

Chapter 43

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.

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.

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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.

In the first chapter of this study, restructuring process of public administration is taken into consideration by carrying out a literature scan on governance, multilevel governance and e-Government concepts. In the second chapter, transfer process of information and communication technologies into public administration field of Turkey is explained in the frame of national and international plans and documents. Finally, in the third chapter, the e-Government projects implemented in Turkey are taken into consideration.

BACKGROUND

Restructuring in Public Administration

One of the processes causing restructuring of governments in the 20th century is rapid development and expansion of information and communication technologies and the other one is transition from fordism to post-fordism which has reflections in production processes. The production processes shaped in the frame of Keynesian economy have revealed the functions of a government in the field of economy (Yucebas & Cobanoglu, 2017, p.746). The concept of restructuring can be described as radical changes of economic, politic and cultural institutions as well as transformation of the ways of thinking or paradigms assumed to be valid for these fields” (Şaylan, 2000, p.3). Another definition of restructuring concept is changing roles of a state and organizing accordingly in governance extent (Bayramoğlu, 2006, p.33). One of the principal developments in restructuring of a state is the welfare state practices. Functionalities of states have shaped in this frame and practices penetrating all aspects of society have been implemented. In this process, state is positioned through Keynesian economical policies as “having the capacity to intervene the economy as the regulator, producer and spender” (Şayan, 2000, p.10). In this process, state is a character personally undertaking production function and directing and intervening economy.

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