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## Understanding globalization and good governance in India: Issues and challenges

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### Abstract

Exposing the link between governance and globalization is a big topic in the scholarly discussion of the 21st century. Globalization as a multifaceted process has immensely affected the governance system worldwide, and India is no exception. Presently, this state is struggling to cope with many challenges to ensure effective governance and service delivery to the people. The prime objective of this paper is to discuss governance and its effectiveness in the developmental process of India in the context of a globalized environment. Finally, this paper has highlighted some lacunas of the governance system and suggested that this country requires the best alternative measures for the effective implementation of Good governance principles to take the benefits of the globalization process.

**Keywords:** Globalization, Good Governance, Governance, decentralization, Transparency, Accountability

### Introduction

The beginning of the 21st century has accelerated the poor quality of governance and unsustainable development in the third –world countries. This unviable development has triggered maladministration throughout these countries (Jain, 2004) <sup>[14]</sup>. One of the main challenges for the present governing system is the interdependence and integration of nations at the global level. Globalization as a complex process has immensely affected the national governance systems all over the world. As an inevitable and irreversible process, it has swept away the structure and pillar of human society inherent in the past (Ibrahim & Kato, 1998, p.8). There are some potential factors of globalization to boost its spread in human society. The rapid innovation of technology and electrical gadgets are some efficacious factors that fasten this process. Furthermore, globalization is the topic of a controversial issue in developing countries as it has both pros and cons in these societies. Therefore, some criticized this process for its adverse impact, while some dignify it for economic development. However, it is such a process that neither can be totally ignored nor completely applied in developing countries (Sharma, 2013) <sup>[108]</sup> like India. Over the past couple of decades, in the wake of globalization pressure, there having an overarching demand for effective governance in developing countries. It has raised significant questions on the governing capacities of national governance. Besides, global policies toward deregulation and market-based administrative reforms have to be confronted by this domestic institution (Pere, 2015) <sup>[74]</sup>. However, governance is a major issues features at the same time. The emerging concern for contemporary governance is an outcome of Structural Adjustment Programmes (SAP) initiated by capitalist countries. This program was started to regulate the developmental agenda of less developed countries and intended to ensure financial security for donor agencies (Maiti, 2002) <sup>[56]</sup>. Subsequently, the government is no longer an exclusive domain of the state as it seeks the cooperation of nongovernmental agencies of the community for citizen empowerment (Palanithurai, 2005, p. 290) <sup>[72]</sup>. However, In this context, improvement of governance's quality is the need of the hour. So, the idea of good governance has become an approach across the world in the contemporary time as it is considered a panacea by international agencies for sustainable economic development in developing societies (Nag, 2018, Febraury 5) <sup>[64]</sup>.

There is a need for an indispensable comparison between the notion of good governance and bad governance in scholarly work (Rockman & Hahm, 2011) <sup>[109]</sup>.

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Now, scholars and think tanks try to examine governmental performance to unveil the presence of good governance features and offer suggestions to improve the quality of national governance. In addition, good governance serves as an engine to ensure effective democracy in making government effective (Whiteford & Lee, 2009) <sup>[107]</sup>.

In recent times, India's development program has prioritized the issue of governance as a new development strategy, which started to take shape following globalization, has altered the nature of its governance. The new governance paradigm and development formed during this process have significant ramifications for Indian society. The idea of good governance, prioritized by globalization since the 1990s, has sought collaborative efforts of state and non-governmental bodies for sustainable development in this country, yet, despite various initiatives, this state has failed to bring any desired level of improvement in its quality of governance. Presently, this state is struggling to cope with many challenges to ensure effective governance and service delivery to the people.

Therefore, it is imperative to discuss governance and its effectiveness in the developmental process of India in the context of a globalized environment. This paper mainly tries to answer the question; -Does globalization promote good governance in India?

### Objectives

The main objectives of this paper are

- i. To explore the link between Globalization and governance in India.
- ii. To discuss various good governance initiatives initiated by Indian government
- iii. To examine the concepts and dimensions of governance by highlighting the major issues in the contemporary India.

### Methodology

This paper is mainly based on secondary data and the method of this study is descriptive. As the prime aim of this paper is to discuss the impact of globalization on governance in India, the research followed secondary sources such as articles, books, journals, newsletters, annual reports of different organizations.

### Globalization: The conceptual understanding

Globalization is one of the crucial topics and discussions in our time. Presently, it is an omnipresent phenomenon (Sassen, 1991; Choplin, 2015) <sup>[110, 111]</sup> in human society, affecting all walks of human life in different ways. It is also a multidimensional process that restructures every sphere of modern society, from individuals to the region and nation (carnegieendowment.org). This complex process encompassed not just economic activity but also encircled the political, social, and other aspects of human society (Prasad & Prasad, 2006) <sup>[112]</sup>. The etymology of globalization has been defined variously by different thinkers over the year. In a broader sense, it refers to the enlargement of global linkage and organization of social life on a world scale to consolidate human society. Hamblet (2020) <sup>[35]</sup> defines it as the inter connective integration of regional economic, cultural, and political activities, driven by transnational exchange and circulation of labor, ideas, and language. According to Giddens, Globalization is the intensification of social relationships throughout the world

which connect relations between far-flung localities in such a way that local events are influenced by those taking place thousands of kilometers away and vice versa (Baylis, *et al.* 2011) <sup>[92]</sup>. Furthermore, it is a social process in which individuals become more conscious of their retraction and the limitations imposed by location and socio-cultural structures (Waters, 1995) <sup>[102]</sup>. The term globalization is a nearly new concept in the late 1970s (Fox & Hundley, 2011) <sup>[28]</sup>, popularized by Theodore Levit in 1985 (Johri, 2022) <sup>[42]</sup>. But, many features of globalization can be found in the past and embedded in the evolutionary time and become a part of a long history that situated planetary evolutionary process within the cosmic revolution process. Indeed, globalization development in history is due to the various changes in the mode of communication and transformation (Dator, 2006) <sup>[20]</sup>.

During the last few decades, the world has experienced unprecedented levels of integration due to the opening of national borders for the free flow of people, goods and services, capital, information, and ideas (Clark, 2000) <sup>[139]</sup>. In the present time, no government can turn a blind eye to the consequences of Globalization. Because it is a multifarious process comprised of both benefits and costs, it has influenced the socio-economic environment of countries. Therefore, one significant area of progress in these decades has been the growing influence on local, national, and global governance. Globalization has also affected the state's capacity to face new challenges prevailing at the domestic level but at the same time given a booster dose to improve the living standard of people.

### Benefits and Challenges of Globalization

Globalization has both- positive and negative impacts on the development of a country (Kavinya, 2014) <sup>[114]</sup>. As a complex process, it has offered a pair of benefits and costs to human society. It has socio-cultural, economic, and political impacts on the whole world. Following are some positive and negative sides of globalization:

- i. Globalization has boosted economic growth through greater economic openness, reducing tariff barriers, rapid flow of FDI, and development of technology. This process offered more opportunities for developing countries to access global markets for their economic progress and to improve productivity and living standards. But, it has simultaneously brought uneven development across the world. It has also widened income inequality among the people and halted the domestic economy of developing societies.
- ii. This process has affected the social life of human beings too. It has helped to improve the living standard of people and expand the scope of connectivity among the people of different cultures and languages worldwide (Raikhan *et al.*, 2014) <sup>[115]</sup>. Furthermore, increased competition among the companies has given opportunities to people to get better products at a cheap rate (Velocity global. com). Beyond some advantages, also it has some adverse impacts on social life. Globalization has swept the whole world under the fold of western culture by destroying the domestic culture, tradition, and language. Besides, it has affected family life and values as the nuclear family has replaced joint family (Kumar, 2012) <sup>[50]</sup>.
- iii. Globalization has a mixed impact on poverty reduction. It has provided more potential for reducing the high

- poverty rate in developing countries. Mr. Griswold, former president of WBG, argued that globalization has the power to alleviate poverty, extend life expectancy, and reduce infant mortality (Griswold, 2000, p. 3) <sup>[116]</sup>. But, a scholar like Stiglitz (2002) argued that globalization has failed to bring development and derived high poverty and instability in developing countries. Furthermore, according to a world bank report, 2017, the depths of poverty in these countries are extremely high than in developed countries as more than half of the extreme world poor live in Sub-Saharan African (Ogunniyi *et al.*, 2019) <sup>[117]</sup>.
- iv. The greater economic integration has created massive job opportunities for workers worldwide. Opening up new big companies in various sectors has sprung these job opportunities in developing countries. But, it has posed a threat to domestic companies of developing countries as these companies have failed to compete with the big foreign company, leading to the close of local industries (Baqui, 2004, p.61) <sup>[118]</sup>.
  - v. Globalization has spread democratization worldwide by promoting values of democracy like decentralization, the emergence of civil society, political participation, etc. (Crockett, 2011) <sup>[119]</sup>. The liberalization process has magnified individual freedom and choice. In addition, technological advancement has improved the quality of national governance. This multi-dimensional process has eroded state autonomy (Panitz, 2019) <sup>[73]</sup> and has changed its role by giving more space to market mechanisms. International actors like IMF, World Bank, and other nation-state actors have interfered in the internal affairs of nation-states (Reddy, 2012) <sup>[81]</sup>. So, in the globalized era, the domestic issues of a state have become a global problem (Svrtinov, 2013) <sup>[120]</sup>.

#### **Implication of Globalization in India:**

Indian society has undergone a drastic change in the last couple of decades due to the globalization process. Globalization is an overarching phenomenon that has influenced every sphere of Indian society, and no space is left untouched (Kausar& Jalal 2018, August). This concept marked an appearance in the post-cold war era when the Indian government adopted the new economic policy in 1991s in response to the balance of payment crisis (Padhy, 1995). In July 1991, the Indian government launched its new economic policies (Ravan, 2014) <sup>[80]</sup> with cardinal features like LPG (Liberalization, Privatization and Globalization), (Srivastav, 2016 Feb) <sup>[94]</sup>. In the post-1980s, expenditure of the Indian government exceeded national revenue, the price of many essential products increased, imports exceeded export, foreign currency reserve went down, and there was a shortage of foreign exchange to pay the interest of borrowing money. Besides, no foreign company was reluctant to invest in this country. Therefore, the government decided to bring comprehensive economic reforms to revive the Indian economy by approaching the international financial organization to meet this debt crisis. Subsequently, agreed with the conditionality of the World Bank and IMF declared the new economic policy.

#### **Positive Implication**

1. The process has integrated the Indian economy with that of the world. As it has helped to put an end to the system of license raj (Business today. in), it has

succeeded in creating opportunities for the export of indigenous products. Also, it has enhanced the rate of its GDP and increased foreign direct investment in this society (Kulkarni, 2006, October) <sup>[53]</sup>. It has helped India to become a faster-growing economy in the world (Agrawal, 2014) <sup>[4]</sup>.

2. Globalization has unveiled numerous choices before the common masses. They have avail opportunities to be selected on the basis of their interest and abilities for better standard of living (Ganguly, 2010) <sup>[121]</sup>. It has replaced the conventional simple standard of living with a high and better standard of living. People now have access to high standard of technical tools and devices for their day to day living to make life more comfortable.
3. It has widened the job opportunities due to the openness of the domestic market to international competition, and the entry of foreign industries into India has opened new avenues for the unemployed youth in various manufacturing sectors (Ghose, 2017, January 5). Additionally, the introduction of technical and management training has enabled them to be suitable to take up diverse roles in the corporate world (Lawlor, 2007) <sup>[122]</sup>.
4. Also, it has provided a high standard of the education system in India due to the flow of FDI into higher education and attracted large-scale foreign investments into India by increasing the reverse brain drain (Hazra, 2018, May). Therefore, Indian people got the opportunities to go abroad for their higher studies through the exchange programs. Furthermore, cultural programs visualized through online modes help the population to learn the various values of different cultures of diverse communities comparatively (Nag, 2021) <sup>[124]</sup>.
5. Globalization has helped to enhance the decentralization of Indian federalism and the growth of civil society organizations in India (Singh, 2008) <sup>[89]</sup>. Due to this process use of advanced means of communication, electronic and print media, have encouraged the common masses to express their opinions and present before the government and administration helping to bring transparency and exposure to the dark side of administration (Meenu 2013, Sep) <sup>[62]</sup>.

#### **Negative Implication:**

1. Globalization has brought an uneven development in Indian society by widening the gap between the rich and poor. It has also triggered the regional disparities due to the imbalance distribution of national resources and income inequality in India (Naidu, 2006) <sup>[65]</sup>.
2. Globalization has also adversely affected the traditional agricultural occupation in various ways. This process has curtailed the subsidies rate in agricultural requirements and led to different negative consequences like abnormal hikes in fertilizer and pesticide prices, the lower income of the rural farmer, migration of labor, various debt traps, farmer suicides, and a fall in agricultural employment (Shinde, 2015) <sup>[88]</sup>.
3. The increasing rate of Industrialization and Urbanization has caused severe environmental concerns in developing countries like India (Aroh, 2018) <sup>[8]</sup>. Globalization allows exploration of forests for large-

- scale production and the rampant cutting down of trees for the big industrial setup. Further, massive construction work has caused tribal displacement and led to their loss of cultural identity and social values in India (Kumar & Mishra, 2018, January)<sup>[51]</sup>.
4. Withdrawal from affirmative action by the state has led to the dominance of private players in the health sector. The high cost of health care has affected the mortality rate in India because people in the lower strata suffer from denial of basic amenities. Women and child death rates continue to be high, reflecting the need for a welfare state (Emur, 2017, December 1). Lapses in the public health system became conspicuous during the Corona period in India.
  5. Furthermore, globalization has promoted the use of intensive technology by the big companies in India, leading to the minimization of job opportunities and increasing the issue of unemployment in this country. Apart from this, it has deteriorated the condition of unskilled labor by offering lower wages with less job security and inappropriate working condition (Hussain, 2017, p.70)<sup>[38]</sup>.
  6. In the post-globalized era Scope of Indian public sectors has shrunk, and the function of bureaucracy has been restricted due to the entrance of big private companies (MNC) into the various sectors of this country (Meenu, 2013, p.123)<sup>[62]</sup>.

### **Governance: a conceptual perspective**

The concept of governance as a matter of public debate has gained more importance in the last couple of decades. The theory and practice of this concept have attracted significant attention and a considerable amount of enthusiasm among theorists and political scientists during these times (Chandhoke, 2003)<sup>[16]</sup>. Besides, it has received far consideration in the sphere of international agencies those taken it as a precondition to offering financial aid to developing countries. But, this concept is not a new one because it is as old as human civilization (Kumar, 2018)<sup>[52]</sup>. The etymology of this concept goes to the Greek word *Kubernance* (to steer a ship), Latin verb *Gubernare*, French governor, and subsequently English word government and governance (Plattner, 2013)<sup>[75]</sup>. In the mid-1970s, Harland Cleveland first coined the term governance as an alternative to public administration. He argued that people want limited government but more governance (Medury, 2010)<sup>[125]</sup>. Furthermore, governance as a modern concept first appeared in 1989 in the hand of the World Bank, which defines governance as how power is exercised in the management of a country's economic and social resources by the government (World Bank, 1990)<sup>[126]</sup>. Henceforth, numerous international agencies and think tanks have started to define this concept in diverse ways. The United Nations defines governance as the activities of all political and administrative authorities to govern their country. According to the IMF, governance is the idea of managing a nation, encompassing its legal, policy, and economic facets. Recently, it has acquired a prominent place in solving various governmental issues and tackling uneven development caused by economic growth. It is the sum of ways to manage their daily affairs by individual and institution or public and private. Besides, it is a continuous process through which diverse and conflicting interests could resolve through collaboration and cooperation.

Landell-Mills and Serageldin define "Governance as the use of political command and exercise of control over society, and the management of social and economic's resources development" (Ozigbo, 2001, p.52)<sup>[70]</sup>. In short, Governance means exercising authority to maintain order and meet the needs of the public within the desired limits. Governance and Government are mostly very similar words as the former is often equated with the latter. So, People often get confused about the differences between these two concepts (www.difference.between). We define a Government as a group of people who rule or run the administration of a country. It is also a body of representatives that governs and controls the state at a given time. So, it is known as an institution that holds the exclusive power to enforce several rules of social conduct and order in a given geographical area (Nag, 2018, p.123)<sup>[64]</sup>. While governance is the act of ruling or governing activity (Fasenfest, 2010)<sup>[27]</sup>. It encompasses the way that formal Government, groups, community organizations, and the private sector manage resources and affairs. In the past, governance was associated with the activities of government that provided command and control through top-down authority. But, this notion of governance changed with the onset of globalization, the economic crisis 1970s, the failure of the welfare state, and the advance of rapid integration. By following public sectoral reform in the 1980s-1990s, governance is used to describe the changes in the role and nature of the state (Bevir, 2018)<sup>[13]</sup>.

### **Good Governance: A Paradigm shift**

Recently the words governance and good governance have increasingly been used in development literature. In a time of immense change, accelerating globalization, and increasing uncertainty, all countries are searching for a new form of governance that would be effective for the times to gain an advantage in economic competitiveness and create substantial and sustainable social growth. Generally, bad governance is considered one of the principal reasons for all evil in human society. Therefore, major donor agencies and international bodies are increasingly offering financial aid on one condition that reform must ensure good governance (UNCEP, 2009, July 10). Kofi Annan quoted, "Good governance is the single most significant factor for eradicating poverty and promoting development". It ensures goodness in governance, raises the quality of governance (Singh & Sachdeva, 2011), and promotes the happiness and welfare of all people with limited government, the rule of law, and maintaining order by curbing corruption. The term Good governance is of a modern origin, but its history goes back to the genesis of human civilization. Introduction to the contemporary notion of good governance credited to World Bank. It was the World Bank president Barber Conable who used this term (World bank, 1989). In his study, "Governance and Development (1992)", the World Bank explicitly mentioned good governance (Botchway, 2001)<sup>[15]</sup>. Before that, the Bank used only the term 'governance' (without 'good') to describe the need for Institutional reform for a more efficient and better public sector in Sub-Saharan countries. Subsequently, the word "good" was attached before the word "governance". In the present time, the concept of good governance has received different treatments from national and international organizations. This concept has lack of straightforward definitions, though it has been expanding rapidly in the

developmental discourse (Vartola *et al.*, 2010) <sup>[127]</sup>. Various organizations and thinkers have defined this concept according to their ways. Various organizations and thinkers have defined this concept according to their own ways. The World Bank defines it in terms of the traditions and institutions that govern a country. It comprises:- 1) the method by which governments are chosen, monitored, and changed; 2) the government's ability to successfully devise and implement reasonable policies and 3) people and the state's respect for the institutions that control economic and social relations among them. (Kaufmann, Kraay and Zoido-Lobaton, 1999) <sup>[128]</sup>. According to International Monetary Fund (2005) <sup>[129]</sup>, "Good Governance ensures rules of law, improves the effectiveness and accountability of the public sector, and performs the fight against corruption" (Saparniene & Valukonyte, 2012) <sup>[130]</sup>. It is competent management of a country's resources and affairs in an open, transparent, accountable, equitable, and responsive manner to the needs of citizens (Johnston, 2004) <sup>[144]</sup>. Furthermore, this concept has been used to describe effective, transparent, and human forms of government in general (Schattkowsky, 2015) <sup>[131]</sup> and the high level of organizational effectiveness in policy formulation and implementation toward growth, stability, and popular welfare in particular (Healey and Robinson, 1992). In nutshell, it is the highest state of development and management of nation's affairs (Agere, 2000) <sup>[3]</sup>.

### Principles of Good Governance

Various international organizations have suggested several core principles of good governance.

The human rights council has identified five principles – transparency, responsibility, accountability, participation, and responsiveness (www.ohchr.org). As per United Nations Economic and Social Commission for Asia and Pacific, good governance has eight Principles - Participation, the Rule of law, Transparency, Responsiveness, Consensus oriented, Equity and inclusiveness, Effectiveness and efficiency, and Accountability (www.unescap.org). Also, twelve principles discussed in Strategy on Innovation and Good Governance at the local level were endorsed by a committee's decision of Ministers of the Council of Europe in (2008)- these are-Participation, Representation, Fair Conduct of Elections, Responsiveness, Efficiency and Effectiveness, Openness and Transparency, Rule of Law, Ethical Conduct Competence and Capacity, Innovation and Openness to Change, Sustainability and Long-term Orientation, Sound Financial Management, Human Rights, Cultural Diversity, and Social Cohesion, Accountability(www. coeint/good governance).

### Good Governance: In the context of India

The unprecedented and fast-changing information and communication technology in the modern world have brought revolutionary changes in human society (Ogunsola, 2005) <sup>[69]</sup>. During this transition period, the topic of governance has occupied a prominent place in scholarly debates and discussions. Also, human beings need an efficient, effective, and democratic government to ensure social justice in an orderly society. Now, India is heading towards ensuring effective governance for its citizens. The idea of Good governance (Sushasan) is rooted in its ancient culture and ethos. We can find the norms of good

governance in various Indian scripts like The Jakata tales, Shantiparva, Ramayana, Mahabharata, Ashtadhyayi & Kautilya's Arthasashtra. Furthermore, Gandhi dreams of Ramarajya akin to the welfare state cannot be ignored. In post-independent India, good governance has been a central point of governance reforms, so the government took several steps to enrich various services nearer to the common masses. Initially, Indian policymakers followed the state-centric approach for the developmental strategy in India. The prevailing scenario of this time forced the political leader to examine the root cause of poverty, unemployment, and inequality among the masses. So, the government initiated several welfare provisions to meet these challenges. But ultimately, the government failed to bring any desired outcome. Instead, it fell into the trap of debt crisis consequence of the entry of globalization into Indian society.

In the post-1990s, the Indian administration has undergone immense changes due to the market-oriented neo-liberal approach (Joseph, 2007 August 4) <sup>[45]</sup>. The government's role, which was direct in nature, has assumed a facilitator and indirect role. This globalization has changed both structure and function of Indian administration. The rigid, hierarchical, and centralized structures of governmental authority have shifted into the flexible, de-hierarchical, and decentralized form of governance. Similarly, globalization has brought a new collaborative administrative system where both governmental and non-governmental agencies (civil society and NGOs) are actors in bringing development to this country. Furthermore, Even though our countries have made significant progress in different areas, there is a general feeling that there are still many weaknesses and inadequacies in the governmental system and administrative functioning that are proving to be a significant impediment in providing satisfactory delivery of services to the people. In this post-globalized era, the Indian government has initiated several steps to enhance the quality of governance. Some initiatives of good governance in post-Globalized India:

- i. Right to Information: -It is a basic right of human beings and a powerful tool of good governance (Bhatt, 2015) <sup>[132]</sup>. Indian parliament passed the RTI act in June 2005, which came into force in October 2005 (Phogat, 2018, January) <sup>[133]</sup>. This act is crucial legislation that exposes the secrecy of administration. It is also an effective means to spread democratic ideas and act as an efficacious instrument against corruption. This act empowers citizens to notice how government and public officials deal with various matters. Furthermore, the best alternative to ensure accountability and transparency in governance is through increased and conscious participation of citizens (Chaubey, 2012) <sup>[134]</sup>.
- ii. Citizen charter: A Citizens Charter is an effective tool of good governance to improve service delivery, bring responsiveness to the function of local public institutions and increase Citizen Satisfaction (www.panchayat.gov.in). Generally, this charter represents the Organizational commitment to providing standard, time-bound, and quality service to the people, ensuring transparency, accountability, and grievance redress mechanism (www.goicharters.nic.in). In 1997, the government of India took some important initiatives toward implementing the citizen's charter in India.

- iii. Decentralization: It is a very fashionable term linked to democratic development and good governance. It is an effective tool for the sound economic development of a country. India initiated landmark steps towards decentralization around the same time to follow new economic reforms. Enactment of the 73rd and 74th amendment act in 1992s has boosted the decentralization process in India (Chaudhuri,). These acts provided for the extensive people's participation in local self-governance in both rural and local government have brought government nearer to the people and ensured civic virtue, civil liberty, and government accountability (Mullen, 2012) <sup>[135]</sup>.
- iv. Right to education: Good governance in education systems promotes effective delivery of education services (Lewis & Gelander, 2009, December) <sup>[136]</sup>, while poor governance creates many problems in the educational system in developing countries. Furthermore, education makes a good citizen and a good decision maker. Changing global scenarios and challenges has forced India to strengthen its education system to make it competitive (Kharwar, 2011, February) <sup>[137]</sup>. India has placed education as a fundamental right for children (age 6-14 years) through the historic act," Right to Education (TRE) Act, 2009. (The Right of Children for Free and Compulsory Education Act, 2009) (Kumari & Allam, 2014, April) <sup>[138]</sup>. It is considered a milestone measure to lead India in its commitment to an equitable and progressive society.
- v. E-Governance:-  
Electronic governance is a vital tool for good governance that make democracy progressive and meaningful (Dhal, 2020, March 2) <sup>[23]</sup>. The use of ICT in governance has improved its quality by ensuring accountability and transparency in the public service delivery to the people (Subramanian, 2012, May) <sup>[97]</sup>. This implication denotes the interaction between government to citizens (G2C), Government to Government (G2G), and Government to Business (G2B), (Saxena, 2005) <sup>[139]</sup>.  
In the post-1990s, national and state governments initiated numerous steps toward providing e-governance services. The creation of the union ministry of information technology in 1999, the IT act 2002 and the National e-governance program (2006), (Kumar *et al.*, 2014, November) <sup>[138]</sup>, and digital India (2015) are some significant steps toward e-governance. In addition to, other initiatives are e-court, e- office, e-Seva (Andhrapradesh), Nai Disha (Gujrat), Janmitra (Rajasthan), and Bhoomi (Karnataka) etc. (Nazir & Wani, 2014) <sup>[67]</sup>.
- vi. Lok Pal & Lokayukt Act- The prime aim of this act is to enhance the quality of governance by removing corruption from Indian society. It is an anti-corruption program. The anti-corruption campaign started by Anna Hazare in 2011 forced the government to rethink the legislation for Lokpal. Ultimately, the Lokpal and Lokayukta act 2013 passed in parliament and came into force in January 2014, leading to the establishment of Lokpal in the center and Lokayukta at the state level.

### Major Issues and Challenges

Some major issues and challenges to the implementation of

good governance norms in Indian society are:

- i. **The Rule of law:** The Constitution of India is framed based on the popular notion of the Rule of Law. However, realizing the true objectives of the Rule of Law in India has remained a nightmare, and it is very clear from India's rank in WJP. It ranks 79th among 139 countries in the World Justice Project (WJP) Rule of Law Index 2021 (World justice Project.org).
- ii. **Corruption:** is rooted in Indian society and its political system. Various reports said that minimization of its rate in India is not so imperative at the word level. India ranks 85th among 180 countries, in a corruption perception index (CPI) of 2021(Business Standard. com). Furthermore, the bribery rate in this country is the highest, having thirty-nine percent in the Asian region as the highest rate of people using personal connections to access public services as per Transparency International, a global civil society organization (Times of India.com).
- iii. **Transparency:** A transparency issue has still prevailed in India. Over the last couple of years, civil society organizations have demanded transparency— understood as timely access to reliable and relevant information as a prerequisite to accountability in governance. India has a lower rank in the Transparency International Index (Vyasulu, 2007) <sup>[100]</sup>.
- iv. **Criminalization of politics:** It is a big problem for Indian governance. The criminalization of the political process by coming criminals into politics and unholy relation between politician, businessman, and civil servant has adversely affected India's political system and public policy formulation (Jindal, 2014, May) <sup>[19]</sup>.
- v. Lack of public awareness and proper education.
- vi. Unchecked population explosion has also created a problem for governance as it has affected the national resources to provide basic facilities to all (Singh, 2014, April-June).
- vii. Centralization of the administrative system: - Government at the local level can only properly function if they are fully empowered. It is the case of local government bodies, which faced challenges of fund shortage due to inadequate devolution of the fund and to carry out the functions constitutionally assigned to them (Arora, 2000) <sup>[9]</sup>.

### Conclusion & Suggestion

In the 21st century, there is an overarching demand for a corruption-free and stable society. Some giant international bodies like WB and WTO have also agreed that corruption, lack of public participation, unhealthy relation between rulers and ruled, and lack of transparency and accountability in governance are the major obstacle to the economic development of a country. So there is a need to replace the bad government with good governance to ensure the proper implementation of the agenda of globalization in a country. Indian political scenario has immensely changed over the time due to the changing nature of its governance. Globalization has altered the image of Indian society by its complex process. It has both pros and con on this country. Globalization has been a driving force behind the economic development of this country. After following the principles of globalization in 1991s, Indian economy has geared up. But, the adverse impact of this process quite reflects in other sphere of society. In the globalized world, rapid

development has increased the role and power of various actors towards providing service to the people. This promoted and strengthened the spread of democracy while also leverage to the good governance. So, good governance is an essential pre-condition for the implementation of globalization agenda. Good governance, prioritized by globalization since the 1990s, has sought collaborative efforts of state and non-governmental bodies for sustainable development in this country. By following norms of globalization, the Indian government has initiated several steps toward improving the quality of its governance. Some initiatives like 73<sup>rd</sup> and 74<sup>th</sup> Amendments, citizen's charter acts, right to information act, e-governance service, etc., have taken after 1991. But despite these programs and policies, the Indian government has failed to ensure the proper implementation of good governance norms. This has been quite cleared from various world forum reports highlighted the quality of Indian governance as compare to other countries of the world. Hence, this country should find out the best alternative measures for the effective implement of good governance principle to take the benefits of globalization process.

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