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Public Administration and Information and Communication Technology in Today's World

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Abstract.

This paper examines Public Administration and Information and Communication Technology in today's world. Public administration is a power tool for government feat, which is the product of political dynamics but limited to geographical locations. Public administration is no longer limited to a particular geographical location as it were. The barrier of poor circulation of information by the town crier is no longer there as a result of this great feat, information and communication technology. Public administration now uses radio, phones, zoom, telegraph, twitter, Facebook, e-election, e-governance e.t.c. for information dissemination. In this study we examine the past days of town crier as a mean of dissemination of information and the present days, where many ideas and issues are played out on the global stage such as local news, wars, education, strikes e.t.c and are seen in homes all over the world. Information and communication technology is changing our thinking and altitude. It has change the act of governance. The government and public administration are much more careful with the way they administer leadership in today's world because of Information and Communication Technology. Public administration is evolving into a new segment and phenomenon. It is part of the e-governance that is enforced through public policy and dissemination of information across the globe at real-time. Anybody that will be relevance in a public administration must get himself acquainted with information and communication technology. Nevertheless, the positive impacts of information and communication technology outweigh the limitation, therefore public administration needs a rethink or overhaul for total compliance to information and Communication Technology.

Introduction:

Public Administration without information is like a deaf and dumb who is also blind. Hence, information and communication technology is the principal tool in modern public administration. Better still, Information and Communication Technology has offered an improved communication thereby bridging barriers across geographical location. Furthermore, there are many information and communication applications introduced in public administration which are e-procurement, e-finance, e-election, e-governance, e-campaign etc.

Public administration is a key component in the midst of governance that can influence Parastatals as well as being influenced by them. This is a complex network that public administration depends for the strengthening of its extra administrative (accountability, productivity, influence etc) facet (Riley, 2001). It signifies the power for government feat, which is the product of political dynamics. This is instrumental in government activity and relevance to the goals and values of leadership. It is also part of governance that gets its mandate from public policy. Hence, the utmost relevance feature of public administration is in its place in the political system (Al-Habil, 2011). Public administration is evolving into a new segment and phenomenon through information and communication technology (Basheka, 2012).

In today's realm, information is available to all and sundry globally such that is happening in one segment are seen in other part of the continent. This permits transparency and conforming to international anticipations. Furthermore, world anticipations can wield significant impact in governance, predominantly if the nations or people concerned rising issue are powerful, district alliances, religious affiliation, multi-national organizations. Many global forces and factors now impinge on national decision making. Simultaneously, politicians and public administrators are faced with the challenge of redefining the role of government and market in economic growth and development (Brown, 2009)

This has taken the stage among different countries and groups of countries. Information is being saved, retrieve, and send through electronic gadget from one location to the other all over the world. There are many information and communication applications introduce in public administration which are e-procurement, e-finance, e-election, e-governance, e-campaign etc. Anybody that will be relevance in a public administration must get himself acquainted with information and communication technology. public administration Is emerging a new approach and thinking . All you need is to have a phone that browser and such you can administer to people over the internet. This has made almost everybody a voice over the internet. However, public administrator has a challenge of attack from opposition. People can easily response to government policy through social media and other media. Public Administration is run like an open door policy because information can get to a million of people within a short interval of time through information and communication Technology tools even when the government does not wish to make information available to all individual. This is instrumental in government activity and relevance to

the goals and values of leadership. Nevertheless, the positive impact of information and communication technology outweighs the limitation, therefore public administration needs a rethink or overhaul for total compliance to information and communication technology, (Seifert, 2003).

Problem of the Study

Information and Communication is as old as man's existence. Despite, this system has been with us, there is a gap that could not be fixed in communication as regard Public Administration. It is hereby stated as follows.

1. The difficulty of communicating a long distance without Information and Technology tools
2. The challenges of governance being limited to given geographical location.
3. In this study we examine the past days of town crier as a mean of dissemination of information.

Purpose of the Study

The essence of this study was to find out how information and communication has revolutionized the public Administration system. This study gave inserted on how information and communication has helped governance through e-governance. Specifically, the study: Examined other means of communicating governance happening to the public such as the internet. And the present days, where many ideas and issues are played out on the global stage such as local news, wars, education, strikes.

Overview of Public Administration

Public administration is a determine process for the realization of government policies through effective planning, organizing, controlling of its system as well as implementing the policies. Pubic administration is in all aspect of government, for example national, state, and local government. The public administration grows alongside with population as well as the problem of public administration.

In the world today public administration is classified as an elite profession based on the high training needed to function in the administrative office. Civil service is the core office of public administration. Civil service is mainly to serve the internal affairs of the people that are not politician, ministry, military etc. Civil service may not necessary be in all the tiers of the government, largely depends on the policies of nations. The enlisting of civil service is through conducting of examination as permanent staff. There are features common among civil service such that senior civil servant are key factor to policies making of the state. Civil servant acts as the interpreter of policies while the executive implement the policies. Civil service runs an organized structure in the form of pyramid. The first line leadership is followed by

immediate subordinate as the case may be. The command line is from the highest to the lowest cadre with distinguished salary and responsibility.

Public administration in the context of its meaning is the implementation of public policies. It is noted when a problem is solved it gives room to another problem. With all the professionalism of administrators there is negative reaction for every positive action. This is what makes public administration a difficult process. There are situation that people resist changes that can bring development. Another issue is that some institutions have challenges differently. Some are Famish for resources, independent power without government back-up. In some nation, the inequity between a weak society and strong society competences remains. A small number of nations has emerged with effective organized political practices, and has established a framework for successful shift of power. The attainment of this unjustifiable balance between State and society has enabled the continuous growth of political scene of the nations. The continuous rebirth of civil society is an essential feature in re-inform State-society relations, and may be the State's best hope in establishing its legitimacy to govern. Several nations, conversely, is so far not make success in updating traditional or colonial administrative patterns. The more familiar situation is to find an array of modern institutional forms and practices formally espoused, but rarely practiced. Public organizations and career civil servants were the focus of most of these new endeavours. Technocracy and Policies of care were encouraged to validate their function (Moon, 2002). The global assistance agencies reinforced the central function of these development administrations. In a rare issue, national political parties took the lead in mobilization programmes. But most of these political parties quickly merged with public administration organizations, or became public bureaucracies in their own right. The increasing effect of these developments was the formation of a severe inequity between a strong State and what should have been an established system separated from the government.

Public Administration Development

Improvement in organizational structure is an advantageous method to portray the new job of the State and open organization in national advancement and modernization. Rather than peace organization, the point of advancement organization was change and development. Open authorities would serve the individuals instead of the domain. At last, it was foreseen that open authorities would move toward their errands with inventiveness and enticement. Improvement on organization too made bigger suspicions Premier among these suppositions was the chance and allure of setting up a government assistance state. The State, and by expansion open organization, would be the motor of improvement. The government assistance state would occur through government's order of the national economy. Because of the need, government took on a few significant errands of bringing together monetary rearrangement, the arrangement and execution of improved projects and ventures, the advancement and the board of

mechanical development were the essential needs of residents through the arrangement of social administrations, financial chances and social government assistance programs. Assets, another possibility were budgetary, material and HR sample. The test was to bridle and create them. Procedures were figured as far as institutional turn of events, asset streams, industrialization, social building and human asset improvement. Global guide and specialized collaboration would add to, and upgrade, the blend of aptitudes and assets accessible. Afterward, worldwide exchange was added to the rundown. It was additionally accepted that the utilization of science and innovation would speed up asset advancement and rush advancement and success. The effect on open organization was prompt and broad. Focal arranging, the authoritative allotment of assets and regulated costs turned into the signs of most state frameworks. Authoritative frameworks extended quickly, with open associations and the quantity of government employees developing significantly in a brief timeframe. Notwithstanding normal offices, Governments set up open endeavors, enterprises and specialists to deal with the heap of monetary exercises. The run of the mill reaction to any developing issue, opportunity, weight or program was to make another new open enterprise. This is introductory energy before long offered approach to new concerns and concerns. Preeminent among these were the cutoff points and imperatives on development ideas. Disappointment with numerous advancement ideas immediately followed. For instance, numerous activities that were built up with outside assets didn't turn into a self-creating process when outer help finished. Ecological debasement and developing contamination additionally tempered starting energy for boundless development potential. Mechanical tasks didn't create a culture that could add to a self-modernization process. Or maybe, double economies were the standard. Additionally, gains from monetary improvement didn't trickle down to the less fortunate layers of society. Unassuming increases now and again were nullified by detonating populaces. Obligation and auxiliary change, after some time, national obligations (local and global) developed past reasonable extents. Shortfall financing and unequal spending plans turned into the basic experience of nations. After quite a long time after year, open undertakings lost cash and must be rescued by the open exchequer. Nations were constrained during the years past to organize transformation of their obligations and embrace essential changes in concurrence with worldwide loaning offices (World Bank, (2012). On the social side, industrialization achieved new issues, for example, urbanization, lodging deficiencies and work turmoil. Worldwide progressions of assets didn't arrive at foreseen levels. At last, innovation moves ended up being more confounded and prohibitive than at first expected. However, information and communication has given way forward into better administration.

The place of Information and Communication Technology in Public Administration

Information can be described as a message that has been processed which is send from the source to destination through a medium. This is a common way of communicating to people. Information and Communication is as old as man. However, Information and Communication has advanced through

civilization and technology which is the starting point of Information and Communication Technology. Man has continued to look for a new way of doing things. This has led to various information and communication technology application in different field of endeavour. Today information and communication technology has changed the way we think and act. It has change the act of governance. The government and public administration are much more careful with the way they administer leadership in today's world. Because of information and communication technology, Public Administration is run like an open door policy because information can get to a million of people within a short interval of time through information and communication Technology tools even when the government does not wish to make information available to all individual. Information and communication technology apply the principle of human communication which encompasses the sender, medium and the receiver. The sender is the initiator, the receiver is the one the message is being directed and the medium is the link connecting the receiver and the sender. This could be wireless or wired as it may be required or necessary for effective communication. The human voice which has always been the channel of communication between or among people cannot be understood by the computer system. The computer accept voice, data, as input and process, store, retrieve, send, and receive when necessary as machine which is send back to human understandable language. The input devices are voice recognition, microphone, keyboard, scanner etc while the output devices are speakers, printer, fax, etc.

Moreso, Information and Communication is a daily routine for every human likewise public administration, (Sharma and Gupta, 2003). Just like public administration without information is like a deaf and dumb who is also blind. Hence, information and communication technology is the principal tool in modern public administration. Better still, information and communication technology has offered an improved communication thereby bridging barriers across geographical location. The town crier is no longer useful as a tool for public administration rather it is radio, phones, zoom, telegraph, twitter, Facebook, e-election, e-governance has replaced it.

Information and Communication Technology Intervention in Public Administration

E-procurement also known as electronic procurement, sometimes called supplier exchange is the communication between suppliers and company, or business to government through available computer channels. e-procuremnet is can be handled with e-procurement software (european bank for reconstruction and development, 2015), (Mettler and Rohner 2009). The e-procurement importance circle comprises of various electronic system. In idea certain e-procurement is done online. (Jacques et., al 2017).

 E-Informing- is the process of gathering relevant information about a market and send same to the concerned through the internet. This precedes the purchase because it gets information about a purchasing process (Li, et., al 2005). Information is made available for sharing or is communicated to the supply

chain partners that enable high efficiency and performance of the entire supply chain. Information available in governance for its activity should be able to meet the information need of the organization. This means that information accuracy, timeliness, adequacy, and credibility should be taken into cognizance (Li, et., al 2005).

E-Tendering

Tendering is the act of submitting or proposing to committee or group of people. E-tendering is the electronic medium to submit a proposal to the tender board to enhance the process of tendering. These will easy the procurement of dedicated goods and services or works, of low volume that have great impact. (Lakshwadeep E-proc and nic. bids and Tenders, 2018)

E-Auctioning: is the process of publishing items to be sold to the general public for them to participate in the purchase through electronic platform. E-auction opens assets to be sold, available resources or goods and service through internet market bidding. Physical auction and electronic auction differs such that electronic allows complete transparency and enables more participation while conventional auction you must be physically present (Bhagat, 2014).

Vendor management: This is the act of managing vendor activity so as to control the sales, increase delivery excellence and reduce the challenges in order to increased value from vendor during procurement process. The vendor management is being supervised by contract management departments to ensure that the most effective deal is carried out. (Jacques et., al 2017).

Catalogue management:

is system or process that allows suppliers bring out their work or portfolio electronically. These products are available to buyers so as to procure goods and services online, while supervising the product collection to ensure the quality are the same across the sales information channels. The catalogue management product content can be organized by the supplier or buyer of good and services online (Catalogue Management. KB manage 2018).

E-Purchasing: is quite opposite of e-Tendering, it is used in procurement of goods and services that are relatively of little value and high capacity. It automatically makes things easier the buying process of such goods and services. E-purchasing, e-catalogues are one of the most relevant mechanisms that occur regularly. The relevant parts of the system are regularly difficult and hence developing the system is frequently desired. This process commences from publication of things virtual by the dealers, and continues to the online selection, then an order is placed, acceptance of good and service, and terminates with payment by the purchaser. (Catalogue Management. KB manage 2018).

E-Ordering

This is an improvement of ordering of goods and services via computer networks technology. It has greatly improved the Process of creating and approving purchasing requisition through placing purchase orders and receiving goods and services. E-ordering, ordered goods and services are generally non-product related. Both the supporting software system as well as ordering catalogue system is designed to be used by all employees of an organization. (Chepkwony, et., al 2016) E-Invoicing

E-Invoicing

is a system of which an invoice is electronically available to a customer for payment. Invoice is a list of item purchased. In organization, accounts payable departments are liable for the invoices to be approved, processed, and paid (Tieto, 2009).

E-Contract Management

Is an electronic improved contract management system consists of management of receivables, payments, contract settlements, contract variations, performance securities, and auditing and control activities, and as oppose to its classical form. Information and Communication Technology assist contractor on the go. (Bhagat and Rasheeda, 2014). They can retrieve, save, print, query, and send email etc on the contract information communication platform.

E-finance:

is a web-based platform to deliver financial services quickly and efficiently to customers through information and communication technology. It encompasses services as follows banking, insurance, trading, foreign exchange, and cash equity trading.

E-election:

This is an organized election procedure. Furthermore, it is the computerization of election processes. It facilitates the election. E-election known as electronic voting technology improves the counting of ballots, reduce the overall cost of election and can provide enhanced accessibility for physically challenged voters (Gregory, 2017). Results can be available and published immediately (Fang, Z. 2002). Voters can register and vote at the comfort of their home without transportation and other related cost by being able to vote independently from their location. This may enlarge the overall number of voter and their vote. The citizen profiting most from electronic elections are the ones living abroad, citizens living in rural areas far away from polling stations and the disabled with mobility impairments. For the country, electronic voting may improve the country's image and serve as a promotion.

E-governance

E-governance also known as electronic governance is the incorporation of Information and Communication Technology (ICT) in all the processes, with the aim of improving government ability to address the needs of the general public (Basu, 2004). The basic purpose of e-governance is to simplify processes for all, i.e. government, citizens, businesses, etc. at National, State and local levels. In short, it is the use of electronic means, to promote good governance. It connotes the implementation of information technology in the government processes and functions so as to cause simple, moral, accountable and transparent governance. It entails the access and delivery of government services, dissemination of information, communication in a quick and efficient manner. Through e-governance, the government plans to raise the coverage and quality of information and services provided to the general public, by the use of ICT in an easy, economical and effective manner. The process is extremely complicated which requires, the proper arrangement of hardware, software, networking and indeed re-engineering of all the processes to facilitate better delivery of services. E-governance can only be possible if the government is ready for it. It is not a one day task, and so the government has to make plans and implement them before switching to it. Some of the measures include Investment in telecommunication infrastructure, budget resources, ensure security, monitor assessment, internet connectivity speed, promote awareness among public regarding the importance, support from all government departments and so forth. The E-Governance is not only a website on the internet. E-governance is providing governmental services that are accessible through the internet. It refers to any government process or function that is out online in digital form.

There are four categories of E-Governance.

Government-to-Citizen (G2C): can be termed as government rendering services to people or society that it governs. It aids the citizen by reducing the time and cost to executes a business. Government can make the service available to citizen anytime and anywhere. Such services are license renewals, paying of tax, collection of light bill e.t.c (Basu, 2004). Moreover, administrative fee are spend online through Government to Citizen. Government-to-Citizen E-Governance facilitates the services render to citizen thereby overcoming time restriction.

Government-to-business (G2B)

The Government to business is could be described as the interchange of goods and services most importantly between Government and Business establishments. This is useful to government and business institutions. Government to Business offers access to relevant information to each other for a smooth running of the society. There are several services traded across business segments and government. Also, the Government and business connection gives timely business information which will enables business organization to have easy and convenient internet access to government Parastatals. Government to

Business is crucial in business development process. It enhances the transparency of government projects as well as efficiency and quality of communication.

c.) Government-to-Government (G2G)

The Government-to-Government refers to the collaboration amid different government organizations, department, and units. This improves the performance of government activity. Government to Government enables agencies within the government to share the same database through internet communication. When government departments work together it increases local and international diplomacy and relations. These services could be international level and the local level. It can communicate cut across governmental agencies or Parastatals as well as providing safe and secure intra-relationship or inter-relationship amidst foreign or local government. Government to business establishes a common database for all fellow states to enhance services render to each other.

d.) Government-to-Employee (G2E)

The G-to-E is the essential part of public administration. It aims to bringing employees to one another and improve knowledge share among employees. Government-2-Employees make available internet services to employees. Moreover, government to employee applying for leave, reviewing salary payment record, holiday etc can view it online. The Government-2 – Employee division offers human resource training, development, staff appraisal etc . G2E creates a connection amid employees, government establishments, and management.

CONCLUSION

Public administration is encumbered with the job of refining management system and policy of government while Information and Communication Technology has played a great role to improve and supports all activity carried out by government Parastatals. Today, information and communication has streamlined the task and increases the quality of work. However, Information and Communication Technology has advanced public administration through technology. Today information and communication technology has changed the way we think and act. It has change the act of governance. The government and public administration are much more careful with the way they administer leadership in today's world. Because of Information and Communication Technology, Public Administration are run like an open door policy because information can get to a million of people within a short interval of time through information and communication Technology tools even when the government does not wish to

make information available to all individual. Information and Communication is a daily routine for every human likewise public administration. Just like public administration without information is like a deaf and dumb who is also blind. Hence, information and communication technology is the principal tool in modern public administration. Better still, Information and Communication Technology has offered an improved communication thereby bridging barriers across geographical location. The town crier is no longer useful as a tool for public administration rather it is radio, phones, zoom, telegraph, twitter, Facebook, e-election, e-governance etc has replaced it.

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