

Chapter 10

Electronic Government

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ABSTRACT

E-government is based on electronic document management systems, state management automation systems, and other information and communication systems. A description of four e-government models—Continental European model, Anglo-American model, Asian model, and Russian model—are reviewed. The basis for the creation of the e-government portal is the Decree of the President of the Republic of Kazakhstan dated November 10, 2004, N° 1471 “On state program of formation of E-government in the Republic of Kazakhstan for 2005-2007.” E-government supports the following goals: creating new forms of interaction between government agencies, optimizing the provision of government services to the public and businesses, supporting and expansion of citizens’ self-service capabilities, increasing technological awareness and skills of citizens, and increasing the degree of participation of all voters in the processes of governance and management of the country.

INTRODUCTION

Concept and Description

E-Government is a government that interacts with public authorities, citizens, organizations in an electronic format with minimal personal (physical) interaction. E-Government is based on electronic document management system, state management automation systems and other information and communication systems (Elektronnoye pravitel'stvo, 2017).

E-government Models

By 2017, 4 E-government models are known and applied in the world:

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- Continental European model
- Anglo-American model
- Asian model
- Russian model

Continental European Model. This model is characterized by the presence of supranational institutions, whose recommendations must be implemented by all EU countries; a high degree of integration, which is manifested in a single currency, a single information space, in the preparation of a new single Constitution, etc.; legislation regulating information relations in the European information space. The application of technologies in this model is primarily focused on the needs of citizen users.

Anglo-American Model. The model is widely used in the US, Canada and the UK. The United States has created information superhighways that provide citizens with information about government. All services are open, transparent, and the government has a great responsibility to the population. In the UK program called “Electronic citizens, e-business, e-government.

The Strategic Concept of Serving Society in the “Information Age” focuses on solving the following problems: expanding the scope of services provided, the most efficient use of social information, creating conditions for full coverage. The main goal for the UK is to free civil servants from performing routine work.

Asian Model. This model has a specific type of control. The main emphasis is placed on meeting the information needs of the population and the introduction of information technologies in the system of culture and education. The creation of a single information space throughout the country not only strengthens the position of the state, but also puts into practice the basic principle of democracy: the people are the source and bearer of power.

Russian model. The main goals of the program are to increase the efficiency of the functioning of the economy, state and local government, create conditions for free access to information and receive the necessary services. In total, the program provides for development in nine areas, the main of which are ensuring openness in the activities of bodies and improving the activities of state authorities and local self-government.

The disadvantages of e-government models, especially at the early stages of its construction, include an overly “mechanical” way of transferring traditional state and municipal services to electronic form. The transition to an electronic form of public services usually does not include the identification of inefficient and outdated regulatory documents, the implementation of measures to cancel them, correct them and develop new laws, orders and regulations - as this requires the organization of a complex process of coordinating expert work and rule-making processes, and time for this job. E-government working groups are mainly funded from the budget, they are dominated by civil servants, and the search for a compromise with other participants in the ecosystem is not expected, or is difficult. Such a technocratic approach to the automation of public services, while undoubtedly increasing the convenience of their use by citizens and organizations, as a result, does not significantly improve the business climate and does not change the content of interaction between subjects (Malitikov E. M., 2009).

In the process of providing a number of public services, due to the impossibility of regulatory cancellation of the traditional “paper” workflow, there is a duplication of traditional and paper workflow, which leads to an increase in budget costs for supporting both processes and raises questions from experts about the economic efficiency and state feasibility of such an approach to automating them.

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