CURRENT STAGE OF IMPLEMENTING A DIGITAL GOVERNMENT IN THE PUBLIC ADMINISTRATION

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Abstract: *Information technology helps to support decision-making, as well as collaboration in working groups, which determines the increase of efficiency. The information systems have the cyber systems' characteristics, feature emphasized by the fact that the economic information systems have their own objectives, methods, techniques and specific resources. In the digital environment, people and economic entities need to feel protected. Reliability and security, including personal data protection are fundamental for a good functioning of digital governance. The economic exploitation capacity of a competitor and of an evolution depends more and more on solutions for innovation and efficiency of information and communication technologies (ICT). Public authorities make a permanent effort to integrate their own information systems, to allow information on free movement within the systems' sales and to create such efficient administrations. The purpose of this paper work is to provide information about services and benefits for services, which are currently a priority for e-government, as well as an obstacles in Romania. Electronic governance contributes to the harmonization of relations between citizens and public authorities, respecting the fundamental rights of the citizen in order to have access to official information. The implementation of e-governance implies the speed of the commercialization of public services, allows an easier access to all means of use and confers the activity of public authorities the quality of being more efficient more transparent.*

Keywords: digital governance, information systems, information

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Introduction

Globalization has led to the need for unitary information, but also to the rationalization of comparing financial and accounting information of different entities. In these conditions, it is possible to highlight the increase of the contribution of the information systems, especially regarding the information of the users, in order to elaborate the decision-making process.

Obtaining real information, at the right time, in a period when in all areas of economic, social and political life it is under the influence of globalization, is the key to substantiating decisions, including at the public sector level.

Information technology helps to support decision-making processes, as well as collaboration in working groups, which increases efficiency. The information system has the character of a cyber system, reinforced by the fact that the economic information system has its own objectives, methods, techniques and specific resources.

In the digital environment, people and economic entities need to feel protected. Trust and security, including the protection of personal data, are fundamental to the smooth functioning of digital governance. The ability of economic entities to compete and evolve is increasingly dependent on the innovative and efficient use of new information and communication technologies

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(ICT). Public authorities make a permanent effort to achieve the integration of their information systems, to allow information to flow freely within its systems, and thus to create an efficient administration. The objective of the public administration is to create stable but also flexible institutions, capable of establishing new public policy solutions and choosing the appropriate means to accomplish them.

Electronic governance contributes to the harmonization of relations between citizens and public authorities, respecting the fundamental right of the citizen to have access to official information. The implementation of e-governance implies the improvement of the quality of public services, allows easier access of citizens to these services and makes the activity of public authorities more efficient and transparent.

Research methodology

The methods and techniques of current exploratory research, offering vast possibilities in the study of computer systems and descriptive, highlighting the information already existing in this field. The research undertaken involves a combination of deductive and inductive research, both qualitative and quantitative analysis, and offers uniqueness, originality and understanding of the study due to the economic features of electronic governance debated theoretically and having to information base regarding its filling. We consider that, as far as the theoretical perspective is concerned, the deductive approach is the most harmonious, starting from general to particular; respectively from the concept, the theory of digital governance to legal regulations, to its actual execution by public authorities. The research undertaken strictly respects the methodology of research of the economic sciences, being subject to the limitations of the research in time and space.

Also, during this work we meet interpretative elements, from a neutral point of view, but also critical elements, because we approach different concepts, regulations and practices in the field, in a critical way, involving us through a personal opinion. We want to explain, through a detailed and in-depth approach to the different aspects of digital governance, in local and central public administration and how the growth of e-government services can contribute to increasing efficiency and reducing costs in the Romanian public sector by modernizing public administration, the development of e-commerce for the economic development in the European single digital market, offering the conditions of access to ICT equipment, facilitating social inclusion, increasing the degree of digital literacy and improving digital skills.

The purpose of this paper is to provide information on the services and benefits of these services, which are a priority at the moment for e-Government, as well as, the obstacles encountered in Romania. In achieving the proposed objectives we distinguish the following priority assumptions of the present research study:
- The current state of digital administration;
- The benefits of implementing digital governance;
- Negative influences in digital governance;
- Priorities for implementing digital governance.

Description of the domain of e-Government services

Electronic governance is an instrument that refers to all the modalities used by local or national public administration to use information technologies and telecommunications, contributing to the harmonization of relations between citizens and public authorities, based on mutual respect and interested cooperation between the state and citizens.

"E-Government involves the use of IT&C technologies to improve access to public services, the procedure for accessing them by taxpayers, to bring benefits to citizens, companies and employees.

The main objectives of e-Government are:

- continuous optimization of the provision of public services and of the governance process by transforming internal and external relations through technology, the Internet and the concept of new-media (or online media), respecting the fundamental right of the citizen to have access to official information, to provide efficient public services;

- transparency and partnership - conducting all activities in a transparent way, published, taking into account the ideas and proposals of all parties involved;

- harmonization of the legal framework with international regulations and standards;

- the priority of the political, economic and social aspects over the technical and technological ones;

- the principle of "first person"

- the obligation of decision makers within ministries, other central administrative authorities and local public administration authorities, public institutions to participate actively in the process of implementing e-governance."

The purpose of electronic governance is to clearly define services monitored at national level. According to the European model, a set of 20 services is monitored at national level, 12 for citizens and 8 for economic operators, which are a priority at the moment for e-Government and which aims to increase the coverage for different categories of services. , and also increasing the quality of the services provided. The services addressed to citizens, fundamental public services can be grouped into 4 categories as in figures no. 1-4, From lower.

Figure no.1 GENERATING SERVICES OF REVENUE FOR PUBLIC ADMINISTRATION
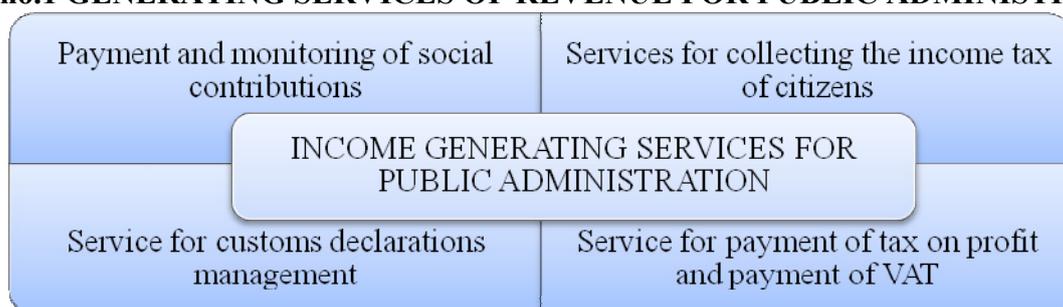
Source: Own projection
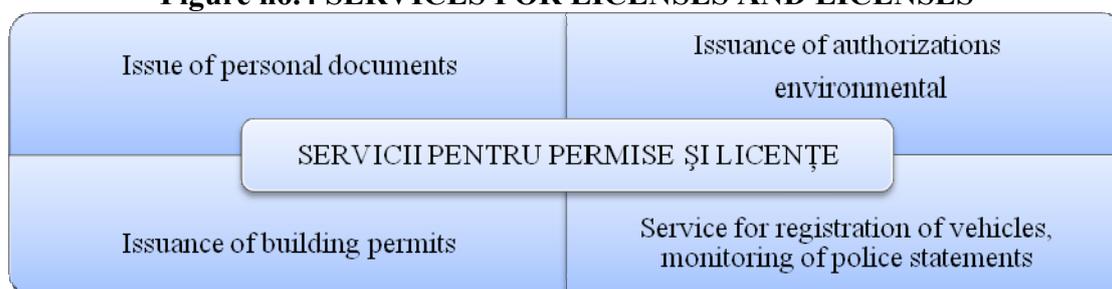
Figure no.2 REGISTRATION SERVICES

Source: Own projection

Figure no.3 PUBLIC UTILITY SERVICES

Health services for citizens	Registration at the university and libraries
PUBLIC UTILITY SERVICES	
Service for public procurement	Looking for a job

Source: Own projection

Figure no.4 SERVICES FOR LICENSES AND LICENSES

Issue of personal documents	Issuance of authorizations environmental
SERVICII PENTRU PERMISE ŞI LICENŢE	
Issuance of building permits	Service for registration of vehicles, monitoring of police statements

Source: Own projection

In order to access these services, electronic forms are available for most services from the list of the 20 essential public services monitored. Of course, the level of sophistication is different for each service group. The most developed online public services are those of the first category, which generate direct revenues to the public administration, and the least mature ones are those for issuing permits and licenses, which do not bring any direct benefit to the state.

The benefits of e-governance

Government information systems bring remarkable economic benefits, as a result, they can help governments to "provide better services to economic entities and citizens." Furthermore, successful implementation of these projects will create a favorable cycle for sustainable development of e- government. ICT systems are now at the center of government processes, but efforts must be made to ensure that they will continue to improve the provision of government services.

E-governance brings important benefits and "stimulates economic growth" by increasing the efficiency of the activities and profitability of the public services provided, creating a more attractive environment for investments, reducing the time needed to provide services, but also by optimizing the use of material and human resources.

The implementation of government information systems leads to "reducing tax evasion by establishing a modern, efficient, technological and transparent system." "Increasing labor productivity" is another important benefit that is shaped by: developing the state information infrastructure, reducing costs with the administration publishes, the efficiency of the activity of the economic agents. In accordance with Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Code of electronic communications, both efficient investments and competition should be encouraged in tandem, in order to increase economic growth, innovation and consumer options.

The bottlenecks that appear in the implementation of digital governance

In the implementation of digital governance, the bottlenecks can appear, negatively influencing the services provided according to an analysis performed by PwC, among which we mention:

- Lack of an entity to coordinate efforts to implement the digital strategy;
- The lack of a responsible entity, because the legislation in Romania is not yet harmonized with the European regulations (eg, the law of electronic signature);
- The relatively high cost of certificates for electronic signature [40 euros];
- The lack of digital education, currently in Romania, both the citizens and the employees of the public structures face a deficit of basic digital skills, which will allow them to use the advanced technologies;
- Migration of IT specialists.

In order to solve these bottlenecks, some measures have been imposed for the implementation of the digitization, namely:

1. Institutional framework - designation of the governmental institution responsible for the implementation of the digital strategy;

2. Electronic signature - amendment of the law on electronic signature;

3. E-id introducing the digital identity, will thus allow the authentication of citizens based on biometric elements or e-ID, which means the integration of all personal documents (birth certificates, driving license, digital licenses, public or private sector information). in a single portal, predefined with preponderance for receiving payments by the citizen directly in a bank account or in digital wallets;

4. Digital training - the revision of the school syllabus introducing hours of IT thus contributing to the education of the population in the field of digital technologies (online platforms, introduction of the compulsory IT program, tax reductions and free technical assistance);

5. Projects - finalization of the agreement with ANAF for the finalization of the e-populations project;

6. E-tax - submission and editing of online forms and consulting information on tax obligations;

7. "One stop shop" - the inclusion of personal information in a common base accessible by e-id. Directive 2014/61 / EU of the European Parliament and of the Council provides for the establishment of a single information point with the aim of facilitating and promoting the introduction of high-speed digital networks (eg broadband internet).

8. Online registration and electronic communication - the registration of online companies and electronic communication with the Trade Register, but also the possibility of integrating banking data with governmental identity data to validate and /or update/reconcile certain information (such as identity card, passport, trade register, land register, etc.). At national level, EU Member States must comply with Directive 2012/17 / EU of the European Parliament and of the Council of 13 June 2012 amending Council Directive 89/666 / EEC and Directives 2005 / 56 / EC and 2009/101 / EC of the European Parliament and of the Council as regards the interconnection of central registers, trade and companies.

9. Online public procurement portal, collaborative information system for high performance environment of public procurement SICAP - portal that encompasses the process complete public procurement.

The existing portal can be developed in such a way as to support the contractual framework between the business environment and the governmental institutions (electronic invoicing, notification of sending the documents necessary to reach certain stages of the project, electronic archiving, etc.), thus facilitating the cooperation between the public sector, companies.

The main measures required in the implementation of electronic governance are carried out

in a transparent manner, being discussed publicly, taking into account the ideas and proposals of all parties involved.

Priorities for implementing digital governance

Priorities for the implementation of digital governance, analyzing the good practices respected by other countries and the success of the implementation of digital initiatives, the following measures can be considered as priorities:

- Establishing a government institution responsible for the implementation of the digital strategy;
- Implementation of digital identity;
- Conventions concluded between representatives of the business environment and public institutions to optimize the transmission of information (eg improving the agreement with ANAF to allow digital signature, development of a system for electronic processing of acknowledgments, etc.);
- Amend the law on electronic signature, so that all types of signature (electronic signature, advanced electronic signature and qualified electronic signature) are accepted, thus facilitating the exchange of information and documents between citizens, the business environment and government institutions;
- E-tax: introduction of solutions regarding accessing, submitting and editing various forms and information regarding payment of taxes;
- Expanding financial education initiatives in the area of digital skills; - Develop the functionalities of the online portal on public procurement, so that all activities (bidding, deliverable delivery, invoicing, archiving, etc.) are included;
- Introducing an online portal for registering companies and extending the functions of the Trade Register for the submission of documents in electronic format; - Implementation of online platforms of the "one-stop shop" type that support an open data system and allow access to various personal information (eg birth certificates, driving licenses, medical history, etc.) The mentioned measures can be realized taking into account by the following:
- Involving the private environment to prioritize digital initiatives and to benefit from synergies in implementation;
- Defining a plan for the implementation of priority initiatives; The broader application and more efficient use of digital technologies will create a conducive environment for Romania to address the fundamental challenges it faces, while also providing Romanians with a better quality of life, new communication opportunities and easier access to public services and cultural life.

Conclusions

The dynamics of the economic life and the contemporary information explosion, for the management of the company, make a requirement from the use of different types of systems to assist the decision-making process. Management information systems are indispensable tools of the modern manager. That is why their continuous improvement, doubled by the improvement of the performance of the computing technique, will offer great possibilities for taking over increasingly larger segments of the management activity.

Due to the fact that IT&C technologies are constantly developing, electronic governance must keep pace with them and use them effectively, both for the benefit of citizens and for the benefit of civil servants. .

Another important aspect is the standardization of electronic public services, access to public services, as well as data exchanged between services and users. Relevant from this point of view is the idea of setting up single access points (one-stop shop), allowing access to all public services in the same place, using the same authentication data and following the same steps. The

main obstacle is the financial one, because the installation costs of the infrastructure represent up to 80% of the total costs.

In the interaction with users, the aspect of data security and authentication should not be neglected either. Users must have complete confidence that the data communicated by them electronically will be available only to state authorities and that surveillance by certain employees is not possible. From this point of view, all data must be communicated encrypted and signed electronically by the users to prevent their repudiation. Only in this way can a secure, useful e-Government be reached, which must be duplicated with clear policies for access to public information.

The use of e-Government services is an effective solution to combat evasion. Precisely because of these multiple advantages, electronic public services will also undergo a strong development in the next period, expected to represent the most important way of interaction between the state, citizens, companies and other organizations in the nearest future for most problems.

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