeavor to plan, organize, direct and control. This set of activities are essential to any managerial task and hence could be summarized as to be the core of the managerial function, be it in finance, human resource management, production, marketing or information technology management etc.

Though the functional activities are widely acknowledged to belong to the afore said, the efficiency and efficacy of the manager depend on the individual as well as the organizational functioning styles and the resources that are accessories for the purpose, may it be the organizational framework or the technology available for the same. The organizational setting enables or constricts the manager in the effective discharge of the activities. The technology facilitates the manager in this way and makes it speedier responses to problem or in the smooth conduct of the function.

The most dominant aspect of the information technology is that it is able to provide the fundamental requirement of a country viz. optimization, transparency, Justice and good governance with relentless regularity and absolute punctuality avoiding subjectivity. In a country like India when the fundamental aspects of human life are affected by the government policies time and again on a dynamic way with reference to the changes in the policies of the government it is the time that one should give a serious thought for making IT a tool to ensure all the good aspects of governance relatively at a cheaper cost. In this context it is worth mentioning the comment of the Indian Noble Laureate Amartya Sen"... India also has insufficient and ineffective government activity in many other fields, including basic education, healthcare, and social security, land reforms …of widespread deprivation, economic stagnation and social inequality[2].

In order to fight the maladies of India which are the resultants of subjectivity and approximations the right step forward is towards IT which will ensure the clarity instead of ambiguity and would be able to result in the benefits for the population.'..enterprise governance should drive and set IT governance[3].

Not only IT is to be seen as a great commercial tool that could do wonders for the corporations, but its beneficial aspects and the value additions that could be effected at the grass-root levels are enormous and manifold may it be the assessment of the ratio of the agricultural output to the population at large but also could be used in the Public Distribution Systems (PDS), the production and governmental control and monitoring systems as well as a range of macro level economic and social planning procedures to the relative benefit of the affected.

THE IMPACT OF INFORMATION TECHNOLOGY ON THE CORPORATE WORLD:

The corporations or commercial setups were the first to imbibe the tools and develop methodologies that are built on the potential benefits that the usage of

Information Technology could provide, that could enable them to stand in better stead, to withstand the competition, to be in synchronized with the times and attain greater efficiency at the planning and execution of the functional processes. A concise diagrammatic representation of the impact on the corporate strategy is as follows:

Diagrammatic Reperasent aion of the Process of Governance Deriving Efficiency through IT

Figure 1

As could be viewed, the Information Technology (IT) has an impact on all the aspects of the strategic management endeavor, let it be the vision of the company or its corporate strategy, its goals and objectives or may it be planning to identify the potential problems or aspects of cultural diversity as well as the for the whole paradigm of its logistics and supply chain management starting from the routing and transportation to the vertical and horizontal integration of the operations. Numerous instances from the corporate world stand testimony to it. The wide applications of IT make it possible for firms to improve the overall business operations.

INFORMATION TECHNOLOGY AND CORPORATES

Organizations are increasingly using the Internet across the globe for their operations as well as to extend their reach in terms of marketing as well as customer relationship management. IT related organizations enable and necessitate the use of this technology by way of solutions and training etc. and it seemingly appears as if they want to automate and simplify to offer solutions to solve complex global business and technological problems from forecasting to distribution to knowledge integration and facilitate the smooth conduct of every aspect of the organization. The example of IBM's 'Think Place' performance program, works as a catalyst where employees post ideas on an intranet site and invite comment or support from their peers. The organization need to work together as an entity and provide for a seam-less supply of information and ideas within the organization. In other words it is about providing the complete pipeline by establishing a seamless supply of people. This approach could be adopted to create an environment to improve the organization's work culture as also to improve their human and other physical assets like maximizing their market share etc. Other than that the information storage, processing and presentation, the information systems provide solutions for almost at every level, may it be at the operational level i.e. at the shop floor level or at the middle-level also called the tactical planning level where middle level managers exercise their limited authorities or at the strategic level where policy decisions and long term plans are made. Numerous packages exist for the same, starting from software packages providing support to accounting practices or production practices and the other functional systems of IT to the MIS (Managerial

Information System) or the Executive Information Systems (EIS) which provide for the efficient working of the particular executive's authority and responsibility.

THE NEED FOR IT BASED GOVERNENCE:

Information or computer based solutions though having made giant strides at the commercial or organizational level, do not appear to have a similar presence at the macro-level of operations of National Governance, be it in Judiciary, Administration, Executive, Agriculture, Social Welfare, Public Distribution Systems etc. For instance, human welfare is of two dimensions one is material and the other is metaphysical. IT may be able to provide the material prerequisites, which in turn may ensure the metaphysical health. It is quite interesting to note from the book on '…as in the ideal of "strong democracy" – but so that rule making is more transparent and open to public scrutiny[4].Because of this capability of IT may be treated as a potential tool for a better solution, in the back drop of the gaps that exist between the need and the availability as also its production and consumption which makes the difference between justice and injustice in other words happiness and misery. The same would be reflected in a society and would be felt as pleasure and pain and poverty or prosperity. The solutions could be based on estimating the potential demands of the particular product or service and the availability or scarcity i.e. the possible scarcity or increased demand for the same and the possible solutions that could be arrived at by way of using the appropriate tools and methodologies that are fine tuned by the contemporary Information Technology (IT) to better understand and prepare for the future as well as offer customer satisfaction by way of enhanced or expected quality as well as value addition. And in this process the world is not only for e-governance but beyond this ..' '…other focus is the intelligent use of data to evolve beyond e-government to what is termed "P-Government", with the P standing for performance[5'].

Information Technology Systems are said to be great levelers may it be in removing the information scarcity amongst the population at large or in the provision of resources for a more sustainable future. The problems may be many may it be the problems of demand-supply imbalance, corruption at various levels or inefficient systems at work. Now, most of them could be subject to relatively negative levels by the use of these efficient IT systems at work which would result in effective and efficient governance. '..IT can be considered as a differentiator or a necessary evil. But today it's a must in a real – time corporation[6'].

The use of IT systems built for information processing are going beyond the realms of the corporate or scientific structures a few of which are depicted here like the ALERT (Automated Local Evaluation in Real-Time), developed by the National Weather Service, this system could forecast the possibility of a flood by way of gathering information about water levels, the wind pressure etc. Then there appears to be some excitement about the concept of precision farming where small cheap deices called the sensor nodes are placed at various parts of the farmland and the temperate, humidity, water-levels are monitored and even graphic or photographic images of the crop could

be had to gauze the growth of it etc. '..enterprise governance of IT clearly goes beyond the IT – related responsibilities and expands to works (IT – related) business processes needed for business value creation[7]. The potential of introducing it en masse for more produce to satisfy the demand generated by the growing population is one great future prospect of the usage of information systems to better lives.

There seem to be no area where IT could not be applied for better living, by enhancing the output, by removing the redundancies in the past processes, by mitigating bitterness and the maladies of process-corruption by bringing in transparency and justice in to governance.

The recent trends in every sphere of activity seem to be built around the methodologies intrinsic to the IT;

CONCLUSION

As had been carefully presented there seem to be no activity or sphere of functioning that do not seem to be effected in some way by the use of IT or the methodologies propagated by it, may be corporate excellence or as rudimentary to our existence as agriculture. The potential seem to be much higher than what was initially acknowledged to effect, now there seem to be growing acceptance for the life-facilitating systems brought into existence by the usage of IT-based systems. The future macro-level effecting systems could go onto the details of the land and its potential as in precision-farming and dwelling into the per capita consumption both at the global as well as macro-levels and build system that could suggest and monitor and ensure National Governance Systems that mitigate injustice, inefficiency, redundancies and will ensure transparency, justice and equality and optimization in a cost effective way which may come down below the cost of contemporary governmental expenditures. IT may as well add value en masse by facilitating an equitable distribution of the resources etc. The opportunities are galore and a greater awareness of this phenomenon could go a long way at improving the way we live and work especially for countries like India because of its enormity and complexity which itself is a boon as well as bane.

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