

E-GOVERNMENT SERVICES FOR ORGANIZATIONS TODAY

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Abstract: The communication between state administration and organizations in business using Internet is advantage for both parts. The proposed e-services for organizations are discussed. The need of administrative e-services is analysed according some factors. The readiness of municipality administration to provide e-services is evaluated.

Key words: administrative e-services, municipality web site, business.

1. INTRODUCTION

The relations between organizations and state administration thoroughly consist of giving information from organisations (companies, education institutions, non-government organizations) to state bodies. Examples for Bulgaria are sending statistical information to National Statistical Institute; social security information to National Insurance Institute; tax information to National Payment Agency. 83% of organizations in Bulgaria are using computers and 62% are using Internet access [1]. In that direction organizations will have faster and flexible access to information needed in their business if they use information and communication technologies for electronic data transition. For that purpose the state administration should have portal with published e-forms of documents. The

organizations' staff can download, fill and send back the filled with information document. E-signature is used too in the process.

2. E-SERVICES FOR ORGANIZATIONS

According to the model of e-government [1] the relations Business – Administration consist of:

1. Relations between organizations and state administration.
2. Submitting information.
3. E-services for organizations.

In the Strategy of E-government in Bulgaria are indicated 8 e-services for the business:

1. Social insurance for employees.
2. Corporative taxes: forms, notification.
3. VAT.
4. Custom declarations.

5. Registration of new company.
6. Sending data to National Insurance Institute.
7. Permissions about ecological requirements.
8. Public orders.

Realizing of these and more e-services depends on development of organizational information systems and information infrastructure (example are e-registers). Some of them in Bulgaria are built fast but not organized: Examples: the central credit register is functioning from the beginning of 2005; an integrated custom information system is now on start position.

According [4] to the end of 2005 the first four e-services in the list above are in a finished stage. The other e-services are in development stage.

The scale for evaluating the stage of e-services is coded in four degrees. The first stage means that state administration is published in Internet information accessible for business. The second stage is when information about a given topic exists in Internet, example is downloadable items are available (forms, audio, video and other one-way transactions). The third stage is when two-way transactions can take place completely online (filling forms, applications for permits). The administration is not obliged to answer in real time and online.

The fourth stage is when communications between organizations and administration is online in real time, using tools to confirm the transaction like digital signatures, cookies.

According methodology in [4] in November 2005 the total submits of e-services for business is 80.56%.

The evaluation of using e-signatures from business organizations in details is [4]:

| Year | Organization | Number of certificates |
|------|--------------|------------------------|
| 2004 | Banks | 747 |
| | Companies | 1417 |
| 2005 | Banks | 918 |
| | Companies | 3039 |

Organizations from the business use Internet for communication with state administration more than previous years. The most popular services that organizations are using are searching information about their relations with state administration, receiving and sending documents, doing financial transactions. Using Internet for information about administrative items, the manager of organization in the business has time to think out in advance the information and that way the nature of the contact with administration is changed.

In Fig. 1 is shown how the organizations are using Internet to achieve administrative information.

Organizations in business are attracted to contact with administrative institutions not directly but virtually. In Fig. 2 [4] are shown the activities that organizations mostly prefer to do using Internet.

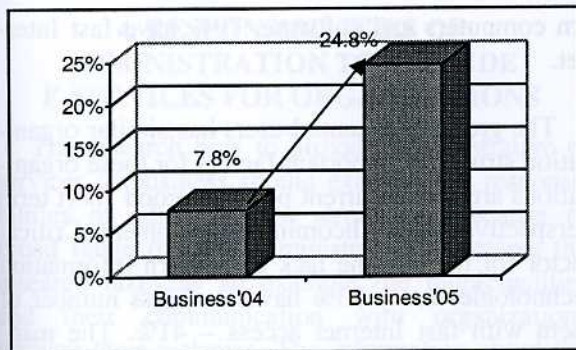


Figure 1. Business organizations (in percentage) using Internet for information about administrative services.

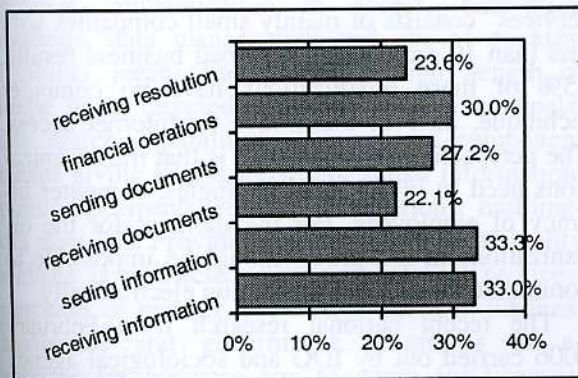


Figure 2. Business organizations (in percentage) prefer to use Internet for administrative activities.

3. ANALYSIS FOR THE REQUEST OF ADMINISTRATIVE E-SERVICES

The study of e-services for business uses survey instrument, which is the most thorough in practice for e-government research today. A critical component of e-government is the provision of e-services online. The analysis is for two types of services: 1) those that allow organizations to interact with administration and 2) services that allow organizations to register for administrative events or services online. In fewer cases the administrations have developed the capacity to accept payment for services and taxes. The first examined type of services implies interactivity and allows organizations to request information or send complaints. Administrations allow organizations to report company status, to access private information online, such as court records, real estate records. The second type of e-services determines if the organizations can register online for services. Examples are applications for licenses online.

State administrative services for the business used today in percentage are listed in [5]. The most popular service online is search and offer jobs in job offices with 13.8%. The less popular e-services for business are asking for certificate for real estate and sending documents for building permissions with only 2.6%.

The analysis of communication between administration and business presents the increasing number of organizations that use Internet for searching information. 25% of organizations in 2005 check up in Internet first compared with 8%

in 2004. The conclusion is that e-communication becomes part of relations administration – business.

The study of corporate users of administrative e-services presents the largest number of potential users [5]. Fig. 3 presents the number of real business users in 2005.

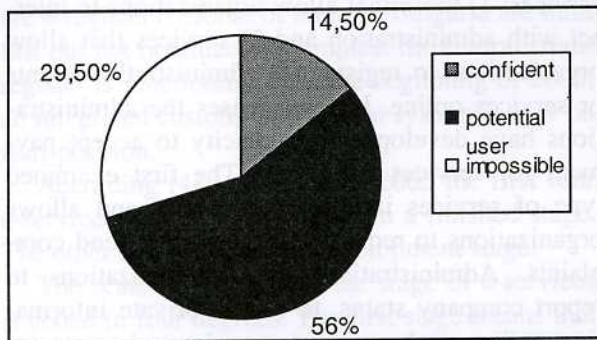


Figure 3. Types of business users of administrative e-services.

Detailed research of types of business users is made according several important factors: staff number, information, financial and communication resources, business perspective, modern computers in the organization, Internet access, business plan in short term and long term.

In the group of business users, very confident for using administrative e-services organizations are with staff number more than 10. Organizational resources are large. 41% of the organizations in the group are in good status. 57% of them have mod-

ern computers and software, 70% have fast Internet.

The group of potential users has similar organization structure. Important factors for these organizations are stable current position, good short term perspective and forthcoming development. Critical factor for them is the lack of modern information technologies (only 33% have) and less number of them with fast Internet access – 41%. The management of these organizations should have the task to optimize the business including the communication with state administration.

The group of organizations that identify themselves like "impossible to use administrative e-services" consists of mainly small companies with less than 10 employees, with bad business results. 65% of these organizations have no computer technique, 85% of them have no Internet access. The perspective for this group is that the organizations need to invest in technologies, computer literacy of employees. For the moment for the organizations in the group should be impossible to communicate with administration electronically.

The recent national research from February 2006 carried out by IDG and sociological agency Alpha Research Ltd. published [3] results that present increasing role of administrative e-services for organizations. 30% of organizations are well informed for current administrative e-services for business, 54% are partially informed and 16% are not informed.

4. RESPONSIBILITIES OF ADMINISTRATION TO PROVIDE E-SERVICES FOR ORGANIZATIONS

The research how to provide administrative e-services to business should examine the responsibilities of administrative structures. Because of broad range of state administrative structures the research takes as an example the municipalities and their communication with organizations through their websites. The information about the city administration and online services are provided on the website. The research recognizes in evaluation e-services from city's website components like security and privacy, usability, content, services. Security and privacy accounts privacy policies, authentication in access, encryption methods, data management and use of cookies. Usability means user-friendly design, length of home page, targeted audience links or channels, site search capabilities. The content component means giving access to current actual information, public documents, reports, publications, multimedia materials. Providing services from municipality website is connected with transactional services, purchase or register, interaction between citizens, businesses and government. Examples of e-services for business are: to apply for licenses, permits, to pay utilities, taxes, property assessments, complains, to request information, to report violations of administrative laws and regulations, to access private information online, online tracking system.

According the results from third global e-government study [6] for 12 services to citizens and 8 services to business the official site of Sofia is on 13 position from 39 sites all over the world with score 49.11 (maximum score is 81.70). The Sofia site is on 5 position from 34 evaluated European sites with score 49.11 (maximum score is 55.99). Detailed research shows the score of Sofia site on criterions. Privacy of the site is 8.00 (maximum score is 16.40), usability score is 13.44 (maximum 16.88), content score is 11.67 (maximum 14.79), service score is 7.46 (maximum 11.86). About online services the Sofia site is on 19th position from 39 sites all over the world.

The local administrations need to research the number of visits in their sites. The actual and processed data for visits is factor that helps the administration staff to find the usability of e-services measured in figures. Good practices in those aspects present the concrete financial results based on unique visits in the site. For example the Warwickshire County in Great Britain in August 2005 reported that the sum of 700000 pounds is saved from administrative staff expense on the base of visits of the site.

According the statistical data for Bulgaria [5] an organization communicates average 12.1 times annually with municipality administration. A calculation based on data in fig. 3 defines the number of visits to municipality web sites in Bulgaria – 14.5% of confident visitors are about 155000 business users. The methods may be applied for calculation of business visits.

5. CONCLUSIONS CONCERNED WITH E-SERVICES

The expectations for Bulgaria are for increasing number of organizations using Internet in the period 2006-2010. The growth of organizations using administrative e-services would not grow in the same degree because the problem is not technical.

The improvement in using of e-services may be when all governmental and administrative acts are available in Internet. The state should stimulate using of e-services with free access to e-services, preferences in using computers, more available e-services.

Important item is commitment of e-government development with strategies for application of information and communication technologies in business and with e-services from other suppliers like banks (e-payments), real estate agencies (sell and rent on Internet), utility companies (payment of electricity, heating), e-services from law and court bodies.

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