

Significance of the Fact Analysis Tool to Control False Information Spreaders to Support Healthy E-Governance – A Global Solution

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Abstract-E-governance is the pillar of nation which means to support public administration and management in almost all domains including education sector. It is a methodologically diverse; political scientists approach the study of politics from a host of different ontological orientations and with a variety of different tools. Because political science is essentially a study of human behavior, in all aspects of politics, observations in controlled environments are often challenging. Rumors are public communications that reflect private hypotheses about how the world works. Embellished by allegations or attributions based on circumstantial evidence, they are attempts to make sense of uncertain situations.

Keywords- E-Governance, Political science management, rumor control, ethical practices, rumor consequences

1. Introduction

Political science is defined by Lexico powered by Oxford University Press as the scientific study of politics and it is a social science dealing with systems of governance and power, and the analysis of political activities, political thought, political behavior, and associated constitutions and laws [1,2]. Oh, O., M. Agrawal, and H. R. Rao applied a theory of rumors in social psychological theory to identify the relation of anxiety and rumors spread during the Mumbai attack of November 2008. By analyzing tweets posted during and immediately after the attacks, a strong correlation between anxiety and rumors during the attacks were found. A key assumption in this theory is that environments of collective fear and anxiety, such as a terrorist attack, provide an optimal condition for rumor-mongering. If not controlled, deleterious rumors may potentially decrease national morale and plant distrust in government [3].

Rumors have destructive consequences that include: Creation of conflict, Victimization, Decrease in productivity and morale.

The impact of false information spreading/rumor on political governance includes:

- 1) Lack of attention on progressive agenda.
- 2) Wastage of time and man power to control social influencers.
- 3) Consequential reporting and corrective actions for public safety.

There are always two sides of coins. Good governance is the key for national progress. If government is free to lead the progressive edge of country, many adverse influencers always tried to pull down the governance for personal benefits.

As per study by Hindawy et. al (2021), rumors may be considered as a social phenomenon. These have a great impact on societies in all aspects according to their objectives. The electronic rumors are transmitted very speedily. Rumors are often well thought out and have clear and specific goals aiming at destabilizing the country, to cause dissatisfaction and discontent, or to weaken the morale of targeted persons [4].

Bowen et al. (2021), discussed that many modern democratic governments have laws or political norms that differentiate between appropriate and inappropriate public relations activities. Yet, the

line between appropriately persuasive communications and odious propaganda often is far from clear. Government public relations practitioners must be cognizant of the dangers of appearing to do wrong and setting off political and public consternation [5].

As per Au, Cheuk Hang et al. (2021), in recent years, the circulation of online misinformation and fake news has drawn our attention, given it has ideologically polarized society and has led to social instability, compromised democracies, and other consequences. Efforts on technical or behavioral dimensions on their identification are not uncommon, but these efforts inadequately addressed their roots, and thus may not stop them from creation or spreading [6].

As per the news published by The Bridge Cronical (17 Mar, 2020), an FIR has been registered by Pune city police against an unidentified person for allegedly spreading a rumor about corona virus patients in the city. The accused person had sent five WhatsApp messages to Pune Divisional Commissioner Dr Deepak Mhaisekar about the presence of corona virus patients at hotels in the city. The messages also stated that many employees of the hotels have been infected with corona virus. When asked about the name, the person did not tell his/her name. The State government has issued a notification for the implementation of the provisions of the Epidemic Diseases Act 1897 in the State from March 13, 2020 to prevent the spread of corona virus [7].

So, the governance body wasted their time to identify and cluch such incidences which otherwise could be utilized to assist the lockdown situations. The police force was already under tremendous pressure.

As per Legal Service India, these rumors, if remains unchecked, have serious consequences especially when these rumors are false. At present, India does not have any specific law to check the cyber crimes and to deal with such rumors and other forms of misinformation, yet there are few provisions under different statutes which come in picture in case of such misinformation [8].

2. Literature Review

Before liking, forwarding any news, it is very important for us to verify the content and the origin of such news or information. Further, the existing legal provisions provides for the punishment for spreading of false content, yet there is need of a designated legislation which deals with such issues along with other cyber crimes.

Similarly, as a modern era there is an easy accessibility to many social portals which sometimes become a faker's portal despite the warnings were given by such social portals. The very dangerous psychological element which impacts public administration badly is people just believe on comments posted on social media and starts thinking in that way. Posting comments and/or opinions without any research in particular news cost only a cup of tea for such rumor spreaders [9].

Public governance is a large hierarchy of government body which is segregated or decentralized as per many sectors for betterment of democratic India. As defined by Indian Institute of Public Administration (IIPA) following Fig. 1 shows the hierarchy of Indian Pabic Administration [10,11].

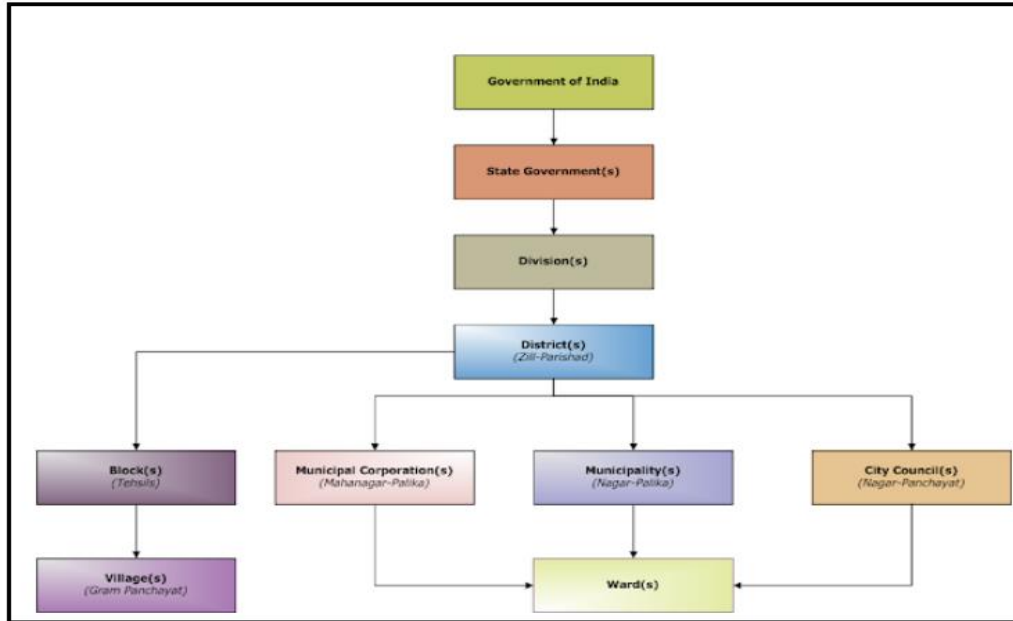


Fig. 1: Tasks of Public Administration (Source: public administration the one)

In case of fake news broadcasted there always two victims in many manners i) the person, property or place which is targeted and ii) the public administration who starts controlling the situation by disturbing scheduled work which otherwise give something better for society [12].

Fake news that is intentionally and verifiably false designed to manipulate people’s perceptions of reality has been used to influence politics and promote advertising. But it has also become a method to stir up and intensify social conflict. Stories that are untrue and that intentionally mislead readers have caused growing mistrust among American people. In some cases, this mistrust results in incivility, protest over imaginary events, or violence [13].

In 2019, The Atlantic published headline “MISINFORMATION IS ENDANGERING INDIA’S ELECTION”. It is a serious level of misinformation utility that at global level media identifying and/or evaluation Indian politics. This WhatsApp circulated news later declares as a fake. But, to control this situation whole public administration was jumped in. The proposed research will consider the social media as a platform to identify the fake news by means of development of a software tool to analyze the gravity [14].

As per research of administrative reforms 6th report by Veerasha, Nayakara (2022), the Ombudsman should have the authority to investigate cases and submit reports to competent authorities for taking action. In case of complaints and grievances regarding corruption and maladministration against local bodies in general and its elected functionaries, the local body Ombudsman should send its report to the Lokayukta who shall forward it to the Governor of the State with its recommendations. In case of disagreement with the recommendations of the Ombudsman, the reasons must be placed in the public domain [15].

As per suggestion by McQuiston, James (2021), new technologies such as artificial intelligence (AI), the Internet of Things (IoT), and blockchain are changing how the public sector serves constituents. Academic programs in public administration and public policy must adapt their coursework to best serve students in an increasingly technology-based world [16].

Data-driven technology is far from benign. Social scientists have pointed out a variety of shortcomings tied to the ever-growing influence of datafication in society, such as its impenetrable opaqueness, reinforcement of discrimination, and facilitation of surveillance. A growing body of case

studies has begun to address the unintended consequences of data driven systems in public administration. Ultimately, this critique addresses a shift in the power dynamics between governments and citizens, as the state’s potential to understand, predict, and control the activities of citizens is vastly enhanced. Data activist studies have, therefore, started to research bottom-up initiatives in response to unjust data practices. Few subjects have as quickly gained popularity in the critical quarters of social sciences and humanities as “racial capitalism.” It is in fact becoming rarer to see “capitalism” invoked without a chain of adjectives in which “racial” often concatenates with “settler colonial” and “white supremacist.” The rediscovery of capitalism in the intersectional mode has no doubt been timely and generative. Rumors spread during disasters as community members seek information and attempt to make sense of unexpected, anxiety-producing events. While considerable sociological research has examined the transmission and spread of rumors, less attention has been given to the creation of rumor narrative content itself. Drawing on interviews with wildfire survivors in one rural

Northern California, this study shows that rumor narrative creation reflects existing cultural values and power arrangements.

2.1 Research Gaps:

Based on literature review, public administration digitalization is necessary.

- There is a need of evolutionary data science implementation to analyze the data related to the rumors/fake news.
- There is also a need of data analysis tool for fake and true news identification.
- Artificial intelligence, machine learning development can help to boost the e-governance and public administration goals as a next generation automation.

3. Research Methodology

As shown in following Fig. 2 the proposed research will follow the primary elements as a conceptual framework. The core elements considered are social community, rumor spreader or intruder, public administration body/e-governance role, political, social community impact.

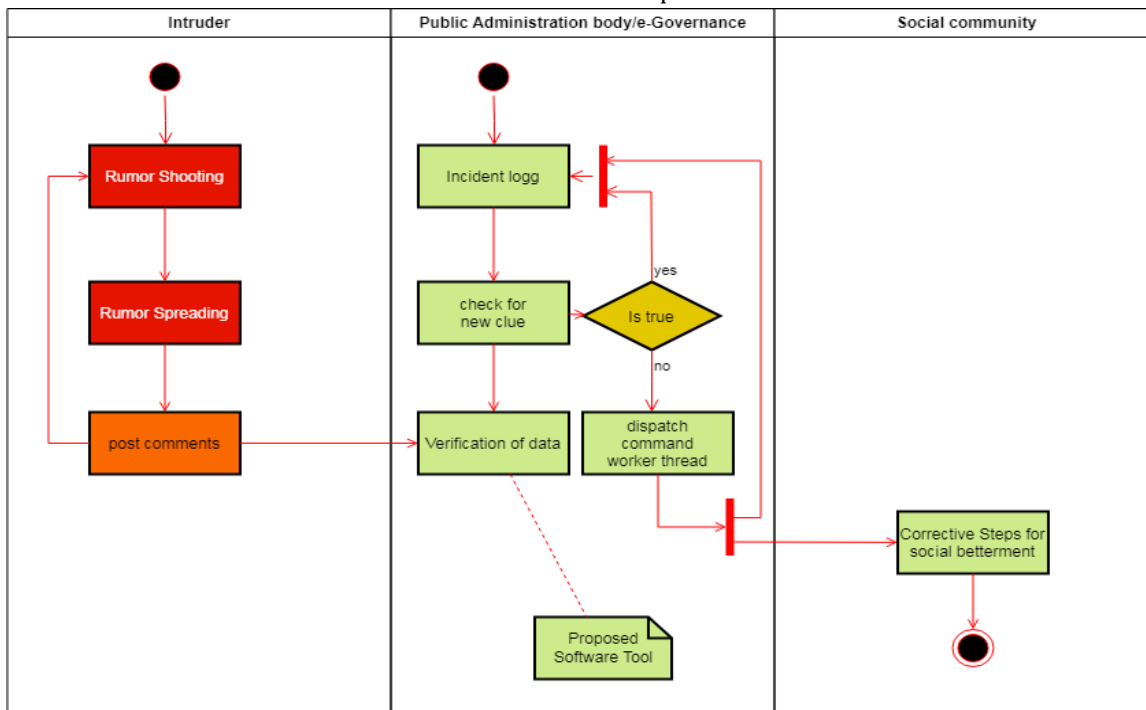


Fig. 2: Conceptual Framework

This research is quantitative and experimental research. The quantitative research methodology is used as a post-research validation. The data set

text mining tool is developed for validation of false information.

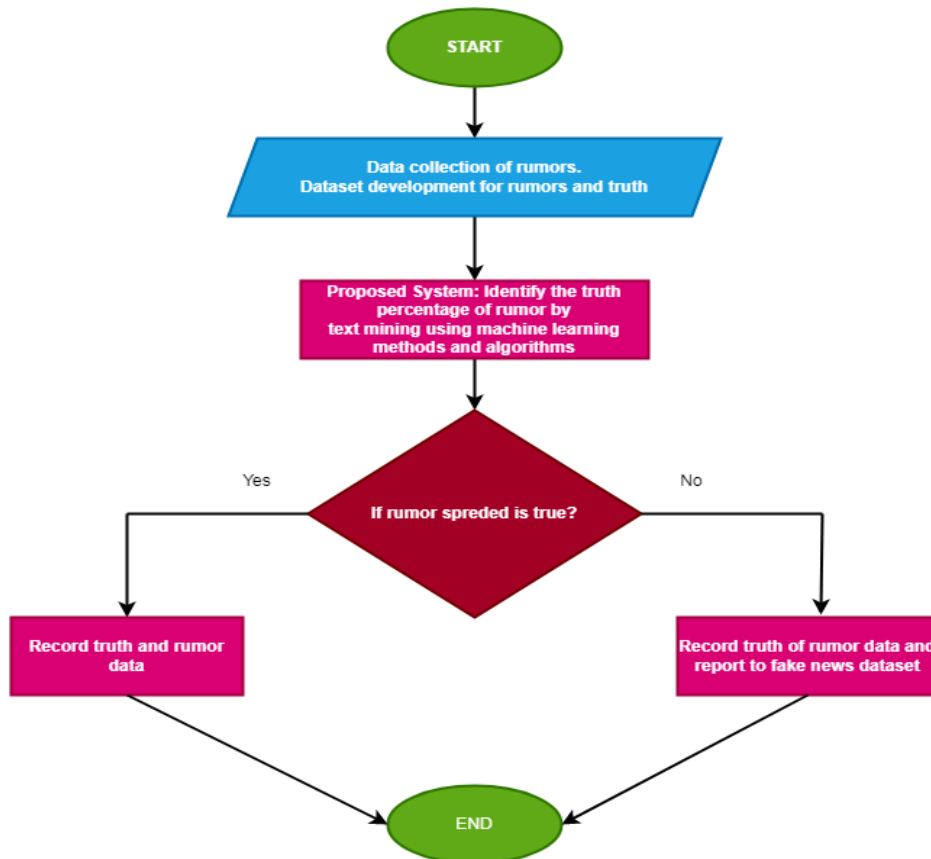


Fig. 3: Proposed Research Methodology

As per the above Fig. 3, the proposed system will segregate the rumored news and true news from a dataset. The experimental research design is used for rumor identification from the developed dataset using text/sentiment/analysis by machine learning algorithm. The demographic profiles are collected for participants of study. Data is collected by means of printed questionnaires/forms. The software data source is used for software testing purpose. The data sampling is done using Yamane Strategy Mathematical model.

4. Result and Analysis

Base on primary and secondary data, the validation and training is conducted using machine learning and sentiment analysis, text

mining algorithm. The statistical sampling is done for Pune City. Total of 300 samples size from Pune City respondents is used for analysis. The reliability test is conducted on 10% of sample size. Media also have a responsibility to aware the public at large and help to curb the false information spreading on social media. Hence, proposed study conducted a pilot research for understanding the impact of rumors on public administration and role of social media in rumor or fake news spreading. The proposed research focuses on identification of intrusion, so this can be utilized throughout India. Following Table-1 shows the sources of rumors which can affect the public administration and age wise impact as a primary analysis.

Table-1: Age specific impact of modern sources rumors on public

Source of Acute Rumor	Age Level -1	Possible extreme consequences	Age Level -2	Possible extreme consequences
WhatsApp	20 to 30 years people	Anger	Above 30 years	Anxiety
Tweeter		Hate		Fear about future
Facebook		Revival behavior		Depression
Telegram		Community Anger		Heart disease
Mouth Publicity		Community participation in riots		Blood pressure issues
Personal Social bias		Spreading more fear		Restlessness
Pointed riots		Loss to public properties		Pressure on public administration

Rumors can be of very weird consequences on social life. As a traditional worldwide example of short rumor just as a fun, many students committed suicide on the event they been told about their failure in board exam though in fact were performed well and passed it. This weird fun rumor took lives of hundreds from a decade. Refer Fig. 4 below.

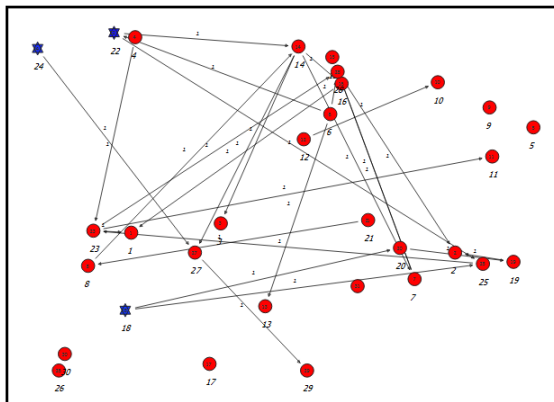


Fig. 4: Rumor Spreader Analysis (Generated by the Author)

Primary data collected from individuals of different age levels from Pune city, Karnataka State and no personal details is used apart from demographic information. The secondary data is journals, reference books, newsletters, white papers, websites, discussions with social workers,

and psychologist. The tertiary data used from developed dataset for rumors throughout India.

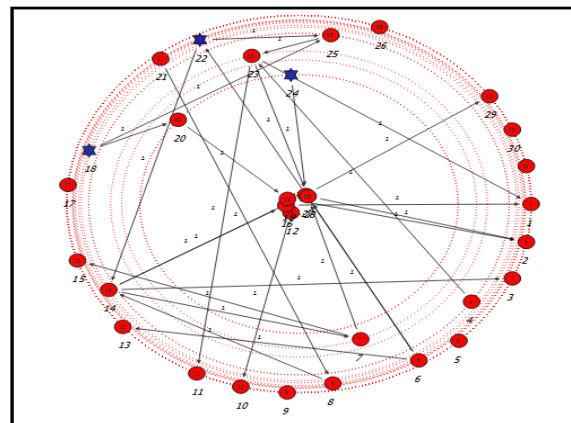


Fig. 5: Influencer Impact on Public Administration

Above Fig. x shows Influencer Impact on Public Administration, this means the administrative efforts required to cut down the rumors which otherwise could be used for progressive processes of the society.

5. Conclusion

In summary, as this is minor research the software module developed to identify the set of predefined criteria of rumors and truth which can be further extended for more criteria. This is first step to

take political science/public administration rumor mania to the real time analysis.

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