

# IMPLEMENTATION OF E-GOVERNMENT IN MODERN ECONOMY, BUSINESS AND COMMUNICATION

**N. Shimchuk, G. Zhuiko**

*School of Business of Belarusian State University, Minsk;  
shim192001@gmail.com, glaszszgo@gmail.com;  
scientific supervisor – I. V. Martynova*

This paper is focused on e-Government defined as an intelligent, customer-oriented and well-responding government that provides governmental information and administrative services through the use of Information and Communication Technologies. The objectives of the study are to define the importance of e-Government in the modern society and to identify an e-Government technology that can be implemented in Belarus in the nearest future. The object of the study includes the activities of state institutions and their interactions with citizens of a country. The subject includes the negative aspects and drawbacks in the traditional system of state institutions and ways to improve its effectiveness with the help of e-Government.

**Key words:** electronic government; transparency; national governmental standards; velocity; information technologies; smart cities; hub; trust.

H. A. Wallace, the 33rd Vice President of the United States, declared that «the only way to achieve lasting sustainability of life is to keep moving forward and developing».

e-Government refers to the use of Information Technologies such as the Internet to provide services, information, and knowledge in an efficient, cost-effective manner. In the globalized and information society of the 21st century, e-Government has become a critical component of a country's competitiveness when it comes to growth and development [1].

Nowadays, scientists and professors in the field of e-Government divide this subject into 3 main parts, or dimensions:

- e-Government to maximize citizens convenience: one-stop, non-stop and any-stop services;
- e-Government as a paperless office, which particularly means to maximize administrative efficiency and reduce costs;
- e-Government as a clean and transparent government, which practically means to prevent corruptions, create a transparent policy of decision-making and make the information open [2].

As emerging modern social problems are more complex and dynamic, the government needs promptness and professionalism with lots of resources to resolve them. Accordingly, the governmental organizations are becoming increasingly bulky, and countries that have executive branches with concentrated administrative authority are emerging. In order to solve social problems,

the inevitable limits of the principal-agent issue are intensified and control of the legislature is weakened for the government bureaucracy.

Municipalities have a unique direct interaction with citizens. The relationship between municipalities and their citizens is unavoidable: business registrations, auto registry, real estate development or even the subscription of a child in a school, for instance – all require citizens to come in contact with the municipality. The e-Government objective is to create a new dynamic relation between governments and citizens: a cycle that will become simpler and more participative for citizens. In order to achieve this, it is not only important for the introduction of technology in the conventional tasks of the municipality, but also in public sector management, with public citizens and their needs being the focal point of this innovation. The catalyst of this public administration renovation is the ICT (Information and Communication Technologies) [3].

e-Government in general has different models, but scientists often emphasize three of them:

- G2B (Government to Business)
- G2C (Government to Citizens)
- G2G (Government to Government)

Mentioning the G2B model, it is generally believed that this model is less developed in Belarus than others. There is no need to explain the existential importance of business in the economic situation within the country.

The objectives of e-Government in the G2B model are the following:

- To eliminate the administrative procedures when dealing with the government, thus resulting in considerable time and costs savings for the businesses;
- To streamline reporting requirements by creating more efficient ways for businesses to interact with government;
- To provide a secure and trustworthy environment for conducting online transactions with the government;
- To expedite the deregulation and a legislative reform;
- To suit citizens to the requirements of labor markets;
- To provide a gateway for the development of mutually beneficial interactions between the government and business [4].

Paying attention to the role of e-Government in the economy, it is compulsory to state that by implementing ICT, the government obtains an improved management, which helps to increase transparency in every economic process.

Applying e-Government technologies in the economic sector, there is a high probability to anticipate the decrease of unforeseen losses and expenses, also taxation will become easier and fair. What is more important, thanks to

the transparency, money will not be stolen. Therefore, there will be a reduction of leakages and corruption, which will benefit the economy.

e-Government development has a positive effect on GDP growth and several social indices, such as Rule of law, Political stability, Health index and a negative significant impact on Under-five mortality rate. Analyzing which components of e-Government provide more benefits for countries' development, it was shown that both Human Capital Index and Telecommunications Infrastructure Index positively affect the GDP growth, Rule of law, Health index decreasing the Under-five mortality rate at the same time [5].

With the help of VK social network, a special survey was conducted among more than 200 participants.

According to the survey, most respondents (59 %) have no idea what e-Government is about [Fig.1]. At the same time, most respondents (71 %) do believe that trust between government and citizens (meaning a situation, where no bureaucracy is needed and extra paper work can be abolished because of the fact that government trusts its citizens and vice versa) is possible and can be achieved in the future [Fig. 2]. Trust can be achieved with the help of e-Government implementation.

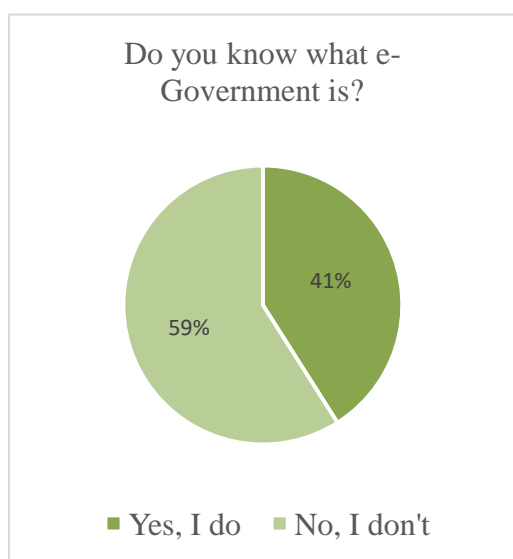


Fig.1. Answers whether respondents are acquainted with the term “e-Government”

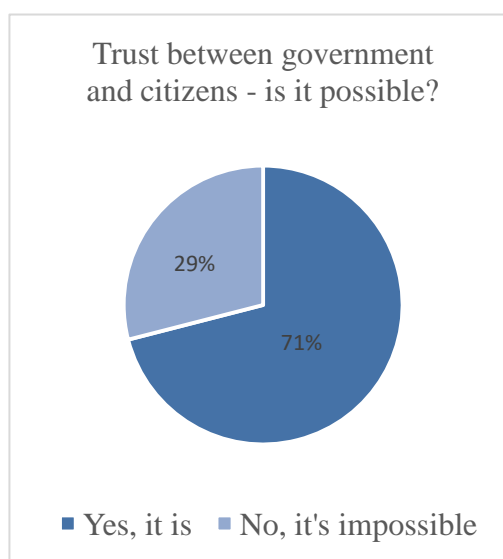


Fig.2. Answers whether respondents think that it is possible to reach a stage where there will be a situation of an absolute trust between government and citizens

A special project called «e-Belarus» can be proposed to the Belarusian government, where all the governmental services will be permanently (24/7) available for citizens in the online regime. In addition, a new ID-system should be introduced.

Ukraine, for instance, was able to introduce a new ID-system, where all the citizens of the country received new ID-cards. The huge drawback of these cards is the absence of the ability to use them in order to participate in the life of the society: it had no access to the public services that are provided by the government.

In this regard, due to the lack of knowledge and experience, Belarus should pay attention to the experience of other countries. It is important to mention the fact that countries-examples that will be selected for further research should be neighboring countries to Belarus, or at least from the same region (Estonia, for instance, is considered as the best country in Europe by implementing ICT and e-Government technologies). Because of the fact that countries that are located not far from Belarus have a lot in common with our culture, mindset and history of development, it would be much easier to compare the implementation of e-Government technologies. There is also no doubt that countries-leaders in e-Government (South Korea, Sweden, the US) should be taken into consideration while elaborating the «e-Belarus» project. It is important not only to gather the best from the neighboring countries, but also to look at the world's leaders, which will provide us with better understanding of the next destination of the long, full of obstacles but inevitable for further progress road to e-Government.

In conclusion, e-Government has proven its importance in the modern economy, business and communication. It has a huge influence on different spheres of the life of a country; therefore, there is a sense in developing e-Government technologies in order to achieve a better quality of life.

#### **Bibliographic references**

1. *Kim Dong Wook*, Development and Implementation of International e-Government MA Programme / Kim Dong Wook, I. I. Hancharonak, A. Shemarov. – Seoul; South Korea: Korean Institute of Public Administration, 2011. – 5 p.
2. *Hancharonak, I. I.* Introduction to e-Government and its Principles / I. I. Hancharonak, Im Sang An – Minsk; Belarus, 2014. – 13 p.
3. What is e-Government? [Electronic resource] // Organization of American States. – Mode of access: <http://portal.oas.org/Portal/Sector/SAP/DepartamentoparalaGesti%C3%B3nP%C3%BAblicaEfectiva/NPA/SobreProgramadeeGobierno/tabid/811/Default.aspx>. – Date of access: 10.04.2020.
4. *Prause, G.* Transnational Aspects of End-user Oriented E-services in the Baltic Sea Region / Prause, G., Hunke, K., Thessel, F. – Berlin, 2012. – 8 p.
5. *Gustova, D.* The impact of e-government strategy on economic growth and social development [Electronic resource] // ISCTE, Lisbon; Portugal, 2017. – Mode of access: [https://repositorio.iscte-iul.pt/bitstream/10071/15809/1/daria\\_gustova\\_diss\\_mestrado.pdf](https://repositorio.iscte-iul.pt/bitstream/10071/15809/1/daria_gustova_diss_mestrado.pdf). – Date of access: 12.04.2020.