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**E-GOVERNMENT DEVELOPMENT IN EUROPEAN COUNTRIES -
GOOD PRACTICES IN THE CONSTRUCTION OF E-GOVERNMENT**

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***Abstract:** Viewing is historically the term e-government issues is too short and almost starts with the history of the world wide web. Done is a comparison between e-government systems of several countries. This is an important part of the history of democracy, because it presents new opportunities for the development of public services provided to citizens and businesses. The term "e-government" is an expression which defines the activities of creation, implementation and use of computer and information technology from public administration to deliver public services electronically.*

***Key words:** e-government, public services, public administration, development*

1. History of the Term E-Government

History of problems is too short and begins almost with the history of the world wide web. It is an important part of the history of democracy, because it presents new opportunities for the development of public services provided to citizens and businesses.

The term " e-government " is an expression which defines the activities of creation, implementation and use of computer and information technology from public administration to deliver public services electronically.

In 1987, the International Organization for information processing working group established to coordinate research in the field of information systems in public administration. The Working Group shall organize conferences and publish their results by setting goals and targets for the work, namely : improving the quality of information systems in public administration at the international, national, regional and local level. Working Group pays particular attention to the holistic approach to the relationship between central and local use of information systems services to citizens.

In 1992, David Osborne and Ted Gelbar present idea "Reinventing Government" (Literally translated to "invent government to a new level) - " Driven by customer "

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through which advocate people to push the power of bureaucracy to society. The book is not only a call to battle against the bureaucracy of the public but also guide those who want to build more efficient public administration. The book briefly overlapped computer technology, but the then development of cyberspace is quite normal.

In 1994, Bill Clinton used the term "e- government" as a key element in its initiative to build a national information infrastructure in the United States.

In February 1995 in Brussels a conference of the G -7 in the information society. One of the " G-7 project to government on-line" begins as a long-term initiative that aims to increase the efficiency of administrations by providing "on-line" services for the citizens.

In the plan for the development of technology since 1997 Denmark notes that technologies offer the public sector new opportunities for development of services and open government to the citizens. Targeting a few problems:

- public e-services should be offered convenient and easy for citizens;
- Public information should be made accessible and easy to use;
- self-service must be possible in cases that do not require further evaluation and decision of the administration.

In the same 1997 U.S. Vice President Al Gore came to the conclusion that information technology allows us to rethink and reinvent the way the state machine.

In 1998, the EU's "Green Paper" emphasized that the key to e-Government is bringing together the essence of public administration institutions with citizens and economic operators.

In 1999, EU leaders decided they should start work on the construction of "e-Europe". The idea is to remove the lines in front of the administrative offices and replaced with a few clicks of the mouse on the home computer. For then it sounded like utopia, but one is as big as his dreams are big. Only five years later, obtaining records and documents in real time "on line" and e-voting for local and parliamentary elections have ceased to be exotic in some Member States.

2. First Projects and Implementation of E-Government

The history of the topic of e-government in its modern form began almost with the history of the world wide web. The site of Pennsylvania was founded in 1995 and currently it is one of the best organized and functionally rich websites.

New Zealand has pioneered with the establishment of a comprehensive vision and strategy for the development of e-government.

Denmark with its action plan back in 1997 - 1998 is placing relevant today issues of e-government.

Britain is the country whose projects are characterized by systematic and strive for lasting solutions.

Initial approaches are directed exclusively to the database and associated problems that are influenced by the action of a number of external factors. The theme is developed

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without limits and boundaries, and this contributes to the emergence of creative ideas and rational development of information technology.

A good example in the field of e-government gives small Baltic state Estonia. Since 2005, all libraries, schools, universities, public buildings, parks and central parts of the larger cities have free internet. Each resident using e- ID cards and have access to almost all electronic services, including banks, utilities, payment of tickets in public transportation, taxes, electronic voting over the Internet and more. In the electronic environment includes police, school systems and health. Most notary services are also conducted over the internet, and all the necessary information, such as mortgages, taxes or criminal records are available on-line. Every Estonian has an electronic health record that gives access to the physician quickly and accurately to meet the health status of the patient.

Any government decided to implement e-government needs to build its own vision, considering all ways to provide quality public services in a way that allows the most rapid and accessible to citizens and businesses to receive them. [View, <http://www.state.pa.us> <http://www.govt.nz/en/home> <http://www.open.gov.uk/Home/HOHome>].

3. Development of E- Government in Europe

3.1. European E-Government Initiatives

The first European initiative on e- government since 1998, when a conference in Vienna (12-13 November) is a declaration of bringing the administration closer to the citizens. It examines issues such as the creation of "information democracy" and administration-oriented provision of information to citizens and businesses. Present objectives, such as :

- A clear definition of the right of citizens to information;
- widespread availability of public services electronically, in order to achieve universality of citizens;
- A public-private partnership;
- If possible, free access to public information;
- Dissemination of best practices.

At a meeting of high level in Lisbon on 23-24 May 2000 the Heads of Government and Heads of State of the 15 member states of the EU, then, seek the transformation of Europe into "the most competitive and dynamic based on science, economy in the world." This goal determines the urgent need Europe to quickly exploit the opportunities and achievements of the Internet. As a result, start working plan " e-Europe " and formulate clear criteria for assessing progress set out in two main indicators, namely:

- Percentage of basic public services available "on-line";
- Use "on-line" public services information or filling out forms.

They are 20 indicative basic public services, 12 for citizens and 8 for businesses as follows:

Priority services for citizens:

- Income taxes: declaration, notification;
- Services job search for employment services;
- Social security, unemployment benefits, child allowances, medical expenses, scholarships;
- Personal documents - passports, driving licenses;
- Vehicle registration - new, used and imported vehicles;
- Applications for building permits;
- Reports to the police, for example, for theft;
- Public Libraries - catalog, search engines;
- Certificates - birth, marriage, etc.;
- Diplomas, secondary and higher education;
- Change of registered address;
- Services related to health.

Priority services for businesses:

- Social security for the employees;
- Corporate tax - returns, notices;
- Registration of a new company;
- Sending data to the National Statistical Institute;
- Customs declarations;
- Permits related to environmental requirements - incl. reporting;
- Procurement.

These 20 Indicative basic public services are discussed in terms of the level of development of their offering five levels:

- Level 1 - information;
- Level 2 - way interaction (forms to download)
- Level 3 - two-way interaction (electronic forms) ;
- Level 4 - transaction (full electronic service providers);
- Level 5 - personalization (proactive, automated).

3.2. Current Status of E-Government in Europe

The key indicators represent progress in implementing e-government in the European countries there are "on-line" public services and the use of e- government.

According to Eurostat data for the period 2007-2010, the availability of online public services in the EU -27 increased by 26%, from 58.3% in 2007 to 84.3% in 2010

Analysis of the amount of online services for citizens and businesses offered by the different Member States, made in 2010, shows that six countries (Austria, Ireland, Italy, Malta, Portugal and Sweden) have 100 % of basic public services fully available online. Twelve countries provide between 75% and 99%, eight provided between 50% and 74 % (as is here and Bulgaria) and only Greece provides less than 50%. [<http://ec.europa.eu/eurostat> Statistical Office of the European Union].

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In 2011 European Commission report had concluded that " Europe continues to make progress in the provision of online public services to achieve the objectives of the Lisbon Agenda and Action Plan i2010 e-Government. Despite this increase, however, significant differences between business services and services for the citizens, the first almost reached its saturation with the presence of 83%, while the latter, with its presence in 63% showed a significant deficiency. " We should note, however, that essential public services are to be applied for assessing the progress of e-government in Europe are administrative, procedural or information by their nature are not included in direct exchanges with politicians and / or mechanisms for decision-making (e-voting).

According to Eurostat data using online public services has increased significantly in the EU for the period 2005 - 2010 as a whole, about one third of EU citizens using e-government in 2010, the same year, is the biggest usability in Denmark (72%), while the smaller - in Romania (7%). The use of e-government is more than 50% in five EU countries - Denmark, Sweden, the Netherlands, Finland and Luxembourg. Magnitude of this change is consistent with the picture presented by the indicator - the availability of online public services. One reason for this difference lies in the different degree of coverage of the Internet and the general use of the Internet in the Member States.

4. European Practices in the Construction of E-Government

4.1. The Experience of Ireland

Ireland 's success is the result of five national social partnership agreements, macroeconomic management, membership, tax reform, effective public administration, pledging to open markets, a half centuries of consistent policy in favor of foreign direct investment and more. The good performance of Ireland in terms of competitiveness is the result of political impacts in areas such as taxes, education, entrepreneurship and innovation. [<http://ec.europa.eu/eurostat> Statistical Office of the European Union].

In 2008, Ireland has adopted a program for the transformation of public services that put the citizen (consumer) in the center of the administration.

In December 2009, adopted a strategy for e-government in 2010, in which the main priorities are stated as follows:

- Improving the quality of services offered by the administration to citizens and businesses;
- Identify priority areas, where appropriate and feasible supply of public services online, including reducing and possibly eliminating the traditional channels of service delivery;
- Identify opportunities for "shared approach" to the provision of services by integrating and centralizing the same type of activities and services and providing them in a uniform manner from one source (which is essentially a "one- stop shop").

In May 2009, the study " Leading in Customer Service: Creating Shared Responsibility for Better Results" makes global comparison of countries based on four key practices:

- Better service starts with understanding ;
- Link: Engagement - listening - answer ;
- Harnessing all available resources;
- Be transparent. Be responsible. Ask and give feedback.

The study examined 21 countries, 12 of which - the EU. The result indicated that only 3 countries (Canada, Singapore and Ireland) give users more than 50% of job satisfaction of e-government to improve their lives.

4.2. The UK Experience

Strategy for the development of e- government in the UK has developed "Conversion to Government - enabled by technology," published in 2005. [Leadership in Customer Service: Creating Shared Responsibility for Better Outcomes], [Transformational Government – Enabled by Technology]. This document set the options for the conversion of government activities through three main challenges that globalization poses to modern offices, namely: farm productivity, social justice and reform of public services. In 2006 he developed a "Plan for the implementation of the" separating the execution of two parts as follows:

- 2007-2011 years - priority is the transformation of the centralized provision of public services to citizens and businesses and to support the transformation of shared services;
- Since 2011 - the development of new channels of access to services, digital home.

"Final Report on Digital Britain", published in the summer of 2009 reflects the initial steps taken towards digitalization of the state. The Action Plan presented at the end of 2009 set guidelines for the development of e-government until 2020 actions will focus on the following areas :

- Development of Standards for increasing the role of citizens and civil society;
- Exemption of public services by reallocating connections between the center and the offices;
- Reducing the cost of service by more accurately determining the recipient.

Web portals for accessing electronic services UK there are two, namely:

- For citizens - www.direct.gov.uk - operating since 2004;
- For Business - www.businesslink.gov.uk - working 2003.

Characteristic of the two web-portal, that are adapted to the thinking of the user, i.e. The topics are divided as would have been looking for user: group on topics such as "education," "jobs," "money, tax and benefits", "health", "transport", etc. On the second level, if interested in the institutions themselves (rather than "products" offered), the user can see a directory of institutions - Parliament, the monarchy, the central government, municipal and other UK and EU, UK and international institutions. Through a web portal for e-services citizens and businesses can pay their taxes, state and municipal fines, medical insurance, require licenses may apply to the beginning of your business, to serve him and others. [Digital Britain Final Report].

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4.3. The Experience of Slovenia

On 5 May 2009 the United Nations honored Slovenian project e-VEM, representing a single point of access to e-government services to businesses in the category "Improving the delivery of public sector services." The project applies new concepts and ideas to solve problems of transparency, accountability and implementation of "demand response" in public administration. Web portal for businesses is available via general e-government portal. Typical of Slovenia portal maintenance of e-government and minority languages in the country, ie Italian and Hungarian.

In 2006 he adopted the strategy "eGovernment for effective public administration" for the period 2006 - 2010. The aim is to define the framework for the development of e-government activities, focusing on customer satisfaction, reconsideration of administrative processes and modern electronic services. This four-year period were identified 12 strategic areas:

- consumer-oriented e-government ;
- single access point (one-step shop);
- Simplicity ;
- Standardized services;
- Quality ;
- Transparency ;
- Security ;
- Any time, any place ;
- Fast, efficient and not expensive ;
- Personalization for everyone; [The UN Public Service Award, UNPSA 2009]

<http://evem.gov.si/evem/>

Response to demand

<http://e-uprava.gov.si/e-uprava/>

<http://e-uprava.gov.si/e-uprava/it/portal.euprava>, <http://e-uprava.gov.si/e-uprava/hu/portal.euprava>].

- Knowledge and training related to information technology;
- Involvement in decision-making - e-Democracy.

Based on these strategic directions, the strategy identifies the following objectives for 2010:

- Focus on the Public Administration on consumer needs;
- Improving the quality and efficiency of the public administration;
- Increase customer satisfaction;
- Reduction of administrative burden;
- Increasing the transparency of administrative processes;
- Developing synergies at all levels of public administration through e-government
- Turn on the widest range of users in the processes of decision-making;
- Optimizing resources;

- Reducing the human factor in administrative procedures;
- Maintaining a high level of development of e-government.

4.4. The Experience of Austria

Austria is working on projects for planning, analysis, design, development and implementation of e-government in 2000 and is currently the leading EU countries in the provision of electronic services to citizens and businesses.

Systems in the administration that automate various activities are unified and integrated with the records that are maintained centrally and also work as part of a single integrated system. Basic registers in e-government of Austria are as follows :

- Individuals: registration, marital status, issued identity documents Register of foreign citizenship;
- Business: Business Register, register of companies, associations register, register of entrepreneurs;
- Administration: Institutions, associations;
- Cadastre: digital cadastre, registry street address register, a register of buildings.

Access to records have all state and public organizations providing electronic public services for citizens and businesses. The web portal of e-government of Austria began to work in 2004, and gradually expand the scope of services and provide support to already established services. Practically implemented pooling together a wide range of electronic services for citizens and businesses. The portal also provides information on the price. Much of the services are performed immediately after application. Achieved a high degree of integration between the institutions and issuing of the document depends on the action of an official document will be generated immediately. When required coordination and approval of employee time to delivery is also reduced to a few hours or days. Data validation does not require the person to submit a number of documents issued by other institutions. Documents issued by the administration sent to individuals in their preferred way, if possible, by electronic mail, the documents are signed with an electronic signature by the employee.[www.help.gv.at]

4.5. The Experience of Estonia

The small Baltic state of Estonia is seen as a leader in the field of e-government. Since 2005, all libraries, schools, universities, city centers and parks have access to free internet. Everyone can vote and make payments electronically. Using their electronic ID cards, Estonians have access to almost all public services online www.eesti.ee.

ID card of Estonians than standing in the physical world is used for identification and virtual, allowing people access to almost all available online services, including those of banks, utilities, public transportation and more.

In Estonian electronic environment includes police, education, health. Each patrol car is equipped with a computer with Internet access, as well as devices connected to a central server available that has all the necessary information for a specific vehicle and driver.

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Parents have access to information related to the learning and behavior of their children at all times, and complete information about what is happening in school.

If you need urgent medical care, electronic map of Estonians allows the physician to gain access to electron health record containing all the information about the patient's health - insurance status, medical history, prescriptions, X-rays, treatments and more.

Most notary services are on the Internet, and all the necessary information, such as mortgages, credit status, pay taxes, or criminal record checks available online.

The success of e-government in Estonia is essential and financial incentives expressed in drastically reduced prices online services compared to standard of up to 50 % in some species.

Project of e-government in Estonia cover as follows:

- Integrated information system **X-Road** - ensuring the exchange of data and information in real time between state organizations and agencies, and between government and citizens and businesses. While sharing data is securely protected from hacker attacks and system failures. Included are 1500 by more than 80 databases. To provide the system it accounted for more than 500 organizations and institutions. Traffic data includes information systems of the private sector, such as insurance, banks and telecommunication companies.
- Identification Card (**ID card**) - to ensure security in the information process involving Estonia has introduced an electronic ID card with chip, which is used for signature (electronic signature). Along with the ID, each proprietor receives official e-mail address in the form of e-mail intended for receiving e- mail with the state.
- Mobile ID card (**Mobile ID**) - as an alternative to the ID card of Estonia has developed and Mobile ID. Its main purpose is to use an electronic medium, such as the functions are similar to those of the standard identity cards. With mobile card Estonians have access to information systems, using their mobile phones.
- e-School (**eSchool**) - it is easy to use service connecting parents, students, teachers and school administration via the Internet, providing all school information. Parents may at any time and place to have access to updated information in real time to the development of your child, can monitor attendance in school hours, homework, participation in class and school events, etc. Provides students with valuable tools for application or during their training.
- Electronic Police (**ePolice**) - all police vehicles are equipped with computers and can send and receive the information they need. Thanks to the speed with which the officer can obtain the necessary information from the system X-Road (driver's license status penalties, insurance, inspection, previous incidents, etc.) can quickly and adequately to react in a particular situation. This greatly increases the efficiency of the police.
- Electronic voting (**eVoting**) - during the parliamentary elections in March 2007, more than 90% of Estonians were able to vote via the Internet with the help of a national identity card. The system follows all the principles and characteristics of traditional voting as an advantage translates into more difficult manipulation of election results.

- Internet Banking (**eBanking**) - banking has become routine because Estonian banks offer complete solutions that allow customers to make all payments on the home and the office, or from any location equipped with a computer and Internet. Thanks to Internet Banking using the identity card and mobile ID card about 98 % of bank transactions are executed electronically.
- Tax Office (**eTax office**) - the filing of tax returns is much easier and takes only a few minutes, because the X-Road provides all the necessary information systems available. The system identifies the user by personal or mobile card and permits easy access to information and applications.

Estonia managed to implement e-government by about 500 million euros in the period 2002-2003, of which 70% are hardware. Used free software with open source. So Estonians are saving millions of euros, which would otherwise have to pay in the form of license fees and is not bound by any major tech corporation. For the past 10 years as a result of the implementation of e-government in Estonia save 20 tons of paper. According to the Estonian case, the main reason for the success of e-administration is that in Estonia all hate bureaucracy. But we must not forget the fact that Estonians account for 1.5 million and is the home of Facebook.

4.6. The U.S. Experience

In 1993 the U.S. Congress adopted a bill supplementing the United States Code with a new chapter whose name is "Access to Federal Electronic Information." It includes the following tasks:

- Create e Directorate of Federal electronic information, which is defined as " Federal public information stored on electronic media";
- Providing a system for on-line access to information from Congress, the Federal Register and other public information;
- Use of electronic media for preservation of federal electronic information to which access is provided.

This law is evaluated as a means to increase the accountability of government to U.S. citizens. Law provides access to government information to the public. Regardless of their location every American citizen can obtain government documents on their home computer or local library. The White House has a website since 1993

Concept of e-government was first introduced in the history of the United States by President Bill Clinton in 1994, he put the idea of a national information infrastructure in the United States that only 7 years later was further developed during the term of George Bush.

Development of e-government is one of the five key elements of the Bush presidential program since 2001 as nature is connected with the increase of investments in the IT sector in order to reduce costs and to reduce the book work as well as the administration and for businesses and citizens. Aims at reducing time-limits for responses to the administration from weeks to minutes. Develop a strategy for e-government of the United States identifies specific initiatives for the development of information technology in the agencies of the federal government. Tasks are very specific and are tied to the state budget for the current financial year (for three years from 2002 to 2005, is the U.S.

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government allocated \$ 100 million). The funds are used for the development of e-services, the use of e- signatures and reduce paper work.

The main tasks set out in the strategy are formulated on the basis of a working group of specialists representing 46 agencies and offices that conducted over 71 interviews with over 150 senior government officials. On this basis, identify 24 specific initiatives to facilitate the access of citizens, businesses and administrations to offer electronic services.

U.S. successfully implement certain elements of e-government, which is largely due to the high percentage of access to computers and the Internet population.

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RAZVOJ E-UPRAVE U EVROPSKIM ZEMLJAMA - DOBRE PRAKSE U FORMIRANJU E-UPRAVE

Rezime: *Pojam e-uprave istorijski je isuviše mlad i gotovo da počinje sa istorijom world wide web-a. Urađeno je poređenje između sistema e-upravljanja nekoliko zemalja. Ovo je važan deo istorije demokratije, jer predstavlja nove mogućnosti za razvoj javnih usluga koje se pružaju građanima i privredi. Termin "E-uprava" je izraz koji definiše aktivnosti kreiranja, primene i upotrebe kompjutera i informacionih tehnologija u elektronskom pružanju javnih usluga.*

Ključne reči: *e-uprava, javne usluge, javna administracija, razvoj*