
Impact of E-government in the Performance of Civil Servants

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Abstract:

The main mission of e-government is to improve services to citizens and businesses. All countries in the regions of Southeast Europe, years ago have developed strategies for e-governance, but developments about their implementation have enough variations and raise scientific dilemmas about the quantity and quality of services.

The purpose of this paper is to introduce improved services to the business community and citizens referring to a research conducted by some questionnaires. Main focus of this treatment will be the level of accountability of the civil officials who have an important role in the plurality of these e-services to complete their processing.

As will be shown by the survey results, expectations have not been met and that the quality of these services leaves much to be desired. Which of these services have met the demands of citizens, and which of other e-services, citizens and business community are more reserved and for which they have raised their concerns. Is unsatisfactory performance of civil servants one of the causes of this dissatisfaction or implementation of these systems requires more time to produce qualitative e-services?

Key words: e-government, services, citizens, business.

Introduction

Electronic governance has the primary mission providing the

use of information and communication technology (ICT) by government agencies that have the ability to transform relations with citizens, legal persons and other government services. This technology should provide easy sharing of information in relation to traditional systems "with papers" and increase the availability of public services for citizens and businesses. Using these systems should provide not only rapid public services, but also need to improve the management and operations processes and redefining the traditional concept of citizenship and democracy.

The development of e-governance begins with building a simple service information and have access to this service by the citizens to conduct transactions between citizens and public organizations in order to facilitate the distribution of documents required for citizens from public institutions.

If we translate in goals the e-government priorities, then we can summarize them in some main groups:

- Using ICT can create suitable environment for business and more flexible communication with enterprises, especially small and medium enterprises. Eliminating bureaucratic procedures and regulations enables fast and efficient services.
- E-government must create conditions that will attract potential investors.
- Brings offer effective public services. People get satisfaction from a rapid response of administrative bodies.
- Strengthening the management processes and increasing the participation of citizens,
- Improving transparency and accountability in the governance that allows a greater involvement of citizens in decision-making and participation in governance.
- Improving productivity and efficiency of government agencies which should contribute to increase productivity of employees in administration, reducing costs and facilitating management processes,
- Improving the quality of life for marginalized communities and citizens with special needs.

We should also emphasize the importance of the potential risks and benefits of introducing e- governance system.

Risks:

- Increasing the participation of citizens can lead to reduced politics,
- Development costs can be large and the final product may not be satisfactory,
- Services may be inaccessible due to poor education,
- The citizens can create a sense that the system offers no real impression of transparency and accountability because the government itself develops controls.

Benefits:

- Greater participation of citizens to achieve true democracy,
- Increasing efficiency and management processes,
- Protection of the environment in terms of reduction of "legally" documents.

Aspects of e- government in Kosovo

E - Governance in Kosovo is under development, but it is still below the expectations of citizens compared to e- governance Strategy 2009-2015+ approved five years ago although some systems have been developed and several others are in the development process. It is worked and in the legal framework which is of particular importance for this sector, but nevertheless compared with developments in the countries of the EEC there are more stagnation.

To measure the success, and to be able to determine the next steps of development, it is necessary to implement appropriate assessments, so to measure the levels of development and the effects that have implemented initiatives

of the users, implementers and stakeholders . In this regard , the study of the of development level s of e-government services that is presented in this paper presents some aspects that Kosovo is taking place in the digital sense , when it comes to the government providing services to the public and what the priorities should be determined the future development of the services mentioned above.

If Kosovo recognizes the need for improvements, then it is not enough simply to develop systems, but they should be improved constantly. The new generation of users is more educated in terms of computer literacy, so it is necessary to provide the services they will be able to use and which have not been built in obsolete solutions or outdated technology.

Very important element in the entire processing of realized projects is the performance of civil servants who are the first caretakers in this whole process.

The aim of this study is related to the definition of measures of acceptance of the concept of e-government in Kosovo. How much citizens of Kosovo (not) have faith in modern technology and the introduction of personal data on online forms? The objective of the analysis is also to explore how e- governance is popular in Kosovo. To understand these and some other phenomenon is conducted a study with a small sample of random results of which will be presented below.

To determine the popularity of e-government in Kosovo has been developed a survey - an interview with a random sample of 64 people aged between 18 and 45 years old. The aim of the study was to determine how many citizens are aware of government services in Kosovo. Respondents are submitted to ten questions: Did you read the e- government strategy for 2009-2015, do you know what is e-government , did you ever used e- services , if you have used , how much do you think are effective , what are the advantages of e - government, which are the weaknesses, have you visited the e- portal of Kosovo state; did you know that e-government has its own Facebook page, if you visit this site, what important information you may have

learned from its contents, which are most useful information you have learned from the portal ? .

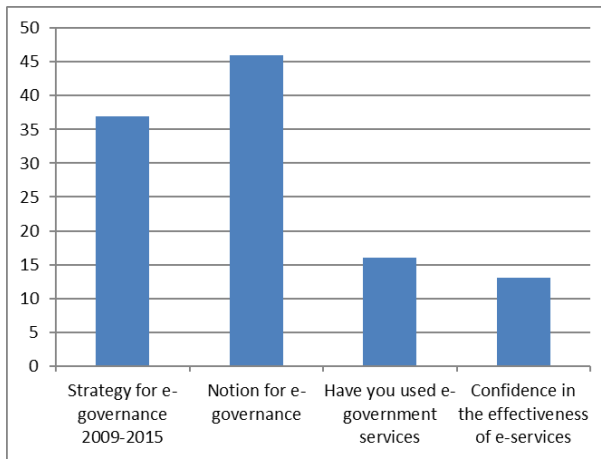


Fig.1. Knowledge and the confidence in e- governance

Evaluation of services for citizens and businesses

Based on the research conducted on analyzing the progress of e-government in Kosovo was treated to study two groups:

- Services for citizens and
- Services for businesses.
- Level 0 - The competent authorities for the provision of services does not have a publicly accessible website, or it does not meet any of the criteria that have certain levels from 1 to 4,
- Level 1 - Information required in connection with this service are available on the website of the institution authorized to provide the service.
- Level 2 - A publicly accessible website of the competent authority to provide service,
- Level 3 - A publicly accessible website of the competent authority which allows electronic filing through the official electronic form to start the procedure.
- Level 4 - A publicly accessible website of the competent authority or authorized institution to provide service - complete processing of the application. A complete application and full processing can be done through the website of the competent

authority to provide service. “Legally ‘procedures are not necessary.

Services	The level of sophistication Services
Personal documents	1
Public libraries	4
Reporting to the police	0
Registry certificates, requests and deliveries	3
Job Requirements	3
Customs declarations	2
Social contributions for employees	0
Registration- fees, notification	2
Registering a new company	2

Table 1. The level of sophistication

e- Governance has gone through many transitions but also dynamic trends of the future to see positive changes as a process of development. Today almost all citizens on planets of exploit e- services, but all governments are in fulfillment of their objectives strategies , or their review and have a vision that what they will do in the future . But although e-government services all have many similarities in their functioning, such as structure and process, yet the implementation of e - governance is not homogeneous.

Performance assessment of civil servants

Availability and commitment to e-Government in the highest level , in the preparation of the main institutions that provide a strategic plan and facilitate the delivery of services to citizens need to focus more on human resources because in this way will also save taxpayers a significant amount of money.

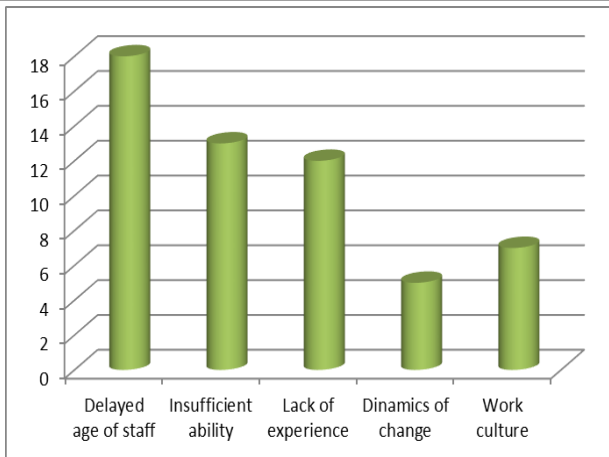


Fig 2. Factors that affect the performance of civil servants

Not only the study but also other relevant results indicate that Kosovo has not yet reached the level of development compared with most countries of the EEC, always when it comes to the level of development of basic public services. These results should be a signal to policy makers in further defining the priorities and activities in order to enable that Kosovo (despite the fact that it is a small country) can respond to challenges in the digital world.

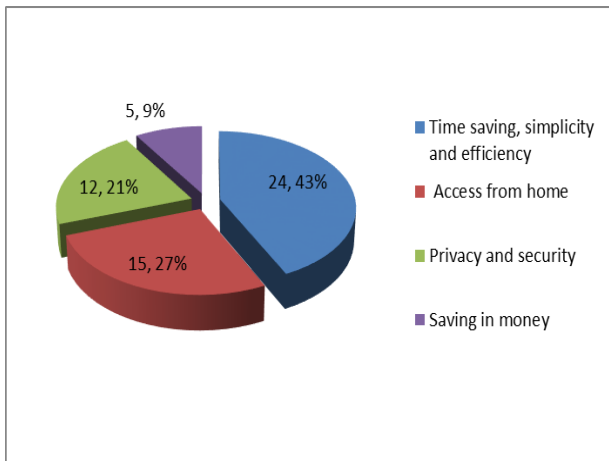


Fig.3 Indicators of reasonableness of Use

However, different countries have different approaches and priorities. For some, especially those that are focused on

improving access to and delivery of services, it is primarily associated with interactive interface 24 hours a day and seven days a week...

Conclusions - recommendations

Suggestions for improving the functioning of the popularity of e-government services are:

Safety - A large percentage of citizens do not trust the website on which site they should leave their personal information. The solution to this problem could be the introduction of electronic signature (digital) . There are a number of solutions that protect against unwanted attacks on sensitive data (private).

Site Content - To attract the users, one of the most important principles when creating a website is transparency, which means that the site should be organized in such a way that in just a click or two to achieve the information - service desired.

Development of information - It is necessary to raise public awareness about the advantages of e-government.

Decentralization of knowledge and IT - In Kosovo there are still municipalities that are in a technological disadvantage. These are mostly small and poor municipalities, in which the IT department develops activities independent from all others.

Development of human resources, especially in the sectors - departments of IT will reflect significantly in positive performance.

Legislation - basic prerequisite for the development of e-government is the legal framework. The most important laws to be drafted and later be respected in this regard are: the law on electronic signature, law on electronic documents and electronic communications law.

Seeing the importance of digitalization services on a global scale, or even as a standard to the process of European integration and international that is passing the Kosovo

Society, this study aims to analyze the fulfillment of the expectations of its citizens, of the Institutions, and the community of business.

Creating digital systems that have been lacking in some regions and in some important sectors for specific groups and of interest and the inability of citizens interacting with them must be one of the challenges for the future.

The development of the information society must be accompanied with the participation of all citizens. To make this possible it is necessary to be improved the education system in terms of introducing new technological trends.

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