

## Electronic governance in the european countries in the context of the implementation of the european action plan on the electronic government 2016-2020

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**Abstract.** *Goal: analyze the state and prospects of e-government development in European countries in the context of the implementation of the European Action Plan on e-Governance 2016-2020. Methods: to achieve the research goal, general and special scientific methods were used, the use of which made it possible to analyze the system of elements that ensure the implementation and development of e-governance as a prospective form of public administration in European countries. Results: The actions envisaged by the Action Plan are not an exhaustive list of the steps that need to be taken to implement e-governance in the European countries at a qualitatively new level. Stakeholders (including a group of Member*

*States) may also propose actions for implementation under the eGovernment Action Plan, in particular for different life events through an interactive digital engagement platform*

**Key words::** *e-government, state administration, information security, information society, information and communication technologies, European Union, the Digital Single Market Strategy for Europe.*

### Problem statement

Today the development of information technologies and their implementation in all spheres of human life and functioning of the state is a requirement of time. Each developed state, a developing country, seeks to build an information society, one of the criteria for the effective functioning of which is the form of public administration, such as electronic governance.

The introduction of e-governance - as a form of public administration - is possible through the widespread use of digital technologies, thereby ensuring the modernization of public services and the development of the interaction of power, citizens and business as the main stakeholders of relations. And at the same time there is a digitalization of social relations.

In the period of the development of digital society, the development of information technology, public administration, its content and form require reform, which is primarily ensured by the introduction of e-governance. Since e-government is a form of public administration through computer and information technology, which is a whole system of interrelated elements, where information security has important role. Therefore, for its implementation, development

and effective functioning it is necessary to ensure appropriate legal regulation, where information security is important. Today, the development of e-governance as a form of public administration, its strategy and concept is one of the priority tasks of developing countries, which is why the countries of the European Union pay special attention to this issue.

### Research results

E-government supports administrative processes, improves the quality of the services and increases internal public sector efficiency. Digital public services reduce administrative burden on businesses and citizens by making their interactions with public administrations faster and efficient, more convenient and transparent, and less costly. In addition, using digital technologies as an integrated part of governments' modernisation strategies can

unlock further economic and social benefits for society as a whole [1]. The digital transformation of government is a key element to the success of the Single Market.

The strategy and direction of e-Government development for European countries are regulated by the European Action Plan on e-Government Activities 2016-2020. This document is a political tool for promoting the modernization of public administrations throughout the European Union.

By joining efforts at European Union level, the availability and take-up of eGovernment services can be increased, resulting in faster, cheaper, more user-oriented digital public services. Seamless cross-border and digital public services contribute to competitiveness and make the EU a more attractive place to invest and live in.

The Digital Single Market Strategy for Europe (DSM) announces the launch of a new eGovernment Action Plan for 2016-2020 that aims to remove existing digital barriers to the Digital Single Market and to prevent further fragmentation arising in the context of the modernisation of public administrations [2]. This EU eGovernment Action Plan aims to be the instrument to join up efforts. While Member States pursue their own strategies and activities, this Action Plan – based on a shared long-term vision - sets out a number of principles that forthcoming initiatives should observe in order to deliver the significant benefits that eGovernment can bring to businesses, citizens and public administrations themselves.

The Action Plan provides for a dynamic and flexible approach, to keep track of the fast changing environment. Beyond the actions identified in this Action Plan, further actions may be proposed either by the Commission or by stakeholders, including Member States. All actions led by the Commission will be prepared in line with the Commission's better regulation standards.

Member States' governments have long aspired to being open, flexible and collaborative in their relations with citizens and businesses, using eGovernment to increase their efficiency and effectiveness and constantly improving public services.

Opening the data and services between public administrations within and across borders will increase their efficiency and

facilitate the free movement of businesses and citizens. Citizens' lives have become increasingly digital, leading to higher expectations of public administration performance [3]. Users wish to understand how the service works and they expect greater transparency. Furthermore, by opening up to and engaging with stakeholders in decision-making [4], public administrations will become more trustworthy and more accountable. In addition, opening public sector data and services to third parties, in full compliance with the legal framework for the protection of personal data and for privacy, can contribute to growth and competitiveness.

The final result of the implementation of the measures defined by the European Action Plan on e-Governance 2016-2020 is primarily that by 2020, public administrations and public institutions in the European Union should be open, efficient and inclusive, providing borderless, personalised, user-friendly, end-to-end digital public services to all citizens and businesses in the EU. Innovative approaches are used to design and deliver better services in line with the needs and demands of citizens and businesses. Public administrations use the opportunities offered by the new digital environment to facilitate their interactions with stakeholders and with each other.

All measures to implement e-government in the countries of European Union and initiatives to be launched as part of this Action Plan should observe the following underlying principles, which are strongly supported by stakeholders:

– *Digital by Default*: public administrations should deliver services digitally (including machine readable information) as the preferred option (while still keeping other channels open for those who are disconnected by choice or necessity). In addition, public services should be delivered through a single contact point or a one-stop-shop and via different channels.

– *Once only principle*: public administrations should ensure that citizens and businesses supply the same information only once to a public administration. Public administration offices take action if permitted to internally re-use this data, in due respect of data protection rules, so that no additional burden falls on citizens and businesses.

– *Inclusiveness and accessibility*: public administrations should design digital public

services that are inclusive by default and cater for different needs such as those of the elderly and people with disabilities.

– *Openness and transparency:* public administrations should share information and data between themselves and enable citizens and businesses to access control and correct their own data; enable users to monitor administrative processes that involve them; engage with and open up to stakeholders (such as businesses, researchers and non-profit organisations) in the design and delivery of services.

– *Cross-border by default:* public administrations should make relevant digital public services available across borders and prevent further fragmentation to arise, thereby facilitating mobility within the Single Market.

– *Interoperability by default:* public services should be designed to work seamlessly across the Single Market and across organisational silos, relying on the free movement of data and digital services in the European Union.

– *Trustworthiness & Security:* All initiatives should go beyond the mere compliance with the legal framework on personal data protection and privacy, and IT security, by integrating those elements in the design phase. These are important pre-conditions for increasing trust in and take-up of digital services [5].

Administrations, public bodies, businesses and users know themselves best what they need. The choice of systems and technologies, of distributed or centralised designs should be entirely according to their choice and needs but need to fully respect agreed interoperability requirements.

Only when all measures to implement e-government in all areas of public life will comply with the above-mentioned principles, only then, public administration in the European countries will meet the necessary standards for building an information society, where open access to information for people and citizens is one of the priorities in the state.

This Action Plan sets out concrete actions to accelerate the implementation of existing legislation and the related take up of online public services.

Modernise public administration with ICT, using key digital enablers. Modern and efficient public administrations need to ensure fast and

high-quality services for citizens and a business-friendly environment, as recognised by the recent Annual Growth Surveys. Public administrations need to transform their back offices, to rethink and redesign existing procedures and services, and open their data and services to other administrations, and, as far as possible, to businesses and civil society.

In the context of this priority policy area, the Action Plan provides for the following:

– Support the transition of Member States towards full e-procurement and use of contract registers.

– Accelerate the take-up of eIDAS services, including eID and eSignature.

– Ensure the long-term sustainability of cross-border digital services infrastructure.

– Present a revised version of the European Interoperability Framework (EIF) and support its take-up by national administrations.

– Coordinate the development of a prototype for a European Catalogue of ICT standards for public procurement.

Enabling cross-border mobility with interoperable digital public services. The EU Single Market cannot function effectively without cross-border digital public services. Such services facilitate access to markets, increase confidence in and stimulate competition across the Single Market. Administrations should help businesses operate online across borders within the Single Market, simplify access to information under EU business and company laws and enable businesses to easily start doing business, expand and operate in other Member States through end-to-end public e-services.

Within this direction, the priority policy for the implementation of e-government is aimed at:

– Submit a proposal for a Single Digital Gateway.

– Make the European e-Justice Portal a one-stop shop for information on European justice issues.

– Set up in cooperation with the Member States, the mandatory interconnection of all Member

– States' business registers.

– Further develop the electronic interconnection of insolvency register

- Present an initiative to facilitate the use of digital solutions throughout a company's lifecycle.

- Present a legislative proposal to extend the Single Electronic Mechanism for registration and payment of VAT.

- Launch a pilot on the Once Only Principle for business.

- Establish a single window for reporting purposes in maritime transport and digitalise transport e-documents.

- Complete the setup of the Electronic Exchange of Social Security Information.

- Further develop the EURES European Job Mobility portal.

- Support Member States in the development of cross-border eHealth services.

Facilitating digital interaction between administrations and citizens/businesses for high-quality public services. The new digital environment offers opportunities to facilitate the interaction of citizens, business and non-governmental organisations with public administrations. High quality public services are linked with competitiveness and have an influence on where investments are being made. Recent experiences show that there is a promising potential to deliver such high quality public services, by stepping up the involvement

of businesses and citizens as well as researchers in their design and delivery, and by ensuring feedback for improvement where necessary. This leads to further reducing red tape, easing use, lowering delivery costs.

This direction involves the implementation of the following measures:

- Assess the possibility of applying the once-only principle for citizens in a cross-border context.

- Accelerate the deployment and take-up of the INSPIRE Directive data infrastructure.

- Transform its websites to support increasing engagement and participation of citizens and businesses in EU programmes and policy making.

One of the main conditions for the development of democracy, the realization by citizens of constitutional rights to participate in state governance and the free access to information, as well as a guarantee of transparency and openness in the activities of state authorities, is the free access of citizens to information on the activities of power structures regarding the formation and implementation of state policies in various spheres of public life, decisions of state authorities, information on the preparation and adoption of draft laws, other legal acts etc.

## Conclusion

The actions envisaged by the Action Plan are not an exhaustive list of the steps that need to be taken to implement e-governance in the European countries at a qualitatively new level.

Stakeholders (including a group of Member States) may also propose actions for implementation under the eGovernment Action Plan, in particular for different life events through an interactive digital engagement platform.

The Commission will also set up and chair an "eGovernment Action Plan Steering Board" composed of Member States' representatives responsible for their national eGovernment strategies. The Steering board will be in charge of governing the Action Plan (but not the individual actions in the Action Plan), in particular to assess and select newly identified actions during the entire duration of the Action Plan and to coordinate the effective implementation and monitoring of the Action Plan measures. If a proposed action results in a Commission initiative, it will be subject to its Better Regulation requirements.

Delivering on the measures proposed in this eGovernment Action Plan will be possible only through a joint commitment and joint ownership between the Commission and the Member States, at all levels of administration.

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