A Study of Gaps, Challenges and Issues Faced in Digitalized India

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Abstract

Digital India is initiative of the Central Government to transform India into a global digitized hub by improving digital connectivity and skill enhancement and various other incentives through digitally empowered technology. It is the outcome of innovations and technological advancements for bringing digital revolution. The concept is to have a participative, transparent, and responsive system. The concept has been developed to remodel India into a knowledgeable economy and to be digitally empowered. It is a process which ensure that the government services can be made available to citizens electronically by improving online infrastructure and increasing Internet connectivity.

There are various issues in the way of successful implementation eg. digital illiteracy, poor infrastructure, lackness in coordination ,low internet speed, taxation issues etc. These issues and challenges are the gaps to be addressed. This paper is an attempt to enumerate various gaps, challenges and issues faced in the digitalization program in India. The paper highlights the opportunities that would pave the way for achieving the program's aim of making India the preferred choice for digital activities by both global and domestic investors and also how far the "Digital India" model can prove to be an attraction for the investors to invest in the sectors which are yet to achieve their full potential in India.

Keywords: *Digital India, Digital Empowerment, Job Creation, Skill Enhancement.*

Introduction

Digital HR is a process optimization in which social, mobile, analytics and cloud technologies are leveraged to make HR more efficient, effective, and connected. It's a tectonic shift in the way Human Resources function. The sole application of new technologies is not what makes HR digital. Digital HR should align culture, talent, structure, and processes to balance efficiency and innovation to sustain a measurable impact on the greater organization as it continuously transforms. That's true for all roles in today's organization. In a recent survey, two-thirds of business leaders reported that if their company does not digitalize it will no longer be competitive. But in HR, digitalization is changing everything, from core functions hiring and developing talent, to introducing new burdens such as raising performance. 88% of chief HR officers say they need to invest in three or more technologies over the coming years. The digitalization journey of any company involves four phases:

1. Efficiency: Companies invest in and build technology platforms that efficiently manage HR processes; often through existing HR technology providers.

2. Effectiveness. In this phase, technology is used to upgrade practices in people (staffing, training), performance management, communication, and work.

3. Information. Information is shared for business impact. Data is accessible, internal data is combined with external data, and people analytics is leveraged to create business-relevant insights.

4. Connection/experience. In the final phase, digital HR is leveraged to create a connection between people. Social networks are leveraged, experiences between people are created, and technology enables a stronger feeling of belonging.

Objective of this paper is as follows:-

1. To analyze the digital India concept .

2. To assess the significance of digital India programme.

3. To find out the challenges in implementing this programme.

4. To trace out practical.

5. To identify how the technologies and connectivity have an impact

   on governance .

The concept of digital technology

The three terms are often used interchangeably, have subtle differences in meaning. Each step leads to the next. It is very important to identify differences and to know where you are in this digital transformation journey

1.   Digitization

2.   Digitalization

3.   Digital Transformation .

Digitization: It is a shift from manual processes to digital processes. For example, digitizing the performance or training records of employees from 20 years ago.

Digitalization: This involves becoming a digital-led organization. Here an organization leverages digital tools for use in daily operations.

Digitalization involves creating a culture where technology is used to run a business. For example , the impact of AI on the HR industry is real and tangible. AI is very efficient with those who are really   willing to acknowledge that AI can help their job and not hurt them .

It posses critical thinking skills which is required to interpret the data.

A very right example of digitalization can be taken where an organization led by artificial intelligence uses technology to leverage the insights it offers into its key processes.

Digital Transformation: Digital transformation comprises both digitization and digitalization. It involves automating process and creating a culture of automation. The Concept can be enumerated as follows:-

Digital Technologies incorporates the concept of cloud computing and mobile applications which appeared as catalysts for economic growth and citizen empowerment.

'Digital India' was launched with an objective of connecting rural areas with high-speed internet networks and improving the digital literacy.

Digital India is a step by the government to inspire and fasten Indian Economy to a knowledge savvy world where all the information can be acquired with in no time. It will provide all services electronically and endorse digital literacy.

The program targets to make Government services available digitally and benefit information and technological innovations. It also aspires to transform India into a digitally empowered society and knowledge economy through infrastructural reforms such as high-speed internet in all gram panchayats, lifelong digital identification for citizens, mobile banking for all, easy access to Common Service Centres (CSC), shareable private spaces on an easily accessible public Cloud and cyber-security.

The concept intends to build a participative and transparent system where all educational institutions and government services provide I-ways anytime.

This service aims to deliver electronic services to people dealing with health, , justice, security, education, farmers for financial inclusion.

The aim of the government was to Host data online and engaging social media platforms for governance.

A website, MyGov.in, was launched for a 2- way communication between citizens and the government. People can send in their suggestions and comment on various issues raised by the government. Government planned to set up Wi-Fi facilities in all universities across the country. Email was to make the primary mode of communication.

Challenges And Issues Faced In Digital India
Some of the Challenges to Digital India are as follows:-

1. Though India achieved the universal primary education target
the adult population has a sizeable number of illiterate or semi-literate people, primarily in villages. Taking Digital India initiatives to this village, which have never touched a computer, would be a great challenge. One solution is the use of a graphical user interface (GUI) so that even an illiterate user can understand it.
2. The content present on the internet, software and on all apps is in English. it would be a challenge to provide all e-facilities in 22 Indian languages as India is a diverse country.
3. The translation is also done in a very mechanical way which sounds difficult to comprehend for the masses. The quality of the content is not up to the mark in our own language.
4. Digital literacy especially in rural areas is very low. The Government has announced a 'Digital Literacy Mission' it is also a challenge in coming years.
5. The true value of being digital means that workflow becomes automated and administrative system becomes more efficient, faster, and transparent.
6. Presently India still lacks a mandatory legal framework for e-governance.
7. Government alone, can not make Digital India a success.,the cooperation of the private sector is much needed at every level.There should be rules and guidelines developed for Public- Private-Partnerships. Projects in remote villages may not be viable for the private sector, so special attention will have to be given to this.
8. The process of Implementation of Digital India involves – Union Government, States, Union Territories, and the IT industry. Coordination among these departments as well as private players is a hard task and it decide the success of this initiative.
9.In different states depending on what kind of hardware and software they use there are different internet protocols these software protocols need to be standardized.
10. IT solutions used should suited to Indian needs.

Basic Steps In The Digitalization Transformation
Today, digital transformation continues to show its effects in all areas independent of the sector and the size of the business. In a rapidly changing and developing global competitive environment, companies who want to create organizational memory and take fast action have started to grasp the necessity of digital transformation.

It has become almost impossible for Human Resources processes to take their share of this transformation. So what is the digitalization of human resources processes? In the simplest terms, it is the control and management of the works carried out by the Human Resources department to a large extent in the digital environment.

"Digitization Index Survey in Human Resources Processes" – Technology Maturity Levels.

According to the article of leading research firm Gartner Research (HR's Role in Leading Digitalization); There is a reluctance to modernize in the field of human resources. Despite the failure of traditional HR methods, we can observe that 9 out of 10 companies still use annual employee surveys instead of using modern technologies. It is clear that if the data collected from these surveys can only be analyzed months later, the results are not very beneficial.

The digitalization of human resources processes should not only address the needs and expectations of the Human Resources department. Enabling employees to record training requests through the system can be a goal of digitalization. Also, conducting recruitment operations, which is a complex process relatively, via digital systems can be a goal. For companies that will take this step for the first time, it would be more appropriate to set simpler targets. For example, you can upload the organization chart and the personal files to the system as a beginning. You can create a budget and time plan in line with the goals and priorities.

Limitations

The successful implementation like digital illiteracy,lack of coordination, poor infrastructure, low internet speed among

The following steps may be considered

1. Digital literacy should provide knowledge to secure their online data.
2. Massive awareness is to be created in rural areas.
3. Digital divide should be addressed.
4. This program needs content and service partner ships with telecom companies to develop infrastructure.
5. There should be maximum connectivity with minimum cyber security risks.

Conclusion

The digital transformation should benefit the end user. The goal should be outcome-oriented, not output oriented. For example, an output-oriented goal is to use an AI-based tool to increase the number of screened candidates per month during a recruitment cycle.

For this, you can have a target and ensure that it is achieved. The success of a digital transformation project is measured by the business value it adds. For example, the goal could be to reduce the cost per hire or the cost per replacement and thus reduce overall business expenditure.

Line managers and HR practitioners themselves must take responsibility for this transformation. Line managers deal with employees directly, and any change to HR practices directly affect these managers and their teams. Each process must be given a certain amount of time to demonstrate its value to the organization. For instance, a three-month window to implement a new candidate-screening tool is enough to tell you whether it is capable of offering you a quality candidate database.

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