E-Government as a quality improvement tool for citizens' services

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Abstract

The information and communication technology innovations have influenced citizens' behaviour, their information needs and the way how people work and communicate. This progress affects social, cultural, commercial and public structures. The Internet, in particular, has intensified the digital transformation, because it brings the ability to access variety information, new ways of interaction and also supports the knowledge creation and sharing. Digitalisation and globalisation reduce the importance of geographical boundaries, because people and societies are connected at the international level. The contribution is focused on e-Government services, which are available for citizens of the Slovak republic through the central public administration portal. Authors analyse provided e-Government services, create ICTI Business Model and describe current project of e-Health.

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1. Introduction

Currently is society facing the concept of informatisation. The informatisation process means the implementation of information and communication technologies in all areas of citizens' everyday life with the aim of quality improvement. Therefore is the society informatisation one of the main aims of Manifesto of the Government. The Internet has become a driving force of the informatisation. The information and communications technologies has started to be used for communication and services provision in public administration due to the Internet. The informatisation brings transparency as well as simplification of the information retrieval and creation, which leads to
more efficient communication and the living standards improvement. In practice the government seeks the expansion of the broadband Internet, the public administration services electronisation and the digital content quality.

2. The public administration informatisation

Informatisation is characterised as “a purposeful and systematic implementation of information and communication technologies in all relevant areas of social, political and economic life in order to increase the knowledge base and society potential”. The central area of the knowledge society potential is education and a key institution is a school. The main aim of the society informatisation is to ensure universal access of people to information. Informatisation of society and its level measurement in the Slovak Republic is carried out under the supervision of the Ministry of Finance of the Slovak Republic. Indicators of measurement are: the availability, usefulness and quality of information and information services. [1]

The process of the society informatisation leads to the service electronisation and consequently its part is the e-Government. E-Government ensures the quality digital content development and dissemination of the broadband Internet. At first the use of the information and communication technologies (ICT) has fundamentally changed a game plan of the business sector and consequently of the public sector. The public sector have to adapt to ICT dissemination pressures which have led from the traditional bureaucracy to easily accessible and usable services, to secure e-Government solutions, that enable easy data access and easy communication with citizens, businesses and the public administration institutions. [2,3]

Various definitions of the e-Government can be found in the literature. According to the United Nations Organisation is e-Government “continuing duty of public administration to improve relationships between citizens and the public sector by providing cheap and efficient services, information and knowledge. Practical realisation of what can the public administration offer.” [4]

3. ICTI e-Government Business Model

Business model gives a description of the relevant services, processes and activities of the public administration institutions, characterises how are information, products and services, that create added value for society, created and controlled. The model considers various tools (procedural, strategic, complying with the society requirements), ensuring the creation of sustainable added value for society. ICTI e-Government Business Model consists of four separate models: Information, Communication, Transaction and Integration model. [5]

Information business model focuses on the provision of required and optional information and is used to illustrate the range of provided services. Required information have to be accessible to citizens and businesses, because this kind of information services have to be provided in accordance with applicable laws and regulation. Mandatory provided information includes information on citizenship, civil registers, registration of companies, immigration, tax rates, tax returns etc. Optionally provided information describes the information services, which are not required by law or connected with any mandatory government service. Optionally provided information includes information on the political situation, social information, educational offers, information on arts and culture, tourism etc. The most important aspect of this model is informational added value for the user. It can help to solve the user's problem or increase his comfort by gaining a variety of relevant information through a single e-Government portal. [5]

The basis of Communication business model are online communication possibilities of interaction between public administration and users. Services provided in this model are divided into interactive and automated. Interactive services such as telephone, call centres, online chatting, communication via e-mail or social media support the exchange of information between two active participants who influence each other. Interactive communication allows dynamic two-way flow of information. Automated communication offer could represent one directional but also bi-directional flow of information, while this flow is dynamic (e.g. the search for information on the page). Searching is based on the automated search algorithms. If the user changes the search term results are different due to modification of a keyword. These results may seem dynamic but page content is static, it does not change, and users have no direct influence on it. Another example of automated services are automatic notifications of accepted request, comments, as
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