

Chapter 9

Evaluation of Turkish Public E-Procurement Systems: An Analysis of Critical Success Factors

Meltem Yildirim Imamoglu
Ministry of Finance, Turkey

Mohammed Rehan
Atilim University, Turkey

ABSTRACT

In today's global economy, organizations must focus on customer oriented business models to use information technologies not only for suppliers and customers, but also for effective communication and collaboration with public agencies. This requires real-time exchange of information in standard formats and publishing widely in the process by encouraging the provision of e-commerce with the application of Internet technologies in the supply chain. It can be applied to any type of governmental affairs, such as training, provision of justice, tax audits, budget execution, financial control, and also procurement for the purposes of this research project.

However all these needs to gain strong expertise and competence of technological and administrative talent is needed to make the government and suppliers together via the Internet. The aim of this work is to introduce the evaluation processes and tools using the technique of SWOT analysis in the existing studies to provide empirical illustration of how this perspective would be used to give a sense of public e-procurement in action and it also aims to make a new sustainable reliable e-governmental model that includes change management, interdepartmental coordination, resolving the security and authentication for implementing public e-procurement in the frame of Turkish e-Government infrastructure and projects. In this context, a key objective is to develop Governmental policy regarding interactions with private and public sectors. In order to minimize information transformation initiatives, risks, and policy implementation should focus on promoting strengthening effective and affordable connectivity and interoperability.

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1. INTRODUCTION

In the past, government procurement has been used as an instrument of national policy to increase aggregate demand to stimulate economic activity, to protect domestic firms against foreign competition and to address regional disparities (Edquis, Tsipouri, Hommen, 2000). The rise of the Internet has made possible radical new approaches to core business processes, not only in the private sector but also in the governmental affairs. E-government aims to reduce the distance between government authorities, organizations and citizens through information technologies and especially Internet (Basu, 2004). The potential benefits and functional capabilities of e-government, the use of information technology and web based scanning activities within the Governmental policy and perspective. It can be applied to any type of governmental affairs, such as training, provision of justice, tax control, control of budget execution and also procurement.

By using the Internet in the procurement process has been associated with different aspects; the prompt receipt of products, faster cycle times, reduction the maverick or unauthorized purchases, reducing costs of coordination, a closer integration of provisioning tasks with key back office systems, bureaucracy elimination, and simplification of process, lower prices and among others. Electronic procurement means to utilize new technologies and applications to create a purchase of goods and services relevant private sector which meets the requirements of various departments. E-procurement solutions streamline the buying process and facilitate more intelligent, cost effective purchasing decisions; shorter cycles times and reduce costs. To help ensure that an e-procurement solution provides the intended return on investment, the applications, servers and enterprise network infrastructure must work together seamlessly in terms of organizational culture, managerial skills, human resource management and capabilities to manage inter organizational

relationships and IT infrastructure. E-procurement can be expected to reduce the discretion and personal favours decision-making process in government procurement and minimise the chances of physical contact with potential suppliers by using Internet-based technology. This can greatly contribute to the safeguarding of responsibility in the procurement process. E-procurement can also provide real time information on the different stages of the procurement process to allow potential suppliers to make informed decisions about whether to tender and how to improve the relevance of their offerings more responsive government needs and priorities. It has been suggested that if the e-procurement should be fully assimilated, it could save governments up to 5% on spending up to 50-80% on transaction costs (EU Commission, 2004).

The basics of “new supply management” require that procurement managers have a more strategic vision of what they do. These basics include a new global understanding of the target costing, value engineering, supplier development, and electronic procurement (Nelson, Moody, Stegner, 2002). Electronic purchasing; the productive use of the Internet to improve the effectiveness and efficiency of supply in the supply chain is new. The strategy of the supply chain, the creation of new channels, the definition of service levels, identifies investment priorities and so on, is more likely to lead teams of customer relations, procurement and manufacturing executives including sales and policy makers in the procurement and contract management channels with customers and suppliers.

Technology alone cannot provide a solution, but it must be seen as a catalyst which builds on procurement practices and its processes supported by appropriate organizational structures. International experience has shown clearly that the fundamental benefits of e-procurement are directly linked to changes in strategic sourcing, business processes, user behaviour and relationships with suppliers. A major challenge is the

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