CITIZEN ENGAGEMENT IN THE DIGITAL AGE: THE ROLE OF E-DEMOCRACY IN MODERN GOVERNANCE

Brainstorming:

E-Democracy

= Components
- e-government/governance
- citizens/business/employe.
- e-services.
- technology
- Policy.

= Benefit & Challenges.
- access to public organiz-ation
- citizen participation.
- efficiency
- Technical & Human Barriers
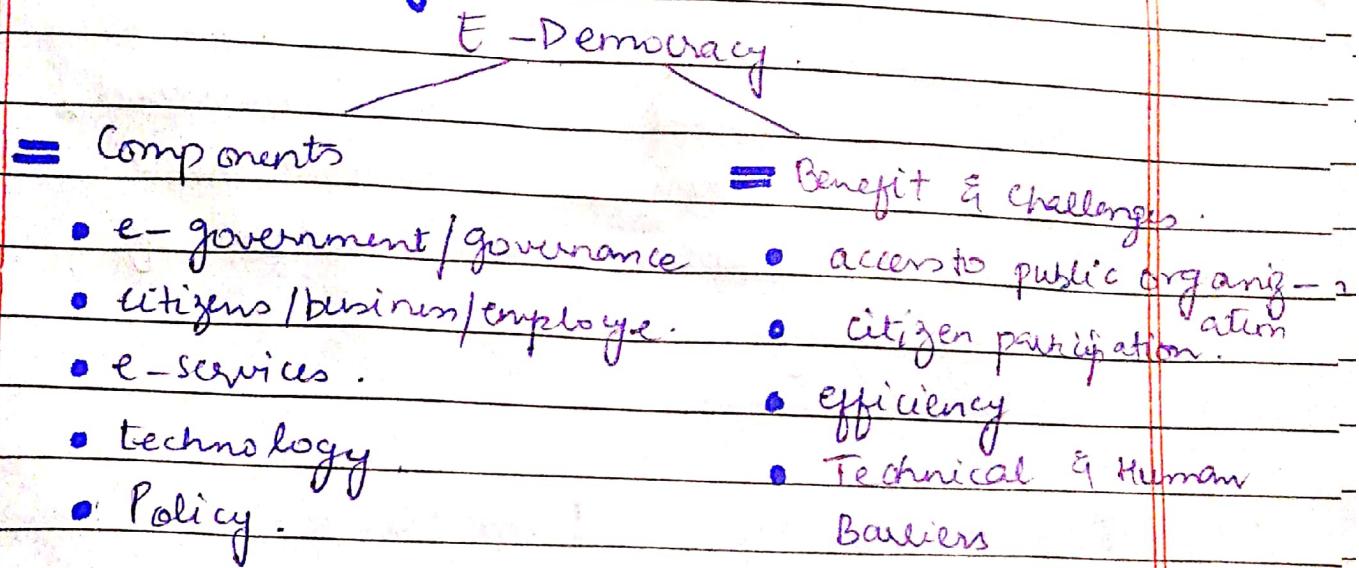
Outline:

"The effective, efficient and economical governance is the e-governance!!"

Introduction:

E-democracy is the result of evolution that brings new varieties and new orders in the democratic states. Trace back to the time when information and communication technology (ICT) developed, initiated the reforms in the structure of democracy and governance leading to involve the citizens in public matters through digitization.

Thesis:

Digitization has bring a lot of change in the society and most important in the governing systems. The information and communication technology helped public agencies to be efficient in policy making and delivering the citizens according to their needs while allowing them to participate. As, the interaction increased, the trust has build up ~~within~~ in the democracy establishing the new era of e-democracy.

Outline:

1- **Components Of e-Democracy.**
1(i): Digitization in Public Agencies & Organization
1(ii): E-government Delivering Efficient governance.
1(iii): Modes of Interaction of Government.
    1.iii.a: Interaction with citizens
            Interacting to businesses
            Interaction to employement
1.iv: Providing E-services
1.v: ICT - Information and Community Technology.
1.vi: Policy & Decision Making
      and

2- **Benefits Of e-Democracy:**
2.i: Access of information to citizens of Public organizations
2.ii: Citizen Participation
2.iii: Efficienct and Productive Governance
2.iv: ~~Essential~~ Transpauency in Fiscal & other operations.

3: **Challenges: Of e-Democracy:**

3.i: Technical Barriers

3.i.a: Problems in technology

3.i.b: Skilled professionals

3.i.c: Right software and long lasting Systems

3.iv: Advanced

3.ii: Human barrier

3.ii:a: Security and Privacy

3.ii:b: Officers and Proffesionals are avoiding because of their jobs.

3.iii:c: In complete access to all levels of human/citizen of internet.

3.ivc: Not internet and technology friendly.

Conclusion:

The world has digit now revolutionized from the basic system of governing and all aspects of working lifestyle to digitization of all systems of public agencies. This technology has develqed the transparency and efficiency in governance involving the citizens to participate in public policies and forums. The improved interaction of people to their governing organizations and public officials to main developed the trust, building up the e-democracy.

Essay :-

The only way to measure the health of democracy is to measure the quality of functions performed by the citizen.

E-democracy is a form of conduct which was introduced in late 20th century and the first who country to establish the the innovative form of government was USA. The democracy has revolutionized which is the basic requirement of anything to survive. This revolution pertains to the introduction of digital technology, the information and communication technology (ICT) that has assist the governance at all level and mediums.

The efficiency and effeciency has improved the overall system of democratic regime to build high level of trust among the citizens and the public agencies, organization and officers, to This can help the country to be economically strong as this age is the time of the digital age. so, this modern scientifically enriched society needs the modern governance and this type of ruling a state or a country is by introducing the participation of citizen and to maintain trust through transparency among the institutes, public offices etc.

In e-governance all the system of government is opened 24 h for the citizens to get information and participate in decision making of the governing servants and ministers. Modern world requires the innovation to successful around the globe. So, for this the foundation of e-democracy is needed. This can be achieved by introducing e-electrol system by the election system, that will be the transparent and competitive system giving opportunities to the public organizations to deliver rapid and effectively. E-democracy has introduced the relationship of the government with the businesses to bring e-billing and filling of forms. The business persons could get the timely permission by submitting the documents, getting NOCs in less time span. This has created good relations. Youth is also getting empowered by introducing e-platforms to earn online money, developing new skills of modern time and easy loan transactions. This bring confidance in democracy.

In addition, the e-government also helped the hiring of deserving professionals and skilled on, improvising the e-HRM in the public and private organization. E-services like NADRA, ATMs, SBP platform ~~to perfor~~ in Pakistan & many more like Imran Khan had introduced the complaint portal to address quick problems. By introducing many other e-platforms can help build

citizen involvement without any inaccuracy, all is plain, simple and transparent, improve suggestions rate of public for decision making according that align the interest of the citizens.

But Despite of all the transparency in budget formation, in fiscal operation and money management transparency and improved economic growth of a country like Pakistan problems are besides the e-democracy. The all components required for Pakistan are necessary to sustain and the government is struggling & trying best achieve the maximum benefits from the e-governing system. The PTI benefits Pakistan is gaining are access all information to public for their awareness and knowledge to better understand the power of democracy specifically e-democracy, depending on online system and citizen participation in decision making. The e-democracy is delivering efficient outputs to the citizen making the relation among the minister, bureaucracy and public.

Besides all improving economy there are some challenges the government has to face in developed and developing both but specially in developing ones, like Pakistan. Pakistan is facing the problem of technical issues in the systems in offices where working has been conducting.

There are less professionals in this field occurring to modern era. While deciding the technology and software, it will become difficult. This should be improved by introducing & of relying on the best one.

Human Barrier is the most rigorous form that brings hurdles to government, security and information privacy is the concern of citizen for any propaganda to built up as previously in Pakistan the next day, the new controversy created. To avoid this people are not accepting it whole heartedly. Professionals are avoiding the re-democracy that is giving chance to the machinery and digital system, lessing the human dependancy of work. And to other side, the people are mostly and still are inaccessible to the internet and the new technology. They find difficulty to accept the modernizing digital era. Some of the citizen are not friendly to this system as well.

There is a need to be aware the people of Pakistan by conducting the seminars and through media to get friendly to digital media. There is requirement of skilled decision making professionals to accept the accurate software and technical authorities as well to fix technical issues. Evolution is the key to be successful and make systems powerful.

The transparency and accountability of the culprit officials should get punished. By following this the country can survive strongly. The contribution of people has engaged the governance to be translucent to gain their trust, making relations strong with the e-governance. So that's it, to govern rapidly & efficiently, building up the e-democracy to prosper good health of the organizations and the state Pakistan.