

## E-GOVERNMENT AS AN ELECTRONIC FORM OF PUBLIC ADMINISTRATION

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**Abstract**

*Information and communication technologies are changing our lives. What will the future cannot estimate, but it is expected that activities in the areas of life are changing fundamentally, and traditional solutions are lost. Social changes are closely related to ICT, and mutually affect one without the other cannot imagine actually already. With the use of ICT it is directly related to the modernization of public administration and the use of electronic start similar activities in public administration, which is called eGovernment. The EU issued a decision on the establishment of a single electronic system, called eGovernment, to which was attached the whole process of eGovernment. Slovak Republic has committed itself to creating an electronic image of public administration already at the entrance to the European Union and in 2004-2006 began the first activities that were related to the introduction of eGovernment and the informatisation of society. Performance of public administration in this area goes through different phases and electronisation is becoming easier and more accessible. The paper mapping the transformation of public administration into electronic form in the Slovak Republic.*

**Key words:**

*eGovernment, Information and communication technologies, public administration*

**JEL Classification:** A22, M10, M15

**Introduction**

Creating electronic forms of public administration it was initiated by the European Union, the European Parliament already in 2004. The EU issued a decision on the establishment of a single electronic system, called eGovernment, to which was attached the whole process of eGovernment. Slovak Republic has committed itself to creating an electronic image of public administration already at the entrance to the European Union and in 2004-2006 began the first activities that were related to the introduction of eGovernment and the informatisation of society.

Attempts to implement the legislative process eGovernmentu date back to 2006 when it was adopted by the National Council of the Slovak Republic no. 275/2006 Coll. on information systems of public administration. This law can be considered a first step towards the creation of an electronic image of public administration. Law regulates use of information systems in public administration.

In the coming years there have been several documents at the international and national level to govern the process of informatization and computerization of public administration and the general introduction of e-government in individual countries and thus in the Slovak Republic.

The implementation of electronic forms of public administration was related to a large extent, the programming period 2007-2013 and the Operational

Programme Information Society, which was the computerization of the procedure just described.

Informatization strategic objectives were developed by the government in 2008 in a document Strategy of public administration in of the SR and documents of the National concept of public governance (NKIVS SR), in which the Government describes the process in more detail, priorities, principles etc. and which is followed by the current version NKIVS for the years 2016-2020.

The Government Programme Declaration of 2012 (p. 35) The government has set an objective of the computerization of services as follows: *"The strategic goal of government is to fully develop e-government, which is a comprehensive and effective digitization of administrative, administrative, decision-making and management processes, as well as rule-making across all sectors and forms of administration. "*

Government continuously publishes documents that describe the implementation of eGovernment. The concept of e-Government is the outcome of the whole process of eGovernment. There are currently issued documents and integrated infrastructure and an efficient public administration and the National concept of public administration for the programming period 2014-2020. Programs include new targets for eGovernment initiatives and measures that can help to succeed.

## 1. eGovernment

Public administration can be defined as "governance exercised in the public interest of its own motion *ex officio* (on the basis of law and within the law), by public authorities and institutions, municipal authorities and public corporations." (Nesvadba, Pšenková, 2012, p. 9). Governance is therefore a set of organizations and institutions involved in governance.

The term *electronisation* understand the implementation of electronic services and similar activities in different areas. This is a use of electronic communication, transacting business through the Internet, the provision of electronic services and the like.

E-Government is the process of introducing and using information and communication technologies in different sectors of society in order to achieve the efficient functioning of public administration. We can say that the process of the launch eGovernment implies a transformation of public administration into electronic form. The main motive of the whole process is to create a more modern and efficient public administration, thereby improving service levels.

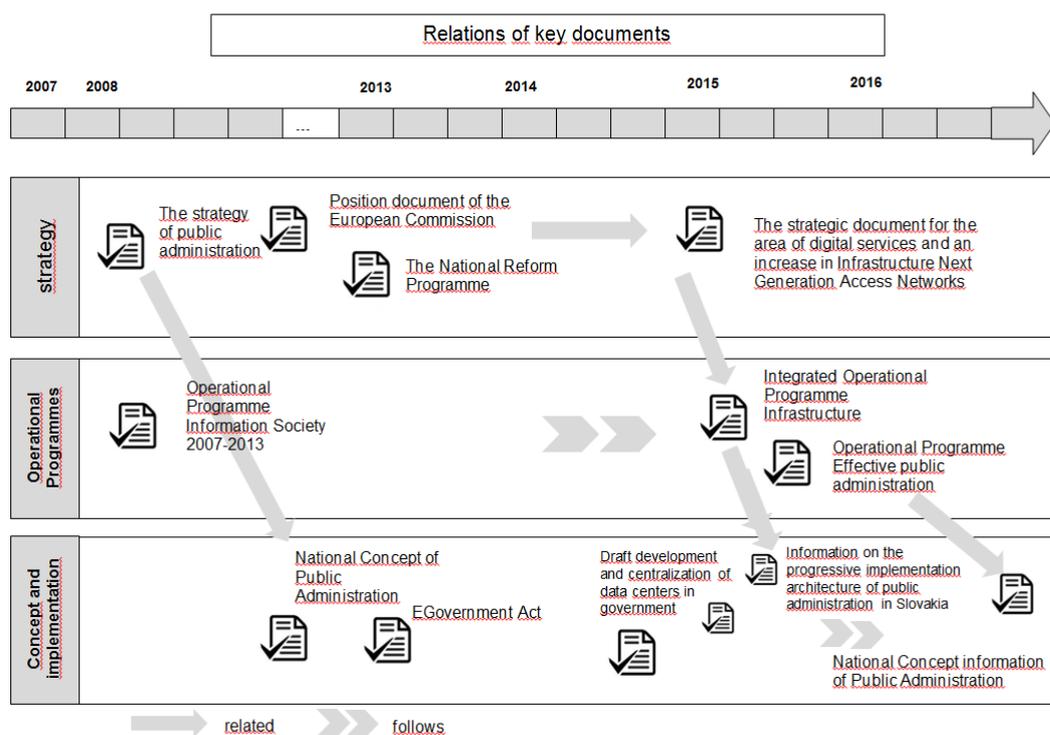
## 2. The objectives, principles and approaches to the process of computerization of the period 2016-2020

The process of eGovernment covers a wide range of areas that need to be addressed. Priority for the optimization and automation of public administration and distribution services to the life situations, especially by improving the provision of services to the public, but also to improve the quality of services within the actual performance of public administration. The priority is to improve the access of citizens, businessman and officials to eGovernment, use of open data, implementation of the government cloud, the use of new possibilities that ICTs offer at any given time and information security. Part of such a continuous process, as well as various government programs and projects to ensure that such a process while ensuring that the process was systematically managed and controlled by the Slovak government.

e-Government is to be cross-border interoperable and based on internationally agreed standards and technical specifications according to the e-Government Action Plan 2016-2020.

Strategic objectives for advancing eGovernment in Slovakia are shown in Figure 1 (2016-2020 NKIVS SR p. 4).

Figure 1: Position Statement NKIVS SR considering additional documents



Source: own processing, by NKIVS SR 2014-2020

Upgradeable to a better functioning of the public administration is mainly the use of modern ICT technologies that provide automation to process various submissions, assistance for clients, support for decision-making in the judiciary, by analyzing the subjects, better possibilities for control and transparency monitoring. Accent is now placed on mobile and interactive applications for public services and resolve basic life situations. Operation of information systems should be provided by government cloud, efficiently and professionally, through an open application interface, which should also create business opportunities for small and medium enterprises.

Progress that will be achieved can be summarized in targets. For each objective proposed by the Government are the result and the output indicators should be evaluated regularly and transparently. List of strategic objectives has simultaneously used the authority in planning their own development concepts.

## 2.1. Objectives for advancing eGovernment

The article stated objectives for advancing eGovernment, which are summarized in NKIVS SR:

The goal is:

1. The shift to services aimed at improving quality of life
  - 1.1. Improve the quality, standard and availability of electronic services for citizens
  - 1.2. Increase the coverage of broadband
  - 1.3. Improving digital literacy and inclusion of disadvantaged individuals into the digital market
2. The shift to services aimed to increase competitiveness
  - 2.1. Improve the quality, standard and availability of electronic services for entrepreneurs
  - 2.2. Increase the innovative capacity of mainly small and medium enterprises in the digital economy
3. Adaptation of public administration to the maximum use of the data
  - 3.1. Improve the availability of government data, in the form of open data
  - 3.2. Enable the the modernization and rationalization of public administration by means of ICT (continuous improvement of services in the use of modern technologies)
  - 3.3. Improve the performance of public administration through the deployment of modern information technologies

- 3.4. Improve the use of data and knowledge in decision-making processes in public administration
4. Optimize the use of IT in public administration through shared services platform
  - 4.1. Rationalize the operation of information systems by government cloud
  - 4.2. Improve "governance" of public IT
5. Cyber-security
  - 5.1. Improve the protection of cyberspace
  - 5.2. Improve the security of data and transactions in public administration

## 2.2. Principles of public governance

Principles of public administration are general rules, which essentially do not change and can be summarized in the following points.

- Business Principles
- Data principles
- application of principles
- Technological principles
- Security Principles

## 2.3. Approach to the process of informatization

Any introduction of any innovation and technology is a process. On process we are always looking from different perspectives, according to the area covered. Through a process is preparing the implementation of enabling technologies ensure that resources must be prepared legislation and coordination of these processes. Basic processes for Information can be summarized in different levels:

- Level coordination and supervise the development of e-Government
- Legislative level
- The level of resources
- The process level
- Information level
- Technical level

Implementation process of informatization of public administration in the eyes of users, especially important level of coordination and surveillance of the building. In this area are the human resources needed to ensure the quality of activity in different processes such as:

- Publicity and education in the field of electronic services - It must be timely and appropriate to

ensure awareness, publicity and education for citizens, businesses and government sector alone. Not only to inform about the current state, but mainly for the planning and creation of new functionalities, application tools, the possibilities of using the services and learning opportunities especially in those areas using public administration services.

- Continuous improvement of the service and data quality - mainly focused on ease of use of services in accordance with ICT technology and modern trends. The government is committed to develop a single design manual electronic services that will define the different phases of the development of services and specific guidelines for the role of experts. In cooperation with the scientific community should be devised rules and approaches to increase the use of electronic services. The solution would be for every government PAIS use the cloud, as well as support for the testing of public services.
- Monitoring and pursuing the goals - in accordance with the competent authorities to ensure the computerization and the legislation it is necessary to ensure the monitoring of targets, which is planned in stages and provides semi-annual monitoring of the objectives defined within the EU. In this area, the risk of moving towards bureaucracy, unclear or coordination of stakeholders to fulfil the expected goals.

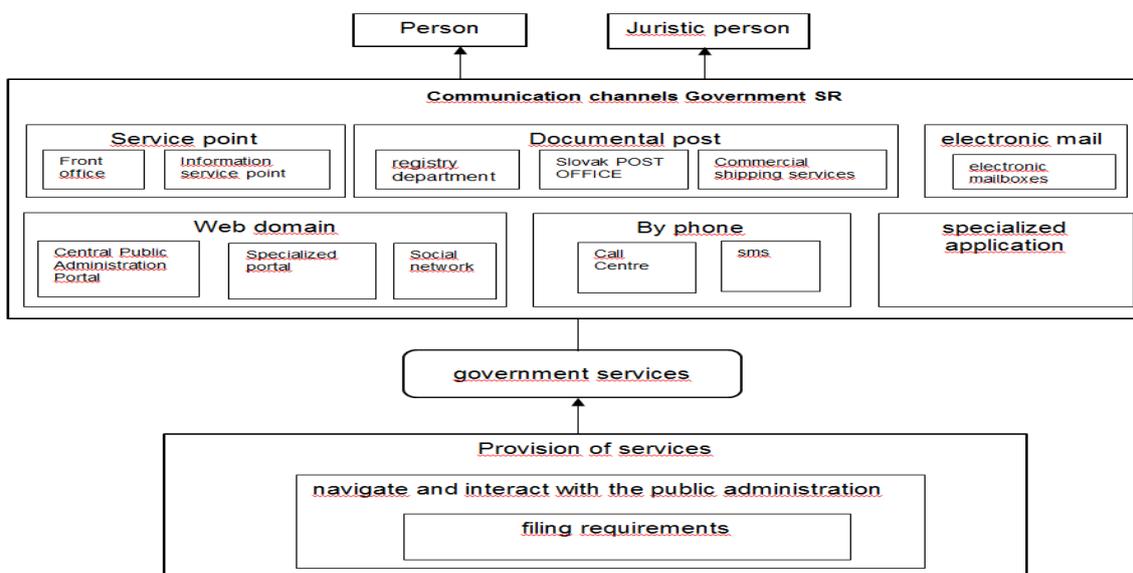
Informatization of the main priorities for the period 2016-2020 are also included in NKIVS SR and are as follows:

- ensure access multichannel,
- provide for interaction with public authorities, to determine the environmental situation and ensure the selection of navigation services,
- ensure the integration and orchestration (distribution of services and responsibilities),
- improving development IS the agenda,
- create a central common blocks,
- effectively manage data and big data,
- ensure accessibility for open data,
- create a government cloud,
- improve the quality of communication infrastructure,
- ensure cyber security.

From a user perspective, it is important to orientate especially the concept of multi-channel approach, since it explains the proper understanding of the possibilities of using communications with public authorities (OVM) through the options available access points. The user can use any access channel. This legislative approach is ensured by law 305/2013 Z.z. eGovernment. For legal forms of communication we consider a form of spoken, written and electronic. The above forms of communication access points are provided, which are shown in the following Figure 2.

### 3. Priorities of public administration informatization

Figure 2: Business view of the multi-channel approach



Source: own processing, by NKIVS SR 2014-2020

Access points to provide services to determine current legislation as follows:

- OVM workplace (the office, or the single point of contact Client Centre),
- OVM registry,
- specialized portal,
- Central Public Administration Portal (the "ÚPVS - CPAP"),
- Integrated service points (hereinafter referred to as "IOM"),
- contact center (hereinafter referred to as "KC").

Communications citizens, businessman and public authorities with each other, it is necessary to ensure access to services at access points, which requires ensuring secure user authentication for that form of communication, secure access to data, the possibility of filing requirements and ensure output of the required service requirements of the adjudicating entity. While ensuring access to services above into account and follow the new directive of the European Parliament and the EU Council 2016/1148 on measures to ensure a high common level of network and information systems in the Union.

#### 4. Connecting the objectives and priorities

The following table prepared individual sets of objectives and priorities in the implementation of access to electronic services of public administration.

#### 5. Connecting the the informatisation of public administration reform

The system of public administration in terms of organizational and functional part of the overall social system. Informatization of public administration only covers other forms and possibilities of the system. Connecting the projects of public administration therefore directly linked to the project Effective Public Administration (ESO - effective, reliable and open government).

One of the priorities was the creation of the so-called ESO. integrated service centers (IOM). In March 2016 it was opened in Slovakia IOM 44 from a total of 79, which is planning reforms within the public administration set up the Ministry of Interior of the Slovak Republic. Figure 2 illustrates the inclusion of

IOM within the overall communication of public administration and citizens and to businesses.

Integrated Operational Programme Infrastructure (OP II) is used to support informatisation projects, which will interconnect with the Operational Programme Efficient Public Administration (OP EVS), while efficient public administration in the plans and intentions must include raising informatization. Connecting the these operational programs should be a process described and aimed at improving and streamlining these processes. The two operational programs have a role also apply IT solutions in public administration, including the deployment of interactive solutions via mobile devices in dealing with life situations, eliminate data redundancy and thus greatly simplify the process operating businesses and citizens. Thanks to the use of knowledge and open API (Open Application Program Interface is publicly available application programming interface, which is possible for an authorized user to work with the electronic service with custom software applications) can be processed large amounts of data in real time it can be filled with a vision of becoming a functioning electronic public administration. Digital technologies are thus one of the key factors of public administration reform.

#### 6. Incentives informatisation of public administration

Public administration is a very complex system in which at so many attributes. It is necessary to understand the context of this environment and the search for the intuitive interactive solutions. When the computerization of government is therefore important that on each side of users are clearly defined and the use of motivational factors.

For three key motivation we can be considered:

- 1) Maximize the value of services for citizens and businesses,
- 2) Improving the quality and efficiency of the public administration,
- 3) Increasing openness and credibility of government.

Priority mapping to the planned program activities of government is shown in table n. 2.

Tab. 1: Connecting the objectives and priorities, own processing

	PRIORITIES									
	Multi-channel approach	Interaction with the public administration	Integration and Orchestration	Developing the agenda IS	The central shared block	Data management and big data	Open data	Government cloud	Communications infrastructure	Cyber security
Improve the quality, standard and availability of e-services for citizens										
Increase the coverage of broadband										
Improving digital literacy and inclusion of disadvantaged individuals into the digital market										
Improve the quality, standard and availability of e-services for businesses										
Increase the innovative capacity of mainly small and medium enterprises in the digital economy										
Improve the availability of government data, in the form of open data										
Improve the performance of public administration through the deployment of modern information technologies										
Improve the use of data and knowledge in decision-making processes in public administration										
Rationalize the operation of information systems by government cloud										
Improving the "governance" of public IT										
Increase the protection of cyberspace										
Improve the security of data and transactions in public administration										

**Tab. 2: Incentives and priorities of public administration informatization, own processing**

SPECIFIC PRIORITIES	MOTIVATING FACTOR		
	IS UTILITY VALUE FOR CITIZENS AND BUSINESSES	EFFICIENCY OF PUBLIC ADMINISTRATION	OPENNESS AND CREDIBILITY OF PUBLIC ADMINISTRATION
multi-channel access		X	
interaction with the public administration, life situations and the choice of service navigation	X		
integration and orchestration	X	X	
central a common the blocks		X	
data management and big data	X	X	
open data			X
government Cloud		X	
CROSS-CUTTING PRIORITIES			
development of the agenda information systems	X	X	X
communication infrastructure	X	X	X
information and cyber security	X	X	X

## Conclusion

In the process of electronization of public administration in Slovakia, the government has set high goals that are in the paper briefly summarized. These objectives are in line with the progress across the EU are also supported by projects and funds for this purpose. The basis for the fulfillment of those objectives for the overall citizen satisfaction with e-government services for the year 2014, the declared value is 59.9% and the goal is to reach at least 73%. The overall use of eGovernment services to citizens as a starting point in 2014 is reported value 42.2%, and the target value is 74%. The starting point for achieving the objectives for the overall satisfaction of

businesses with the services of e-Government for 2014 is 64.2% of declared value and the goal is to reach at least 74%. The overall use of eGovernment services businesses as the starting point in 2014 is reported value 90.7% and the target is 98%. (NKIVS SR 2016). The paper described the principles of the process, priorities and linking of informatisation of public administration. Finally are listed motivational factors that should lead to the fulfillment of objectives. In years 2020 will certainly informatization does not end, it's an ongoing process but we will be able to assess how the objectives been achieved and believe that computerization of public administration will benefit and improve the quality of life for citizens in the country.

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