

# **eGovernment: Development and Policy Issues in the NMS**

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# The Background of the Presentation

1. Summary of first experiences from the ongoing project on eGovernment services in the NMS co-ordinated by ICEG European Center called „Next Steps in Developing Information Society Services in the New Member States: The Cases of eGovernment and eHealth”
2. Stylised facts followed by achievement and shortcomings, drivers of and barriers to eGovernment, concluded with policy and research issues

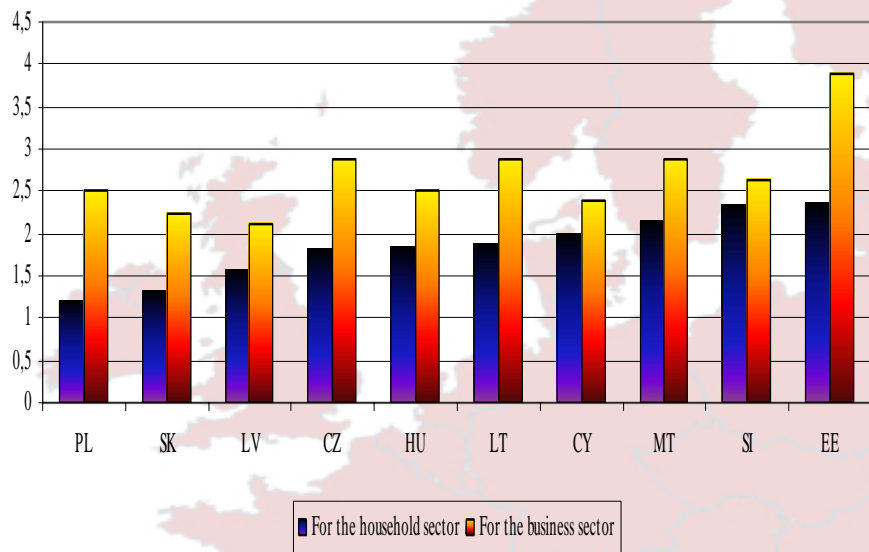
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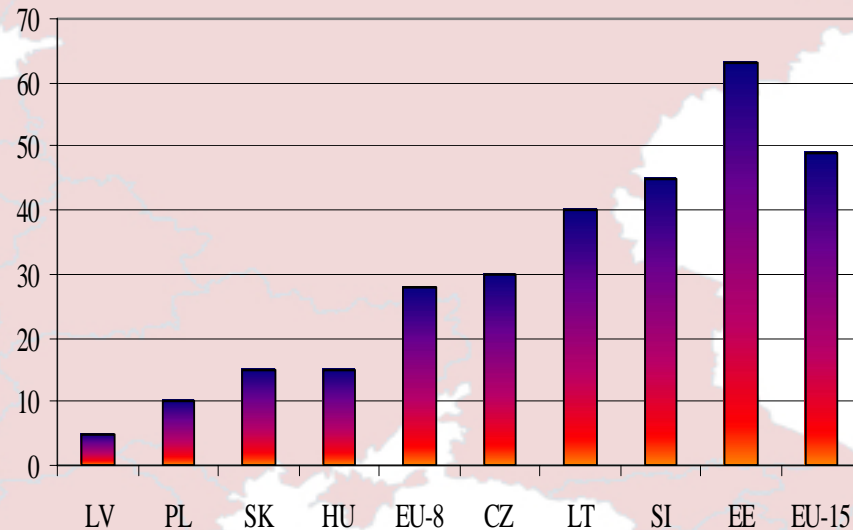
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# The level of provision of eGovernment services in the EU-10

The average level of provision of eG services



The share of eG services available at level 4



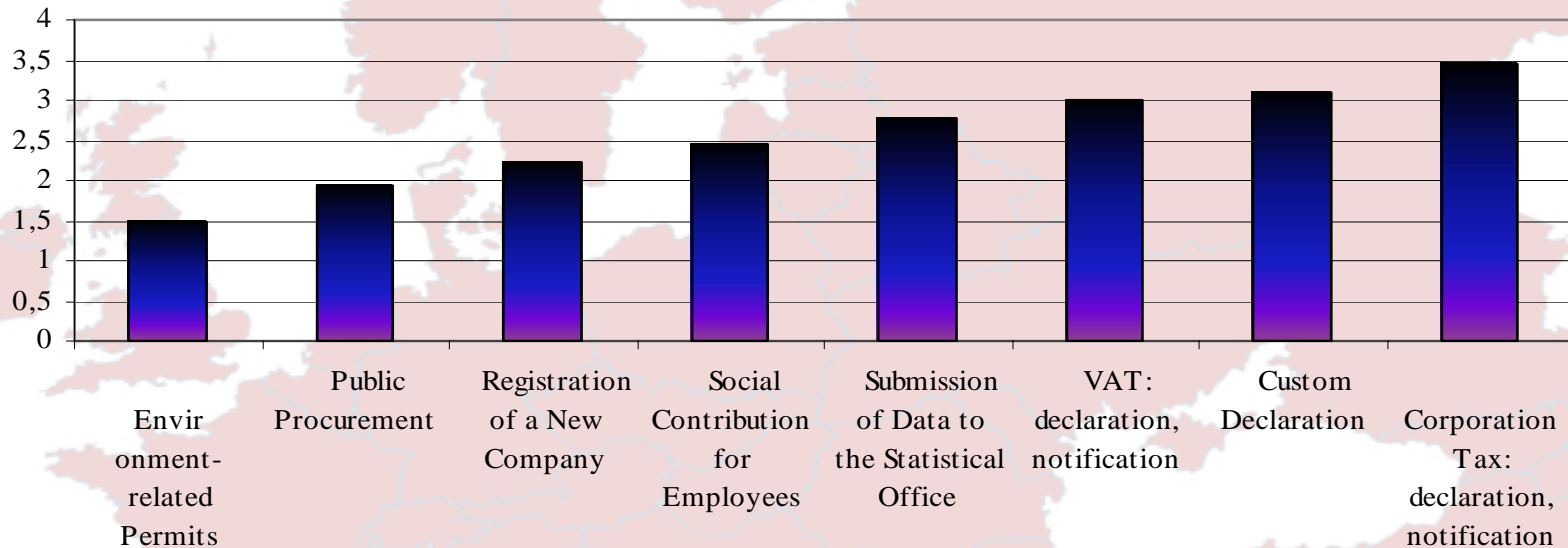
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# The level of eGovernment services in the business sector

The average level of selected eG services for the business sector

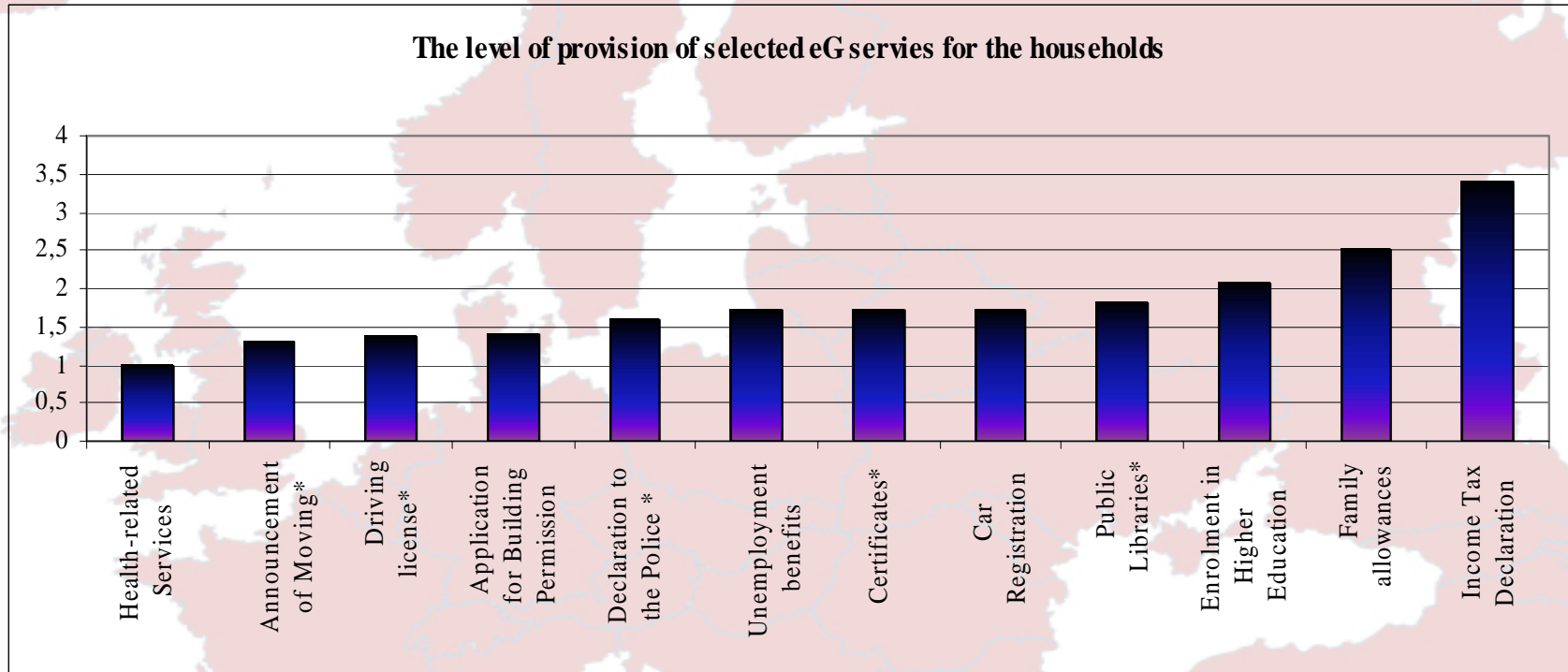


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# The level of eGovernment services in the households sector

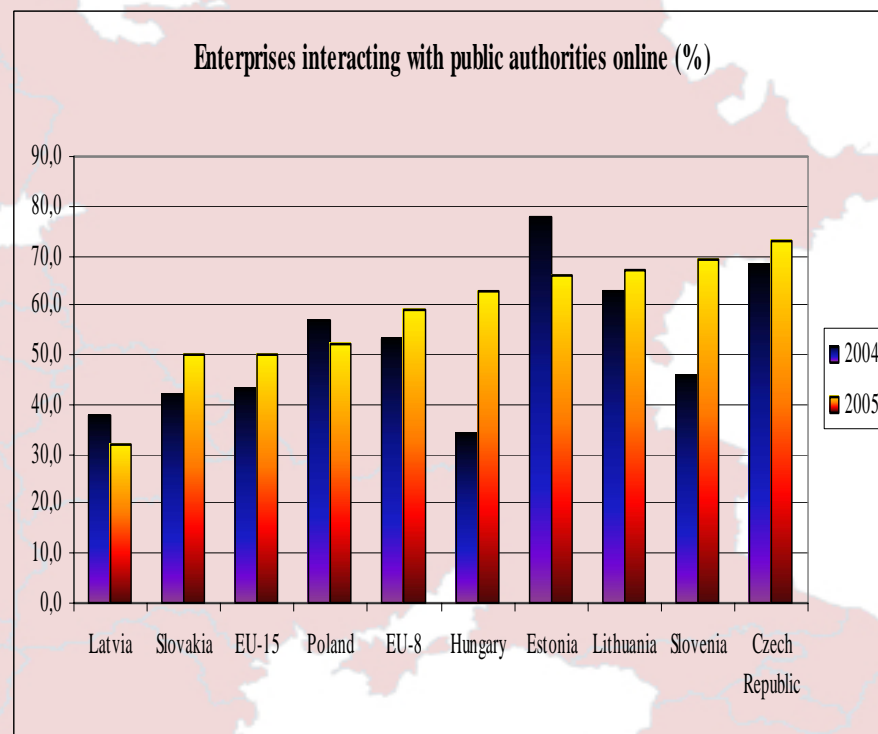
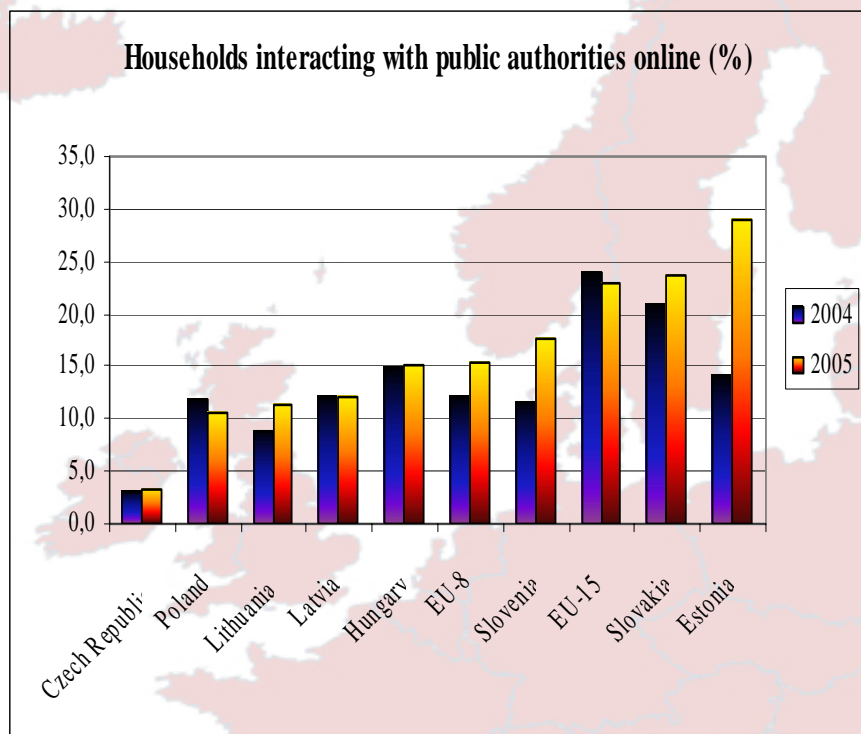


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# The level of online interaction with public authorities

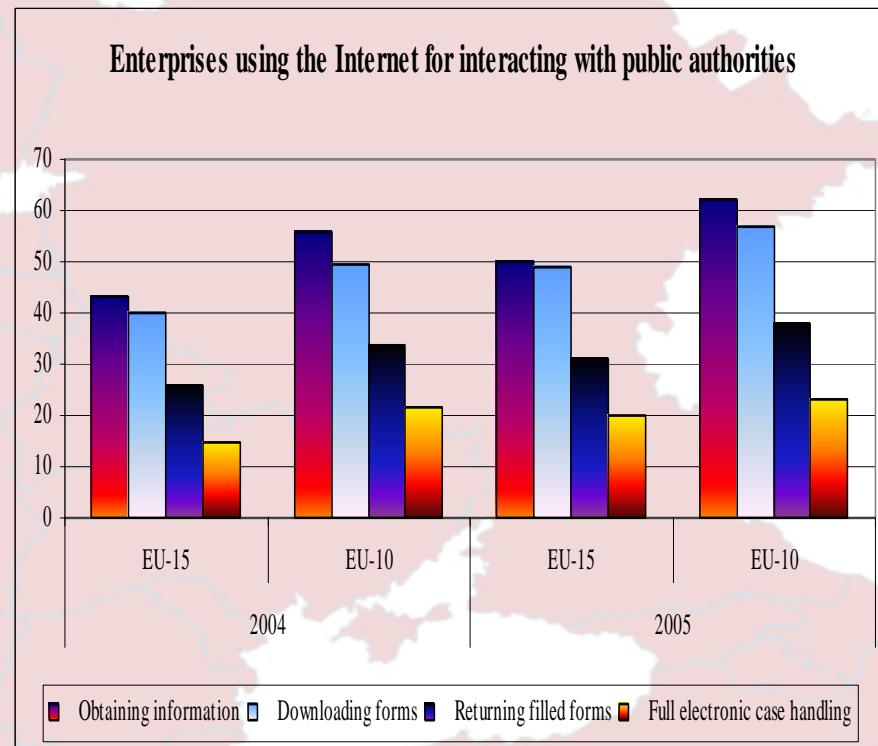
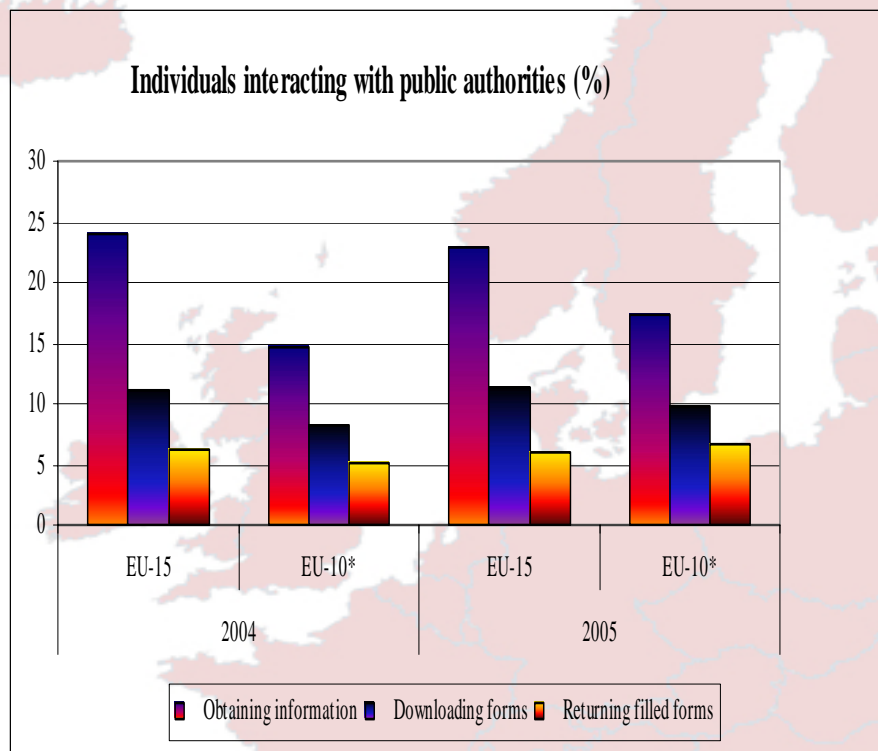


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# The level of online interaction with public authorities: comparing with EU-15



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# Major Achievements in eGovernment

1. Recent expansion of eGovernment services
2. Increased usage by both households and enterprise sectors
3. Good enterprise interaction with the public sector (on par with EU-15 )
4. Infrastructure background to access these services is sufficiently developed
5. Legal framework is appropriate

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# Shortcomings in eGovernment

1. eGovernment development rarely linked to public sector reform
2. Efficiency of providing eGovernment services is generally not considered
3. eGovernment services, service providers and systems are disconnected and disintegrated
4. Level of service provision is generally low, its quality is mixed
5. No clear links between public administration and eGovernment services
6. eGovernment development more process and less content oriented, front and back office developments are not linked
7. The role of PPPs, private sector is weak in the provision of eGovernment services

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# Factors affecting the evolution of eGovernment

1. Economic and income growth has been fast creating new demand for eG services
2. Improving affordability: income growth, price and access costs decline
3. Expansion of infrastructure, improving access indicators
4. Income, regional and related digital divides remaining strong and persistent
5. More awareness and EU funds used for eG as a priority area
6. Direct policies are supportive, indirect ones are a problem
7. Regulation weaknesses

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# Drivers of eGovernment

1. Increased access to EU funds and their changing usage structure
2. Fast growth and convergence of EU-10
3. Improving quality of regulation and its alignment with international practices
4. Competitiveness and efficiency pressures on the public sector, growing demand from the private sector
5. “One shop stop” and connecting internally public eServices
6. Increased reliance on private sector (PPP) involvement

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# Barriers to eGovernment

1. Remaining social, regional and digital divides
2. Speed of structural reforms in the public sector
3. Dispersed usage of available local and international funds
4. Level and composition of domestic R+D
5. Fragmented public services

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# Policy Issues to stimulate eGovernment

1. Reform of public sector
2. Reducing digital, regional and social divides
3. Providing conditions for affordable access for eGovernment
4. Harmonising and connecting developments at various levels of the general government
5. Increased spending for eGovernment ; within that efficient (either centralised or decentralised) use of EU funds in various operative programs
6. Accelerating transformation of internal processes: coordinating front and back office reorganisation

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# Open Research Issues

1. How to measure the efficiency of eGovernment, what should be the output of these services?
2. How can the eGovernment increase the efficiency of provision and quality of government services?
3. What new business models may be developed in the public administration thanks to eGovernment ?
4. What is the link between the spread of eGovernment and public finance reform?
5. How can it increase the efficiency and generate favourable employment effects in the public sector?
6. What are the major economic and human savings from the use of eGovernment?
7. Does the ongoing technological convergence contribute to the provision of eGovernment ?
8. How can the growth of eGovernment influence the spread of ICT usage and major qualifications of the information society (eInclusion, digital divide, etc.)

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*Thank You!*

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