

Impact of Escalation of Digital Competence on E-Governance

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ABSTRACT:

From a pedagogical point of view digital literacy or competence includes absorption and implementation of knowledge and understanding of the applications and implications of digital technologies and devices. In contemporary era digital competence is substantial to let individuals actively participate in digital economy and democratic process. While basic skills and level of involvement are studied using national qualification frameworks, the higher levels of concepts such as critical and analytical approach are the factors that are covered in advanced level competencies. Digital literacy skills are interdisciplinary in nature so by escalation the other factors or pillars that are also strengthened are learning and innovation skills, life and career skills and the analytical skills. Encompasses within learning and innovation skills the creativity and innovation of an individual is affected.

Along with this the individual is able to exercise flexibility and adaptability, initiative and self direction, social and cross cultural skills, productivity and accountability, leadership and responsibility. The escalation of digital literacy thus leads to enhancement of other associated umbrella units or counterparts as well. Job recruiters often use employment web sites to find potential employees, thus magnifying the importance of digital literacy in securing a job. The 2014 workforce innovation and opportunity act defines digital competence skills as a workforce preparation activity. Worldwide recognition of initiatives taken by government of various nations has proved the impact of digital prudence.

KEYWORDS:

Digital Competence, NIC surveys, Government initiatives such as digital India, Digital economy.

INTRODUCTION:

With the advent of government websites in late 1990s came the term E Governance. It refers to the application and use of Information and Communication Technologies (ICTs) to provide the users which include citizens and

other organizations with controlled as well as convenient access to the government information and services. It includes all sectors of the economy. It is a well known fact that e governance delivers the services faster and along with it also brings transparency between citizens and the government. In developing country like India the advent was slowly received by citizens because of the low literacy rate and poverty issues, even the e Readiness rank of India came out to be low e Readiness can be defined as ability to use communication tools and devices to develop one's welfare and economy. As per global information technology report 2012 the e readiness rank of India is 69 with the score of 3.89 out of 10. the rank describes the scope wherein if certain initiatives are taken then the scenario can be escalated with help of factors such as digital competence. With government initiatives across the nation has led to a movement that has its core the idea to revolutionize the scale of services that are provided to the citizens. Studies undertaken by NIC have proved the fact that with the increase in the level of digital literacy e governance has affected the economy and approach of the nation.

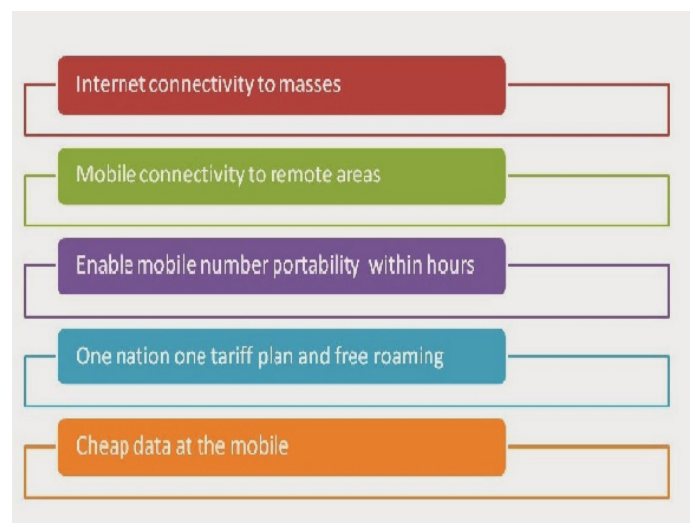


Fig1.1 depicts the initiatives which ultimately enhance digital prudence.

IMPACT OF THE ESCALATION:

The digital revolution known as the third industrial revolution is the change from analog, mechanical, and electronic technology to digital technology and this revolution started in the decade of eighties and is currently on a roll. The skill with which this technology can be used is digital competence and it plays very vital role in success and advancement of all the factors associated with it.

SOCIO ECONOMIC IMPACT:

The positive impact of digital competence has affected the socio economic status of the citizens as well. It includes greater interconnectedness, easier communication and the exposure of vital information. The economic impact of digital revolution has been large. Without the initiatives or online help portals of government globalization, services to citizens and outsourcing would not be nearly feasible as today. The digital revolution radically changed the way government and citizens interact and function. Their co habitation has now all together a different dimension. After initial apprehensions of an IT productivity paradox, it is clear that digital technologies and digital competence has significantly improved the scope and dimension of services provided by the government. Rise in e governance functionality has helped to do away with redtapism and thus has been mutually beneficial for both citizens and government. The digital economy of the nation is also on a rise as there is pact of trustworthiness between government and non government organizations.

EFFECT OF DIGITAL COMPETENCE AS A WHOLE:

The development of e government depends on the knowledge and understanding of the external conditions which influence e government i.e. knowledge and skills, costs saving, reorganization, back office integration, interoperability, sharing and reusing data and altering the citizens' point of view, which all have considerable influence on effectiveness of the government. As the popularization of social society grows, people should feel the need to participate in the contribution, regarding e services and new solutions within the scope of e administration. Thus e government development is based on the increase of demand and supply for the provided e services. The common belief presented in the literature must be observed which states that indicator of the openness, efficiency and effectiveness of the country functioning are number and quality of e services rendered by economic means.

In order to achieve the goal it is necessary to stimulate the growth of digital competence among citizens and on every level of the operating public administration as well. The success of implementing the proposed e services depend on the level of e skills of all entities involved in the planned project. The level of electronics services development, however, depends on increasing the users' awareness about its availability.

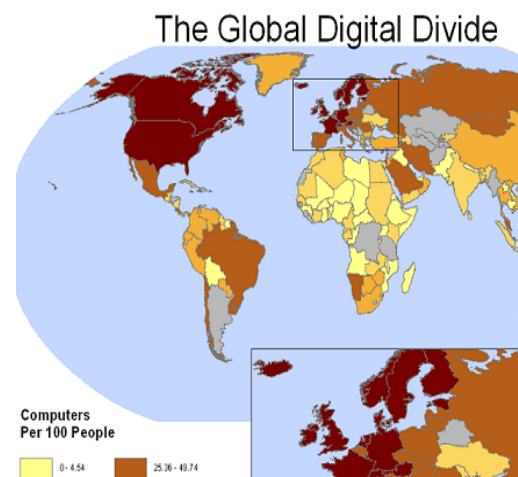


Fig1.2 depicts scenario of internet connection viable for e governance in india and its global counterparts.

Digital Competence also includes the basic and essential communication skills which incorporates the ability to use and manage the services and tools of information technology so the following skills are the units which are evaluated when considering digital competence.

- 1) Making use of search engines so that required information can be gathered.
- 2) Sending e-mails with attachments.
- 3) Making use of online discussion forums.
- 4) Making use of internet so that phone calls can be made.
- 5) Making use of file exchanging programs.
- 6) Setting up websites.
- 7) Aware of basic security checks and measures

However it also includes sociological, complex cognitive and psychological learning abilities. It can further be covered under the following aspects.

- Technical-procedural skills, it will include basic computing skills necessary to operate technology using modern devices

- Surfing the internet in non linear ways.
- Cognitive skills, it deals with pedagogical issues when considering digital literacy such as comprehension, critical reflection.
- Creativity while emotional social skills, which are concerned with the social media aspect of computing in contemporary society.

Statistics:

- There are about 245 million internet users in India.
- Surveys conducted show that total users will cross 500 million by 2018
- India will become larger than the US in terms of number of internet users by 2015.

Mobile usage surge:

There has been substantial increase in mobile usage. With the advent of Smartphone generation the majority of Indians access internet and social platforms with help of their Smartphone. This has led to revolutionize the concept of e governance using mass level initiatives such as Digital India. Social media in India (e governance collaboration with social media) Popularity of social platforms in the nation has been a significant factor in government initiatives such as digital India which helps to combine services or feedback in e governance using social media platforms. This has led to nation wide awakening regarding services and rights that are made available to the citizens.

Statistics depicting successful effect of social media on digital competence and thus e governance:

- Facebook is the most browsed social network on social media with a large base of more than 100 million users and it is the arena which will get stronger in future as well. More than 80% of the active users access their social accounts via their mobile phone.
- Total twitter users in the nation are more than 35 million and among them 76% of users access it via their mobile phone.
- LinkedIn has 26 million users in India.
- Of the total estimated users of 70 million 5.5 million Pinterest users are from India.

With the success of initiatives taken by government it is evident that digital competence has played a major role in revolutionizing the area of E Governance.

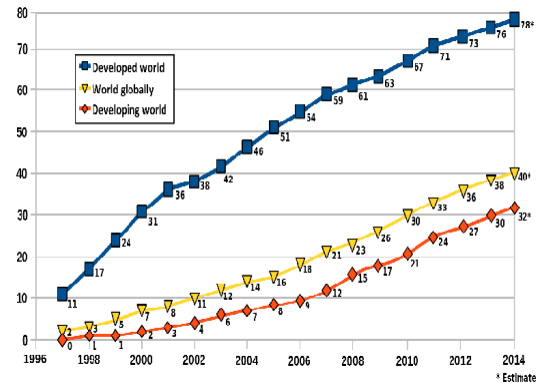


Fig 1.3 depicts comparison of tools and technologies scenario at the global level over the span of 18 years and the magnitude of rise of digital competence over the years.

Conclusion:

From a pedagogical point of view digital literacy or competence includes absorption and implementation of knowledge and understanding of the applications and implications of digital technologies and devices. In contemporary era digital competence is substantial to let individuals actively participate in digital economy and democratic process. While basic skills and level of involvement are studied using national qualification frameworks, the higher levels of concepts such as critical and analytical approach are the factors that are covered in advanced level competencies.

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