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Rapidly changing technology and Public Administration

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Abstract: due to new inventions rapid changes are happening in every day in technology. Technology that was considered very dynamic yesterday is lagging behind today and technology that is considered new today will not be useful tomorrow. Common peoples are not keeping pace with these changes. Public servants are not different with these changes. Common peoples are using Social media regularly but they are unaware about the technological changes. Government is establishing e governance facilities like internet banking making it easy to customer but financial frauds are happening everywhere. This created new challenge before administration like digital arrest. Public administration has to deal with these things.

Key Words: Technology, Rapid changes in technology, Human life, Public administration, artificial intelligence, machine learning, Internet of Things, block chain, Social media, information technology, Electronic governance, digital arrest, photo morphing, Robbery, Looting.

Research Paper

Rapidly changing technology has become an integral part of human life. New inventions and the rapid changes in it are making technology obsolete in a short time. Technology that was considered very dynamic yesterday is lagging behind today and technology that is considered new today will not be useful tomorrow. The rapid changes in technology, especially in computer technology, are beneficial for public administration and are also becoming very dangerous. Due to this change in computer technology, on the one hand, a great thing like e-governance has emerged, while on the other hand, fraud through the Internet has taken a very serious form and is facing by the government and administration. On the one hand, artificial intelligence, machine learning, Internet of Things, block chain, etc. are helping the administration to be dynamic and accurate, but at the same time, they are also creating problems. Considering all these aspects is relevant from the perspective of public administration.

While thinking about technology, it is necessary to see what changes information and technology have brought to administration. If we think about it from the perspective of administration, people initially opposed the introduction of technology in administration. Since the advent of information technology in India, information technology has helped the administration a lot. Most importantly, information technology has brought unprecedented transparency and efficiency to the administration. The work of making the rules and complex matters of administration accessible to the common people has been successful due to the use of information technology in administration. Information technology has determined the responsibility of the administration. This is why it has become easy to deliver services and goods to the citizens in a fast and error-free manner. All these factors have increased public participation in the administration. Information technology has helped the government and officials to make the right decisions. Considering all this background, information technology has been of the greatest help in human history. Concepts like e-governance and good governance have emerged only on the basis of information technology and have been implemented very effectively.

Due to the change in technology, human society has transformed from one level to another. Just as earlier society transformed from an agricultural society to an industrial society, now the industrial society has become an information technology society. The Internet has now made the present-day society a global society. At least some

people in villages in every corner of the world have started using global information. Rather, an advanced society is one that uses the right information at the right place. Such people are more technologically advanced. Telecommunication tools like computers and mobiles have made the sources of information easier. Now the source of information is not just a source of information but is becoming a kind of capital. Along with products, information-oriented Services have also begun.

In a sense, the society of the present era has ended with the network. In this sense, this era can also be called the network era. This network has brought the concept of virtual reality into reality. This is very beneficial for a multi-dimensional field of knowledge like public administration. Having a network is very essential for public administration. Sharing information is the main pillar of public administration. Creating human and institutional networks is essential for public administration.

Public administration has of course seized this opportunity of networking in the right way. All types of governments in the world have provided computer and information technology facilities in their respective countries. Today, the absence of information technology services is considered a sign of backwardness. Citizens are expressing expectations that these facilities should be provided by the central and state governments as well as local self-government institutions. The main purpose of this is to provide better services to the citizens. Today, in a country like India, most of the charters and certificates are being provided in digital format. The main purpose of this is to create transparency and accuracy in government services. Another main reason for doing this is to prevent a huge gap between the private sector and the government sector. To some extent, it is seen in a country like India, but the government is trying hard to reduce this gap. Moreover, the main purpose behind this is to increase the capacity of the administrative system.

Due to the facilities of information technology, public participation in administration has increased significantly. The general public is expressing their views on development issues on social media. An application submitted personally can be ignored by the government system, but it is very difficult for the government to ignore the things presented on social media. People easily express their problems and expectations through social media like Face book, WhatsApp, and YouTube. Even government systems that initially avoided such social media are now using these facilities effectively. Almost all the ministries in India and Maharashtra, the former Twitter and now X social media accounts, are now providing official information to the citizens. In the digital age, it has also become easier for the government to get information from citizens. The government now accepts registrations in digital form to avail the services of various schemes in the present era. In this regard, John Thomas says that “Harnessing the power of data is a cornerstone of digital transformation. Public administrations can collect, analyze, and utilize vast amounts of data to make informed decisions (Hilliard & Brunt, 2020). This data-driven approach enables governments to identify trends, allocate resources efficiently, and respond promptly to emerging challenges (Kamoche & Wood 2023).”¹

Electronic governance has now increased in countries like India. Government agencies are now using tools such as e-mail web publishing, online interactive sessions, SMS and social media such as YouTube to raise public awareness through videos. The most important reason for using all these facilities and tools is to create speed and accuracy.

Internet of Things, block chain technology, virtual reality, augmented reality, quantum computing, etc. is helping public administration. Through artificial intelligence and machine learning, it is now becoming easier for the government to check the huge data available to the public and its trends. Using this technology, it is becoming easier for the government to increase the security of citizens. By collecting data through websites, it is becoming easier to identify crime and its trends. The level of security has increased from things like cameras and web cameras. Without the direct use of human power, it is becoming easier to provide virtual assistance to citizens through artificial intelligence chat bots.

Due to the changing nature of information technology, it is becoming easier for government to provide services to citizens. Earlier, if a residence certificate was to be issued, it was necessary to be physically present and submit a written application and supporting documents for it. This used to take up a lot of time. Nowadays, such

applications can be submitted from anywhere, so both the time and money of the applicants is saved. Most importantly, things like Aadhaar make it easier to identify citizens and also reduce fraud by officials.

The government is implementing these aspects of information technology effectively. Artificial Intelligence and Machine Learning are two of the most important aspects of the rapid changes taking place in technology today. Artificial Intelligence is poised to completely change human life. Artificial Intelligence can imitate human thoughts and act on them. There is something like machine learning, which, if further advanced, can learn from the events happening in human society on its own. These aspects will benefit human society as well as pose serious threats. It is also accepted by government in these words, “Adoption of digital technology and internet has also led to increase in cyber crime incidents. It can be controlled or minimized with care, precaution, awareness and with the use of appropriate tools to secure the information.”²

Due to things like artificial intelligence, telephone calls are being made to a person by imitating the human voice and serious matters like financial fraud are coming to the fore. People's character is being destroyed through technology like photo morphing. Due to such things, incidents like online robbery and financial frauds are happening. Preventing these matters is a big challenge for the government and the police system. Earlier, in incidents like robbery and looting, the geographical limit was fixed. Often, it was easy to guess who the culprit was. In today's changing technology, criminals no longer have geographical limits. Moreover, it has become very difficult to guess who the culprit might be. As stated by government of India website, “The penetration of social media is continuously increasing worldwide. The tremendous growth in use of social media platforms/ social networking platforms has provided a fertile ground to cyber criminals to engage in illegal activities.”³

Terrible incidents like digital arrest are happening in the present day. If we look at the case of digital arrest, shocking documents are presented to the victims of digital arrest using technology. Letterheads of the police system, letterheads of the judiciary, stamps, uniforms, etc. are presented in such a way that they seem very real. Innocent people fall victim to all these things. Even today, the police system does not have the technology to immediately stop all these things. Since only awareness is at hand, people in high positions in our country are creating awareness among the public about this.

In the present time, people are facing financial fraud, job fraud, marriage fraud through online websites. Although this is happening on one hand, now the number of people who say that social media should not be used is decreasing. Instead, public awareness is being created for the safe use of social media and none other than the Indian Home Ministry has taken the initiative for this. The government is creating public awareness in this regard through websites like the National Cyber Crime Reporting Portal.

In the rapidly growing technology, citizens are facing fraud. The government now has a dual role in this. On the one hand, it is a big challenging task for the government to create internet and related physical facilities to provide dynamic facilities to the public. As mentioned by a expert in his blog “Building upon the consensus among business experts, it's crucial to understand why emerging technologies matter significantly in public administration. These innovations, ranging from artificial intelligence (AI) and block chain to big data analytics and the Internet of Things (IOT), are transforming how public services are delivered while also redefining the very fabric of government operations and citizen engagement. By streamlining processes, enhancing transparency, and facilitating more personalized service delivery, emerging technologies are setting a new benchmark for efficiency and effectiveness in public administration.”⁴

In a vast country like India, it will be very costly to create physical facilities to take such technology to even the remotest areas, while it is also a challenging task to create a skilled human resource and create physical facilities for the people who are semi-educated and highly educated but ignorant of the frauds of changing technology so that they do not get cheated. While working in public administration, human resources with serious knowledge and recognition of both these elements are necessary. Only human resources who use both these aspects effectively will be able to administer the government in the true sense. In the world of technology that is changing at a very fast pace, public administration is also changing.

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