

## Chapter 2

# The Transformation of the Public Administration in the Multi-Level Governance Era

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### **ABSTRACT**

*The speed of transformation and development in information and communication technologies is an important fact triggering the restructuring process of public administration. The developing countries have become integrated into this process through public administration reform methods presented by international institutions. Transfer of information and communication technologies have become important for modernizing public administration organizations of developing countries and adapting them to the global system. In multilevel governance, use and implementation of the information technologies enabling network structuring between institutions have a particular importance. In this sense, the purpose of this study is to present the process followed by Turkey for adapting information and communication technologies to public administration organization and provision of public services in the frame of a multilevel governance approach.*

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## **INTRODUCTION**

Beginning from the second half of the 20th century, production processes have begun developing jointly with the information and communication technologies. Especially, this process has evolved towards the information society in developed countries. Increasing importance of research and development activities in production processes and creating added value has revealed the important function of information. Particularly considering the connection of information with technology, it has carried both the public administration organizations and economical developments to different direction. This difference has influenced the forms of service provisions, production processes, employment structures and development of sectors in economical sense.

Multilevel governance is a concept focusing on integration of Europe as well as sharing of authority and policy making processes between supranational, national, local and regional actors. The concept which was among several disciplines during 1990s is a frame for member states through the White Book “EU Governance” prepared by the European Commission in 2001. In this report including fundamental principles of European governance is not only important for the member states but also has a particular importance for nonmember states. Openness, participation, accountability, coherence and efficiency principles basically emphasize the need for transformation in decision making processes between the public, private, citizen and non-governmental organizations.

The rapid development and transformation in information and communication technologies beginning from the second half of the 20th century has caused changes in the ways that states providing public services as well as lives of individuals. Low-cost and rapid access to services has forced the states to change their structure. This situation caused by the information and communication technologies has made it necessary to reorganize the relation between states and citizens. Especially the developing countries have amended several plans and programs in order to adapt their countries to this change and transformation process. Turkey is one of these developing countries which have been influenced from this process and trying to change its public administration structuring. There have been several changes in public administration of Turkey due to the impact of international institutions especially during and after 2000. The candidacy of Turkey in the European Union has accelerated the reform process in public administration.

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