ANALYSIS OF E-GOVERNMENT IN THE MEMBER STATES EUROPEAN UNION AND CANDIDATE COUNTRIES

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Abstract: : Information technology offers many benefits to institutions seeking to provide effective governance programs. E-Government strategy is a requirement formulated at European Union level for all member States. Effectiveness of e-Government will be determined by the confidence of citizens and business in using information technology.The main objective of this paper is to identify and achieve analysis of the factors which facilitate the development of e-Government, through a study reported to the European Union Member States and candidate countries.

1. INTRODUCTION

Starting with 1st of January 2007 Romania has become a member of the European Union, after a long process of adherence, due to the fact that negotiations have started in the year of 2000.

E-Government strategy is a requirement formulated at EU level for all Member States. The main objectives of the European e-Government are: the inclusion of all social groups as beneficiaries of e-government, using technology for better government efficient andeffective, creating electronic identity between Member States.

The concept of e-Government has four main components: interaction between the Government/Administration and Citizen (G2C); interaction between the Government / Management and Business (G2B); interaction between the Government / Management and employees (G2E) and interaction of the various institutions of Government and Public Administration (G2G). E-Government is essential to reform government assuming a process of digitization of the public sector in order to simplify bureaucratic procedures, improving access to information, public spending cuts, fighting corruption and strengthening the administrative capacity of public institutions.

The present study is based on the first component, Interaction between the Government / Administration and Citizen (G2C).The main objective of G2C component is attracting citizens to public institutions through communication and information exchange each other through information technology applications. Internet is one of the communication tools that could be of really help for institutions. Using the Internet will change the way citizens interact with administration more efficient rather than bureaucratic.

2. OBJECTIVES

The main objective of this study is an analysis of the factors which facilitates the development of e-Governance in the European Union member states and candidate countries. The list of basic public services proposed by the European Community provided to citizens under the label of G2C e-Government are : income taxes; services to search for a job through employment offices; social security contributions; personal documents; car registration; applications for building permits; statements to police; public libraries; registers of civil status; enrollment in universities or colleges; announcement of residence change; health-related services.

3. METHODOLOGY

In preparing this study, research methodology was based on the European Directives, factsheets of Member States and candidate countries on e-government. In preparing this study I used quantitative and qualitative methods: analysis of documents, statistical processing of information, synthesis, data interpretation.

4. ANALYSES

To prepare quantitative analysis of the data were analyzed 31 countries, aiming to establish a relationship between the adoption of electronic governance and the percentage of individuals using the Internet at least once a week (factsheets of Member States European Union and candidate countries on e-Governance, available on site www.epractice.eu).

To establish the e-government adoption states I used the following indicators: the percentage of citizens who use the Internet for dealing with public authorities for information, the percentage of citizens who download forms and the percentage of citizens using electronic services to return the completed forms to public authorities .

Regarding the qualitative analysis have been studied e-Government strategies in three countries, Iceland, Denmark and Romania. Iceland and Denmark occupy the top two positions in the list of adopting e-Governance in the European Union.

In order to get a more clear image of the use of e-Government throughout the European Union, I achieved a ranking of the states by calculating the average of the indicators used (Table no. 1). Based on this ranking, one can see that our country is on the last position in using of e-government.

Table no.1

No	State	Obtain information	Downloading forms	Return forms	Media
1	Iceland	64,3	47,4	50,5	54,07
2	Denmark	68,2	38,8	49,6	52,2
3	Netherlands	55	35,6	34,6	41,73
4	Sweden	56,9	35,6	31,7	41,4
5	Estonia	46,9	35,5	35,1	39,17
6	Finland	48,6	36,3	27,8	37,57
7	Luxembourg	44,9	36,6	15,5	32,33
8	Latvia	41,00	20,00	22,00	27,67
9	Slovenia	40,00	25,00	9,00	24,67
10	UK	33,00	20,00	18,00	23,67
11	France	29,7	21,9	16,7	22,77

12	Austria	34,9	21,1	12,00	22,67
13	Germany	34,6	19,9	13,00	22,5
14	Slovakia	32,8	20,2	11,7	21,57
15	Cyprus	28,00	21,00	13,00	20,67
16	Ireland	22,3	20,3	19,4	20,67
17	Spain	30,9	17,9	11,8	20,2
18	Hungary	26,3	19,9	14,3	20,17
19	Malta	25,1	20,1	10,4	18,53
20	Belgium	27,8	13,8	13,1	18,23
21	Portugal	20,5	14,5	16,9	17,3
22	Lithuania	18,00	16,00	16,00	16,67
23	Poland	18,00	13,2	6,6	12,6
24	Italy	15,9	11,3	5,5	10,9
25	Croatia	12,7	9,8	5,1	9,2
26	Bulgaria	12,8	7,8	5,6	8,73
27	Czech	15,3	6,8	3,9	8,67
28	Greece	10,9	5,4	4,5	6,93
29	FYROM	10,2	3,6	2,00	5,27
30	Turkey	8,6	3,4	3,00	5,00
31	Romania	6,3	4,5	3,7	4,83

Source: www.epractice.eu, section Factsheets

To present a clear image of the percentage of citizens who use the Internet to interact with public authorities at least once a week, I have realized a chart with countries ranked the first three places and last three places from which we can observe a significant difference. (Figure no.1).
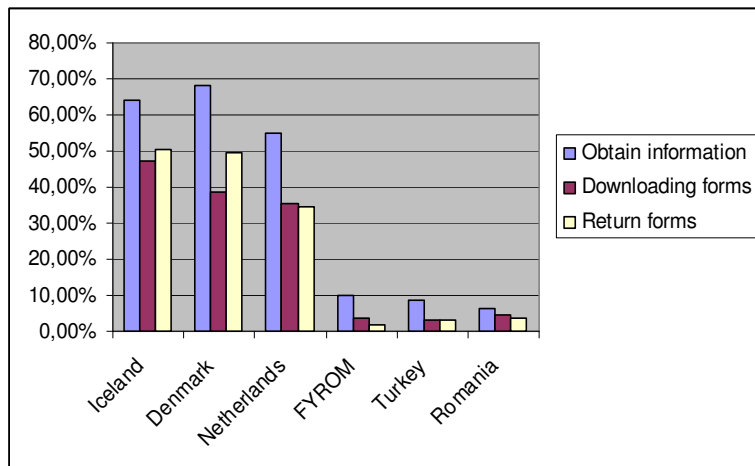

Figure no. 1

The rate of e-Governance adoption is very low for 51,34% of the E.U. Member States and very high 14,54%(Figure no.2).
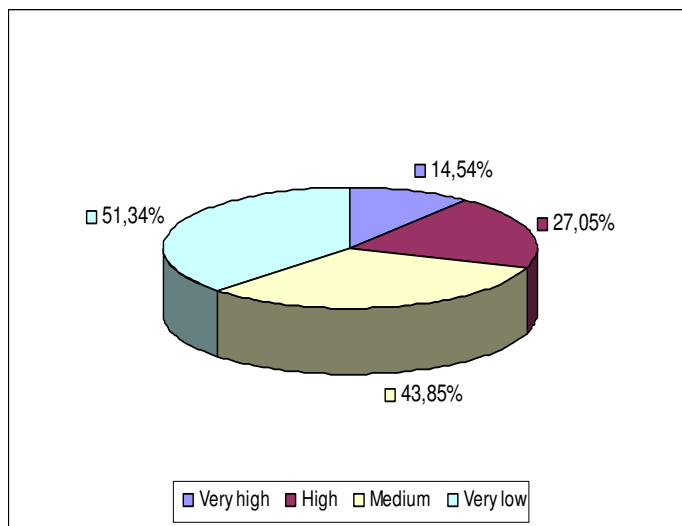

Figure no. 2

To realize qualitative analysis I present the e-Government strategies in three countries Iceland, Denmark and Romania.

Island is one of the first states in EU that agrees to adopt e-Governmet not only for all the members but for the candidates to E.U. as well. The idea of e-Governmet appears in 1996 then in 2000 it has been developed through some experimental projects and later on in 2001 it was fully carried on as structure and technology ready to be used so that Island is the first country to use electronic passports. The National Electronic System was launched out in 2007.

In Denmark, the first e-Government understructure concerning improving the quality of public services is published in 2002 and then in 2004 appears a new one for a public sector oriented towards the needs of citizens. The National Electronic System of Danemark, borger.dk was launched out in 2007 and the digitization of the public sector is meant to be in use between 2011-2015, its aim is the online access to all services by Danish citizens.

In Romania the first initiative in the field of electronic government occurred in 2002 with the release of eProcurement system. In 2008 ASSI published the first e-Government strategy in Romania and in 2009 it initiated a project called "Platform for integration of e-Government in our National Electronic System".

5. CONCLUSIONS

One of the conclusions of this study captures our country's last position regarding the adoption of electronic governance among the European Union member and candidate states. The percentage of individuals using the Internet at least once a week is the main cause with a great deal of influence in adoption of e-Governance.

The qualitative analysis confirmed the hypothesis that the strategies adopted by our government have a significant impact on the development of e-Government because the holding top positions states were already initiated programs since 1997-2002 period

while in Romania the first strategy e-Governance was not adopted until 2008, despite the fact that some projects were previously carried on the information society.

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