

# FOREWORD

E-Governance projects tend to have a high rate of failure. This is particularly worrying, as these projects entail substantial investment of funds. Therefore, there is a need for critical thinking, i.e. analysis, synthesis, and evaluation of how E-Governance has progressed so far, and the way ahead. In this light, there is a need to revisit E-Governance. Traditionally, government departments and agencies have operated like silos, and government-to-government online services can bring about significant improvement in inter-governmental working. Besides, there are soft issues which either impact E-Governance or are impacted upon by the latter e.g. leadership styles and traits, knowledge transfer, corruption, right to information, etc. Government-to-Business (G2B) transactions is yet another area where tremendous opportunity exists for E-Governance, but in many countries very little has been done.

E-Governance is a holistic concept, which takes whole set of issues and concerns from the ultimate output to the user of various services that generate that output and in due course takes cognizance of basic inputs. An effective E-governance project can cope with the changing situation more effectively with high performance through the capabilities of its actors and processes. The competencies at the level of people, process and technology, guided by innovative strategies, provide unique value to the citizens enhancing the effectiveness of E-governance.

Though it may appear to be paradoxical, the implementation of E-governance is supported to carry both the continuity and change, and stability and dynamism simultaneously. The strategic management of change could be better leveraged with clear understanding of continuity of E-governance project and consciously managing the vital and desirable area of continuity along with change, rather than leaving the continuity to be managed by default. The continuity of any government department provides the bedrock along with the flow of E-governance change could be channelized.

This book addresses the important issues just outlined, and it provides a lot of useful material to stimulate critical thinking on various facets of E-Governance. Some important areas touched upon in this volume are conceptual formulations and strategies of e-governance, public management perspective, decentralization, critical success factors, stakeholder empowerment, information architecture, knowledge management, leadership, Public-Private Partnership, and Intellectual Property Rights in context of E-governance, among others. I hope that practitioners and researchers connected with Public Administration and E-Governance will find the book extremely useful.

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