

## Leveraging Business Analytics for e-Governance

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### ABSTRACT

*Traditionally, in India, the interaction between the government and the citizens was through an office located far away from the citizen's home, causing inconvenience in terms of waiting time and money lost due to travelling and having to take leave on a working day. With the advent of technology, e-Governance resourcefulness in India and abroad has embarked on a new journey to introduce data analytical tools. These tools are adept at organising and interpreting large amounts of data efficiently at a low cost to analyse e-Governance projects. e-Governance is a host of government agencies that operate online to benefit the citizens in terms of time and money. This will enhance citizens' trust in government agencies as they project more transparency and help them involve the citizens as stakeholders while making government policies. This review has also illustrated the challenges of e-Governance varies between different countries, especially in the urban and rural sectors. Nevertheless, the advent of technology like Big Data has improved the governments' efficiency and functioning and benefitted its citizens by improving their quality of life.*

**KEYWORDS:** Business Analytics; e-Governance, Big Data.

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