

STUDYING THE DEVELOPMENTAL IMPACT OF E-GOVERNANCE INITIATIVES

An Exploratory Framework

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Abstract: India is faced with a large number of challenges that are typical of developing countries. The Indian government has for the past 3 decades widely acknowledged that expanded use of ICT in the public sector can offer important benefits such as improved planning and monitoring mechanisms, cost savings through rationalisation, and more effective administration and delivery of certain public services. Today, wide ranges of e-governance projects are being implemented in different parts of the country including projects aimed at reaching areas and people that had traditionally not been connected to the outside world. Taking a social constructivist perspective, our paper aims to improve our understanding of the developmental impact of these initiatives. We draw on Sen's capabilities approach from development studies to identify the constraints and opportunities that shape both policy documents and the capabilities of individual and organisational end-users. Our exploratory framework will be strengthened through our ongoing study of the impact of e-governance projects in India.

Keywords: E-governance, India, Accountability, Sen's capability approach

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