INFORMATION TECHNOLOGY - MANANGEMENT AND TRANSPRENCY

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"The End of the institution, maintenance and Administration of government is to secure the existence of the body politic, to protect it, and to furnish the individuals who compose it with the power of enjoying, in safety and tranquility, their nature."

————John Adams (II US president 1797-1801.)

Administration is the aspect of laying down the rules and regulations to be followed by different individuals as a team to ensure certain performances enabling the organization to ensure public convenience and instill order. In this process the modern public administration setups are by and large democratic and are unable to deliver the goods when it comes to the performance. This state of affairs in turn will affect the public resorting to different behavioral patterns which are away from the accepted levels of behavior. The difference between the actual and the desired behavior is the cause of concern for the modern administrators and result in the wastage of valuable resources. It is always desired that cent percent compliance with the designed parameters will result in smooth functioning of the administration with reference to various aspects of the public administration and the connected public welfare as well. Modern administrative systems are designed in such a way that all the tenets of Management, Technology and the scientific principles are embedded into one aspect of administrative efficiency. This efficiency is mostly what is called as relative efficiency rather than the absolute efficiency. Here it is important to define what absolute efficiency is and how it can be defined in terms of tangible parameters.

For the purpose of the discussion it is always, taking into the consideration

the satisfaction of cent percent and it is absurd in most of the cases and accordingly one has to settle for the majority people's convenience/happiness. Majority people's convenience or happiness is the aspect of being able to keep the people satisfied with reference to the public governance and the connected activities. In order to attain this complex goal one has to define all the connected concepts vis-à-vis jobs, individuals, standards and performances. Then only the right approach for administration would be set up. That means unless all the connected aspects are well defined and well connected the desired result will always be difficult to obtain.

Happiness is the watchword for the every soul and is pursued with relentless regularity and absolute punctuality. Happiness is the salient feature of every human endeavor both at personal level to professional level. In this aspect of providing the happiness at professional level one would engage himself in the right direction with right endeavor with righteousness. The point to be understood and defined is "Right'. What is right – for the purpose of the discussion right may be defined as the aspect of creating happiness to people without causing any inconvenience to the other man'.

In this article the authors want to present a blue print of the IT and through its Management being able to create a work model that ensures transparency in the areas of Public Administration.

Synergy Model to Create Professionalism/Prosperity & Happiness

Public Administration

Modern governments keep on promising only one thing irrespective of their nature be it democracy communism or any other in kind. Basically they want to ensure the absolute public comfort and happiness by means of their existence as well as their performance of the accepted goals of the government with reference to the constitution or the laid down rules and regulations of governance. The goal of any type of governance is only to maximize the public happiness and the means may differ. By and large it is to be understood and construed that the human nature is the same every where as has been told by Ravindra Nath Tagore. In this aspect the major hardship in transforming the plans into execution in its absolute sense is the difficulty in defining the roles, quantifying them with tangible parameters to re required degree of perfection which in turn will result in the desired level of performance and creation of happiness to the people. This aspect of plan performance and achievement of goals is a regular and perennial effort on the part of human beings and that of the governments. The point is to quantify each and every element of the plan and the performance and be able to compare with it and find out as to what is missing and how much is the quantum of miss from the aspired position to achieved position of the activity. If this aspect is addressed with and be able to come out the plans, ways and means half of the job is done. But still one billion dollar question is always looming large is whether the plan itself is right and is in right direction or not.

Another dimension in this direction is that the plans in public administration are always directed towards the objective of creating public happiness through the performance of individuals trying to create happiness ultimately. One best example in this dimension is the concept of New Deal of President of United States of America the first term of President Franklin D. Roosevelt between 1933 and 1936. The programmes were the response for the great depression and focused on what historians call the "3 Rs": Relief, Recovery, and Reform. That is, Relief for the unemployed and poor; Recovery of the economy to normal levels; and Reform of the financial system to prevent a repeat depression. Another "Second New Deal" during the years 1935–38 included the Wagner Act to promote labor unions, the Works Progress Administration (WPA) relief program, the Social Security Act, and new programs to aid tenant farmers and migrant workers in United States of America. The point is that the New Deal has resulted in creating various acts Viz. the United States Housing Authority and Farm

Security Administration, both in 1937, and the Fair Labor Standards Act of 1938, which stipulated maximum hours and minimum wages for most categories of workers. By 1936 the term "liberal" typically was used for supporters of the New Deal, and "conservative" for its opponents.

The point is that the very concept of Public Administration presupposes one form of Government, presupposing a well defined constitution consisting of judiciary, administrative system and the roles clearly specified. One got to understand that the systems being specified are always much earlier at a previous date and there is always a difficulty of the set of rules and systems that have prompted to design a plan become redundant and out of time. This difficulty is to be overcome by means of making necessary corrections in a dynamic fashion. To be able to do the corrections dynamically one has to keep in the mind the previous set of ideas and realities that prompted the designers of the systems of governance like constitution and its constituents. Obviously it is the absolute concern for the public welfare and well being. Over a period of time the type and the style of public welfare also would be evolving and hence there is a need for making the necessary corrections on a dynamic fashion reflecting tangibility.

Coming to the details of the governance it ultimately transpires into an e-governance model depending upon the complexity of the government and the depth that is to be provided to ensure the required level of specification/precision. It is always a easy task to provide solutions to the easy sets or sets of tasks that constitute basic blocks of governance. When in complex cases it is always desired to integrate the different systems of governance and arrive at relatively larger governments. At macro level the governments should be able to arrive at the conclusion that they are committed to the cause of the absolute level of efficiency, transparency and truthfulness. If any of the three are missing then it becomes a dream that can never come true.

With reference to the preference of the Public Administration going digital the governments at apex level are apathetic at macro level and people are most willing at their level including digitalization and sharing of data and data bases being transparent. Because once going digital and e-governance will leave the existing power centers (Individuals) into just cogs by defining their duties and also performances. Accordingly the purpose of digitalization of administration will result in savings in huge margins to the public by saving large amounts otherwise would become drains. '.. e-cooperative

measures are too much directed at cost savings in the existing departments of the government instead of at interconnected chains of activities (Reinermann & Von Lucke, 2002)[1].

Another important area as to why the e-governance or digitalization is to be pursued because of the tangible benefits that can accrue to the public in contract management and public purchases of national interest. About 60% of the American population is not satisfied by the way the public funds are utilized and the cost benefit that can help public in saving large amounts is phenomenal. '.. Information management and generalist administrators need to provide the centripetal force needed to integrate information management in public organizations[2].

Management issues

Management issues are the aspects basically in two respects. The first is being able to take the entire effort of creating efficient performances with reference to the public and majority good dynamically in an interactive way towards the right direction always without any deviation is the first aspect. In other words only in the right direction, by utilizing the resources/inputs and producing the best and quality output of the highest order in the existing circumstances will be the first priority.

And the second aspect is concerning the technical aspects of the e-governance systems. Once the public administration issues are addressed then comes the management issues in the following fashion..

- · Quality Data

- · Training

- · Personnel

- · Hardware Capability.

Quality Data

One of the basic prerequisites for effective use of the e-governance systems is being able to buildup the quality data in utilizing the systems to effective use. This aspect is to be given the maximum importance in designing the parameters and the logical sequence relationships with reference to subjective and objective goals in a planned and effective manner. This line of activity will be the backbone for any output in Public administrative systems as the end goals are to be achieved in a well defined

and designed frame works. These frameworks are to be ensured in such a way that the input output activity will be the automatic process hence the need for extreme caution in designing the data and the data bases as well. The data is to

Training

Any e-governance system will be initiated from the existing system and the transformation to the new system calls for new skills especially with reference to the systems hardware and software. Hardware skills are required to identify the seamless access of data and databases and their utilization and being able to identify economical and effective hardware components. Software skills are required to utilize the existing database and being able to manipulate and derive the desired standards of performance which include the data human interface with the system and the end results. Of course once the desired software solutions/programmes are designed the training aspect will be put into force to the operators of the e-governance system and this aspect is what is called as training.

Personnel

Effectiveness and efficiency are the two important factors that influence the building up the e-governance system. After all any e-governance system is designed only to avoid the existing anomalies and add extra value to the system and thus saving valuable resources, time and quality output without any biases. Personnel who are capable of keeping every aspect of the existing system and who are capable of foreseeing the benefit of the new system will be the people who are the need of the hour. This aspect is addressed to the best and the personnel are to be well trained and briefed with reference to the advantages of the new system vis-à-vis the old system of Public Administration.

Hardware Capability

Hardware capability is the dimension of the requirement of the hardware for building the required level of robustness and sophistication of the e-governance system. The two important aspects that are to be kept in mind are robustness and the sophistication and ease of the system to operate and deliver the goods in disbursing the justified governance taking into consideration the various aspects viz. administration, law and governance.

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