

E-Services Education in Rural Area

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Abstract: This paper describes a roadmap to the implementation of e-services to improve the quality of education in rural area and make better relationship between rural colleges and university. E- services is the effective use of Information & Communication Technology (ICT) to improve the system of governance that is in place, and thus provide better services to the Citizens. We can improve employability in rural youth through higher education by E- services. Our aim is to bring out various challenges related to rural higher education which can be solved by the e-governance and public private partnership. E- Services can facilitate in improving transparency, providing speedy information, dissemination, improving administration.

Key words: E-learning, Information and Communication, Education, Improved Education, E-services, E-participation

I. INTRODUCTION

“E-Governance is the public sector’s use of information and communication technologies with the aim of improving information and service delivery, encouraging citizen participation in the decision-making process and making government more accountable, transparent and effective. E-services involves new styles of leadership, new ways of debating and deciding policy and investment, new ways of accessing education, new ways of listening to citizens and new ways of organizing and delivering information and services”. It is the application of Information and Communication Technology (ICT) for strengthening administration and management in higher education system in India. It has improved the education quality in the past three decades due to tremendous increase in the number of colleges and universities and their privatization. The effective use of IT services in educational Sector can greatly enhance efficiency of the existing system, decrease the costs, and increase transparency in the functioning of various departments. E-Services process brings transparency in the system, so e-governance initiatives in the field of higher education can reduce the malpractice up to a large extent. This type of initiative can give a better interface and opportunity to students, parents, teachers and administrative management. In general education itself has become so profitable a business that quality is lost in the increase of quantity of professional institutions with quota system and politicization adding fuel to the fire of spoil system, thereby increasing unemployment of graduates without quick relief to mitigate their sufferings in the job market of the country. Therefore the drawbacks of the higher education system emphasize the need for reforms to make it worthwhile and beneficial to all concerned. The government policy is keen to open the higher education sector to the private providers, either through public-private participation or foreign direct investment in higher education. If India is to be a global economic powerhouse it is essential to nurture this higher education sector in urban as well as rural areas. Recently, the University Grants Commission (UGC) has recommended four models of Public Private Partnership to the Planning Commission and according to an e-estimate, the

country requires an investment of over US \$ 150 billion in the next 10 years.

1. The four models proposed by the Planning Commission are in terms of basic infrastructure model – In the first model the private sector invests in infrastructure and the government runs and operates the institutions and in turn pays to the private investor.

2. In the second model the private sector will not only invest in the infrastructure but also run and manage the institutions and the government will pay for the selective services it will avail from the institution.

3. In the third model the investment will be done by both the government and the private sector but the institutions will be run and managed by the private players In the fourth model, the government will invest in the infrastructure and private sector will run and manage the institution. Colleges and universities will need to change radically in the coming years and I think social intranets may be a key to this transformation.

II. OBJECTIVES •

To study the scenario of E- services in higher education in rural area.

- To find out the weak point of E- services in rural higher education.
- To highlight new innovative ideas to improve of quality of rural higher education.

III. BENEFITS OF E- SERVICES

Benefit to university

- a. Centralized information access from anywhere.
- b. Increase in student enrollment ratio.
- c. Provide quality e-services, e-participation,
- d. Increase transparency.
- e. Innovative teaching tools.
- f. Improved decision making, Private Public Participation .
- g. Less corruption, less paper work • Benefits to students.
- h. Increase participation in education affairs.
- i. Personalized login for each students.
- j. Substantial saving in time cost & efforts.
- k. Information & transaction services.

I. Job opportunities

- m. Social connectivity for collaboration.
- n. Students can access virtual lectures & webinars.
- o. Students can solve their problems like- examination queries, result verification etc.
- p. Students can submit feedback to university.
 - Benefits to colleges.
- q. Data can access easily.
- r. Electronic data exchange with university.
- s. Saving of hidden operational cost
- t. Instant statistical report generation.
- u. Helpful for NAAC accreditation .
- **Overall education system**
 - v. Long term impact on organization goals.
 - w. Improve education system.
 - x. Empowerment of faculties, students & encouragement of their participation in governance.

The main purpose for introducing e-governance in higher education can improve efficiency and effectiveness of the overall education system & enhance good education in rural area. E- services in education provides new ways of communicating to the students, new ways of imparting education and new ways of organising and delivering information and services. The implementation of information technology may increase the broad participation of the students in the process of achieving good education goals at all levels by providing the possibility of online discussion groups and by enhancing the rapid development and effectiveness of the learning methods. It is a fact that we have implemented various new innovative ideas in an education model but still that is not perfectly worked. Improper implementation of e- services Many universities implemented e services but due to lack of computer knowledge, infrastructure and connectivity in rural area, they are not getting quality education, so the government has to rethink on these areas of implementation of e-services.

Lack of interest of educationist – after getting the degree students move abroad for higher education or jobs, they are not return back. These graduate are well trained in technology have not to contribute their skill to the betterment of rural area. Lack of knowledge – In adequate infrastructure and faculties, large vacancies in faculty position, low student rate, unmotivated students, overcrowded class rooms. Ethnic In rural area faculties are not having proper knowledge of subject even and resources to student's community are very poor. They are not capable enough to produce new technology. There is a great need to revolution in higher education in rural area.

• Suggestions and Remedies

The online methods enable more effective education and offer significant advantages over traditional services. Provide E Services – After the implementation e services, we improve the delivery of services to students, faculty & stakeholders by providing services like enrollment, examination, result, feedback, requests for documents, requests for certificates, issuing admit cards and id cards, employment etc.. The system

provide timely alert to colleges through SMS /Emails and also support synchronous communication between online users through live chat. E services in education provides new ways of communicating to the urban as well as rural students, new ways of imparting education and new ways of organizing and delivering information and services. E-Participation – Active alumni students, experienced teachers, stakeholders can involve in decision making process for quality education in rural area. Improved education system - E- services in education sectors allows use of information and communication technologies with the aim of improving education, improve information, service delivery, encourage student participation in the decision making process, making administration transparent and effective and give universities a new channel of educational deployment.

Also, the system can obtain feedback from industry and students to modify course curriculum if deemed appropriate by the authorities. This will allow all the lesser performing colleges to reduce the gap with better performing institutes. It will be help in the betterment of the higher education in the country and increase the number of employable students. Increasing Transparency - The aim of e governance to share information with the college, teachers, students and stakeholder. Governing body can involve in decision making for rural development.

Innovative Teaching Tools –

The new technologies offer vast opportunities for progress in all walks of life. With the introduction of new technological initiatives the structure of higher educational institutions has changed. The changing role of lecturers, the changeable learning environment and the design of eLearning facilities all contribute to a potentially more flexible organizational structure of higher education in rural area. The future delivery of education will be based through eLearning technology providing lecturers with superior teaching tools. The online methods enable more effective education and offer significant advantages over traditional teaching methods. This has been possible by technological implementation based environments such as bulletin boards, virtual lectures and e- Libraries and video conferencing.

In e- learning environment can support communication with classmates and lecturers. Private Public Participation – almost all rural e -services project have found it convenient to involve different private agencies for different tasks through public private-partnership (PPP) arrangements. These tasks include design and development of application software, population of data and content in the regional language, procurement and installation of networking and computer systems, deployment of software and delivery of services. Improved Decision Making and access information - The ability of e-Governance to provide centralized information helps governing body, decision makers and faculties to perform extensive analysis of stored data to provide answers to the queries of the students. Delivery of public-domain information to students can be done without any official and student interaction. Students can obtain information related to university processes and

procedures through an on-line system without interacting with any university official. Centralized Information - E services has provided electronic information infrastructure to simplify service delivery, reduce duplication, and improve the level and speed of service at a lower cost. The centralized information approach of e- Governance keeps all information at one place in electronic form. This approach of making information secure prevents it against any theft or leakage. Use of intranet - Intranet-based training provides a low cost and knock-on savings, is that it can be a virtual two-way system, with students connected to mentors and teachers receiving real-time feedback and support. Managers with employees scattered among sites and locations, particularly if they are so far flung that they are in different areas, need a cheap and effective way to communicate them. ICT is already proven as the way to access knowledge based information from anywhere to anytime. But a limitation of the university that they can't communicate with other colleges. The answer is an intranet-based system. This is an IT network for delivering messages, training course material and training collateral which uses the Internet as a backbone. And these days, there is little need to compromise because of the limitations of technology; web video with streaming media is now a reality, so a tutor can actually demonstrate something in real time to a group of students working in a different time or place. • Breaking down the silos : While all organizations have silos, nowhere does this manifest itself like it does in higher education. Many universities acknowledge that they are decentralized as if it was a defining quality. A social intranet when implemented in the spirit of the cluetrain can bring down the silos and create a cohesive campus community. • Improving efficiency : Most college campuses are notoriously inefficient. There is considerable duplication and little sharing of knowledge and processes. A social intranet can provide a platform for improved communication and collaboration. All the aspects in the present scenario in the rural education, we have to implement ICT in e governance.

IV. CONCLUSION

Although government of India has taken significant steps towards successful implementation of e- services but despite of that there are some factors which may effect in successful implementation. The ways to enhance learning by enabling access to universal information are possible with the introduction of e -services initiatives. For achieving the goals of efficient administration and to meet the challenges of globalization, international competition and modern science and technology development, it is necessary to implement fast and reaction based e governance into education sector. For lecturers, e-governance programs represent a change in the way teaching was imparted. For students, e governance has

provided an alternative to the ways learning was done by implementing the means in which learning can take place outside the lecture hall. Through e- services we improve the quality of higher education in rural and backward area. E-services can create the transparency between the universities, colleges and students. It will bring forth, new concepts of governance, both in terms of needs and responsibilities. Many problems of higher education system in rural area can be solved by the Public Private Partnership model and E-services.

V. REFERENCES

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