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A Survey on Coordinated Citizen-Government Interaction System

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Absract :- *In recent days, the reach of internet data in gadgets has favored areas outside the cities of India to access internet with ease in equal length with the urban cities. This brought in an advantage to avail most of the online services even in rural areas. But still there are many cases where most of the people face incomplete approval of their problems and their actions remain unaccountable. This can be tackled by the usage of Information Technology. In this paper, a portal system is proposed for a trusted accountability of action by the superior officials responding to the users' issues.*

Keywords: *Web portal system, Information technology, unaccountable actions, and Mobile internet data.*

I.INTRODUCTION

Earlier the complaints of the people were spoken to the Panchayat leader and have come to a solution regarding any problem in their society. As years went by the complaint was made to the police in general to take a necessary action based on the laws passed by the courts. Adding up to the updation over the years, instead of making the complaints to the higher officials, people started using the complaint portal to register their flaws in the society. The major disadvantage over this service is that, citizens file their complaints but are unknown if the case is processed or not. Therefore to overcome this, in the proposed system, the tracking application of the issues in interaction with the government has been introduced to check the updated status of the complaint. Also, a person can view his fellow citizen's complaints simultaneously.

A. E-government

Electronic government precisely known as E-government, utilizes the electronic communication tools, computers along with the internet to deliver the public services to the citizens in the country. The digital government schemes are referred as "to distribute the government services and information to the citizens over the world-wide-web (www) and with the internet. This scheme enhances the citizen interaction with the various level of government interaction using information technology. The communication between the government and citizens are now assisted via web services, especially through internet with the demand of Information technology.

B. Web-portal system

Explicitly designed web pages are known as web portal which brings out the information or data from various sources like e-mails, search engines and all together in a normal way. The contents to be displayed on the web page may depend on the specific users and their purposes. Traditionally a web portal will always use a Application Programming Interface (API) in the search engines to permit people to access the intranet content by means of the domains they searched.

Apart from the habitual search engine features, web sites will offer disparate services such as news, quotes, particular domain data, databases, E-mail, advertisement and even entertainment information. Web portals offers very good feel for an organization. And also provide thresholds for databases along with the access control for multiple applications. Certain web portal specifications are restricted in the website because of verification of the authorized and authenticated user.

C. Information Technology

Information Technology comprises of lot of methods for processing, mathematical problems to make the decisions. IT is an application used for operations such as study, store, retrieve, manipulate and transmit the information or data. These applications are mainly used in the place of a enterprise or an organization or in a business. IT is the one among the sub part

of Information and communications technology (ICT). The term IT is typically used as a synonym for computers and networks, and it is also enclosed by other data division technologies such as telephones and television.

D. Mobile internet data

What is mobile internet data?

We are using the internet wherever we use the mobile data in our mobile phones. We may be sending an E-mail, browsing or watching videos. Downloading files by using mobile phone applications will also use the mobile data. Exclusively while watching videos on YouTube and moving more number of music files to a slice of data uses more amount of data, but using social networking sites like Facebook, Twitter, Whatsapp and Instagram will consume less amount of data usage.

E. Unaccountable actions

There are people who have no intention or those who have no need to explain anything to anyone. Especially the ones in the leadership quality in place are described as unaccountable persons. Because they do not bather about anyone in the field of action.

We often make complaint about the need for "responsibility", especially when our leaders spend our wages (money), or creating new laws without any proper explanations to the citizens. If there is no way for them to keep away from getting corrupted, they are said to be “unaccountable”. Unaccountable can also be known as “unexplainable”. Some of the puzzling unaccountable actions are Crop circles, unidentified flying objects and Big Foot sightings.

II. RELATED WORK

In modern society, the task of solving government issues was made it simplified for the citizens. This change had brought a valuable solution in clearing people’s problem by using cloud computing. Through this computing, we could increase transparency, efficiency, interoperability and effectiveness. In such situations a challenge for security arises. In this case, security framework had been implemented as a centralized access control which provides authorization and authentication. This framework processes authentication according to the SSO(Single Sign On) federated pattern that includes the usage of IPs using SPID(Public Digital Identity System), that helps in identifying the users or citizens uniquely. Federation is generally based according to SPID. [1]

The distrust towards the e-government services had been shown in the model. The belief was that the service destroyed the user’s objective very strongly. This model was implemented based on the assumption. The trust models are divided into three states namely trust, mistrust and distrust. Each and every state was depicted in each colour. i.e., trust was represented as green colour, mistrust was represented as yellow colour and distrust was represented as red colour. The causes of user to distrust the service were incident. Incident referred as unsustainable to predict with high accuracy such as large-impact, hard-to-predict and rare. This trust model showed how these incidents would widespread the distrust over the users without predicting the incidents. Some of the strategies such as cloud based services and user-focused development could help to alleviate the distrust. [2]

E-government services for citizens were supported and encouraged by lot of countries. The services were used to improve the citizen-government interactions. This was done through an infrastructure which built for the experience of citizens in the life.These interaction applications were encouraged to the use of applications and to satisfy the citizen’s requirements at the level of ease in the web services. E-government web services were enabled to give the extra services to handle privacy issues. [3]

Electronic service holds the services such as modern information and interaction technologies. These services provide online information about political institutions and administration authorities to citizens. E-Governments were enhanced in the following elements like administration and business. Areas of Electronic government possess interaction partners are business, citizens or customers and government. [4]

Many governments provide the online version services to their citizens because of lack of clarity in the specific approaches. This lead to provide online identity card to its citizen by government towards identity management. The government enterprises established the identity of the individual person accessing the services. The major three approaches of identity managements are federal, centralized and decentralized. Federal approach state that, government organizations entered into this model using shared policies to allow the citizens by using technology and protocols to accept credentials to allow people in the access online services. Centralized approach: This approach had homogeneous benefits as same as the above federal approach. Citizens were only need to request the credentials identities towards the government. Customers could use their identity in all government organizations. Decentralized approach: This approach described that each government organization need to improve its own identity registration systems. The issued credentials to a citizen would be different to organization based on the identities. Each credentials were supposed to maintain and manages its own store for identities. [5]

The E-Government critical components in the government agencies were authentication and identification of citizens. This was achieved through use of an identity card or social security number which was highly in danger for citizens in terms of identity thefts and trickery in many countries. The use of Electronic commerce and Electronic government also demanded information from citizens than requests. [6]

Trust varies across many countries in the field of information technologies. Based on the cultural values, the differences on trust perceptions identified in the following areas such as online transactions, Electronic voting systems, Internet banking, and the website interface designing. The methodologies used in transactional services are instrument development, data analysis, missing data, multi group path model estimation and research and practice implementations. The characteristics like cultural and individual potential and frequent users of e-government services made trust one of the major challenges for the success of digital government services that promoted initiatives around the global world. [7]

G-EEG stands for Government-Enterprise Ecosystem Gateway was a framework which multi-business processes. It was used for production of seamless public services. It also provided the high-level messaging functions where horizontal was called as independent of the process or vertical was also called as dependent of the process in the extensions. The seamless E - government holds the following issues such as financial, legal, organizational, technical, and other issues. An organizational challenge included horizontal integration, vertical integration, cross-sector integration, Trans-National integration. A technical challenge included One-Stop Access, Multi-Organizational Processes, Service-Governing Policies, Application Integration, Syntactic Interoperability, and Flexible Outsourcing. Government-Enterprise Ecosystem Gateway was the collaborative production of public services by public as well as private sectors enterprises. [8]

This network services introduced the network involvement with in both private and public sector businesses. This network extended to citizens from physical world to virtual world. This network services provide some technical features such as intermediary service channel providers, quality of service in partnership agreements, Internet standards adoption, and partnership non-exclusivity and end-to-end citizen relationship management. [9]

In E-Government, an approach to model ontology used to provide the service discovery by expressing the goal from citizen. This method was called as discovery of goal or intention. This method could be complex and simplified to be hidden from most of the user. The major intention and service discovery was one of the major part of E-Government solution. The required services were determined by citizen's goal in a way which used to unambiguously. [10]

The digital government mini track explored the importance of e-governance and the challenges. This challenge mainly focused for government services in public sector which associated with the adoption and use of information technology. [11]

The public section provided a lot of services to all the people around the world to broadcast information via the internet which makes it an important aspect in e-government technique. Providing the information alone was not sufficient, as it must satisfy the users. This study material focuses on ATIS domain which stands for Advanced Travel Information System and which provide service for government and customer information. This document searched the structure of two important metropolitan areas. Through this concept, a more satisfactory service was developed. [12]

Information Technology places a vital role in economy .Each and every citizen get benefit from this economic growth in the IT field. In our day to day life, we depend on the internet and mobile applications which are faster. Government mainly depends on the Electronic services in the online because it provided the easy and helpful for the society to access it. Now a days, people are gradually move to the ubiquitous and portable services with adoption. Online services grasp the all the field such as transport, financial, confidential, healthcare, civilization, academics and etc..,[13]

III.SUMMARY OF SURVEY

REF.NO	TITLE OF THE PAPER	METHODS
[1]	E-Government and cloud services	In this paper, the task of solving government issues had made it simplified for the citizens. This change had brought a valuable solution in clearing people's problem by the technique of cloud computing
[2]	Trust in E-Government Services	This model revealed how these incidents would widespread the distrust over the users, instead of predicting the incidents. The distrust in e-government services had been shown in the population model.
[3]	Infrastructure for E-government	The ideal goal was to improve the citizen-government interactions through an infrastructure built for the live experience of citizens.
[4]	E-Government approaches	Services provide online information and inquiry possibilities about political institutions and administrations authorities to citizens. Government actions were improved in the administration, business and citizen.
[5]	A Taxonomy of Government	The government agency had a need to establish the identity of the individual requesting the services. The major essential approaches of identity managements were federal, centralized and decentralized.
[6]	Privacy Concerns and Trust	The E-Government critical components in the government agencies were authentication and identification of citizens
[7]	Trust in Transactional Services	The methodologies used in transactional services were instrument development, data analysis, missing data, multi group path model estimation and research and practice implications.
[8]	Government - Enterprise Ecosystem Gateway for e-Government	G-EEG was used to deliver seamless public services. It also provided the high-level messaging functions like horizontal (process-independent) or vertical (process-dependent) extensions.
[9]	Virtual service networks	This network services introduced the internet revolution with in both private and public sector business. This network extended to citizens from physical world to virtual world.
[10]	Ontology Modeling	An approach to model ontology was used, to provide the service discovery by expressing the goal from citizen. This method was called as "goal discovery". This process can be simplified and can be hidden from the user. Goal and service discovery is one of the important part of E-Government solution
[12]	Assessing User Satisfaction	Focused on evaluating a citizen-centric approach in the domain of Advanced Travel Information Systems (ATIS).Government provides different levels of services such as, for various governments (government-to-government),for citizenry access (government-to-citizen) and for private enterprise initiators (government-to-business).

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