UDC 658

Tiantian Yang
School of Business of BSU, Minsk, Belarus, tiantianyang429@gmail.com

E-GOVERNMENT MANAGEMENT IN THE DIGITAL ECONOMY

The article delves into the concept of electronic government, commonly known as e-government, and its evolution throughout history. It elucidates the five primary models of e-government, scrutinizes the interplay between the digital economy and e-government, and explores strategies to enhance advancements in e-government projects.

***Keywords**: e-government, digital economy, models, government policies, technologies, digital infrastructure.*

Тяньтянь Ян
Институт бизнеса БГУ, Минск, Беларусь, tiantianyang429@gmail.com

ЭЛЕКТРОННОЕ УПРАВЛЕНИЕ В ЦИФРОВОЙ ЭКОНОМИКЕ

В статье рассматривается концепция электронного правительства, широко известная как e-government, и ее эволюция на протяжении истории. А также раскрываются пять основных моделей электронного правительства, тщательно анализируется взаимодействие между цифровой экономикой и электронным правительством, и рассматриваются стратегии, позволяющие повысить эффективность проектов электронного правительства.

***Ключевые слова:** электронное правительство, цифровая экономика, модели, государственная политика, технологии, цифровая инфраструктура.*

The emergence of e-government in the digital economy marks a significant transition in how governments employ information and communication technologies (ICT) to modernize their operations. This shift recognizes the pivotal role of government policies in aiding businesses and citizens to adapt to the evolving digital landscape. [1] E-government development entails a range of strategies to improve government services through digital integration, emphasizing efficiency and accessibility. Governments are taking the lead in transitioning to a digitally oriented economy during times of structural change. Policy measures aim to accelerate the digital economy, optimize ICT resources, and enhance government services while containing costs. The relationship between e-government and the digital economy is crucial, influenced by factors like digital infrastructure, readiness, and content. Addressing demographic variables such as gender and education levels is essential for shaping the digital economy. Efforts are ongoing to enhance this relationship, fostering an environment for sustainable growth through digital technology, accessible services, and empowerment of businesses and citizens in a digital society.

There are essentially five types of e-goverment – G2C (Government to Citizens) G2B (Government to Business) G2G (Government to Government) [2] D2D (Department to Department) IEE (Internal Efficiency and Effect) [3] that represent different dimensions of digital interactions and services within the broader scope of e-governance.

Five models of e-government

E-Government Model	Description	Some websites, apps and other government services used in China and some utilization.
G2C	The digital interactions and services provided by the government to citizens.	Provincial governments have set up exclusive government affairs platforms for citizens, such as Sichuan Province, which has the Tianfu Tong APP, PC terminal as well as webpage, and in recent years has cooperated with WeChat and Alipay to have a mini application. To date, 26 provincial-level government data platforms, 257 municipal-level government data platforms and 355 county-level government data platforms have been constructed nationwide[4].
G2B	The digital interactions between the government and businesses, facilitating processes such as business registration, licensing, permits, tax filing, procurement, and other government-business interactions.	LOGINK is a logistics management platform provided by the Zhejiang Province Transportation Department, acting as a comprehensive hub for the exchange of logistics information. It enables users to communicate, exchange documents, access cargo location and price quotes from freight carriers, and streamline customs clearance processes by offering cargo data and relevant information. LOGINK was established in 2007 to lower logistics expenses in Zhejiang, a prosperous coastal area and the base of Alibaba. Over time, LOGINK has progressed through three stages: first, from 2007 to 2012, it concentrated on standardizing domestic logistics; next, from 2010 to 2016, it focused on integrating regionally with ports in Northeast Asia; and starting in 2014, it entered a phase of international expansion. In addition to global expansion, LOGINK aims to expand its services on the platform, potentially disrupting or capturing a larger portion of the nearly $200 billion freight forwarding market, accessing more data in the process[5].
G2G	The digital interactions and the exchange of information between different government agencies or departments.	The national integrated government data-sharing hub has accessed 5,951 government departments at all levels, released 13,500 data resources of all kinds from 53 State Council departments, and cumulatively supported more than 400 billion shared calls nationwide. The construction of the national public data opening system has been accelerated, and 21 provinces (autonomous regions and municipalities directly under the Central Government) have built provincial data opening platforms to provide unified and standardized data opening services [4].
D2D	The interactions and exchange of information between different governments departments within other governments departments.	In China's e-government system, due to the integration of the national government, there are just different ranks and different authorities. Most of the department-to-department information processing takes place in the system of the higher level of government, which conveys it to another department. It is not possible to make declarations across levels in the system.
IEE(G2E)	The use of digital technologies to manage and streamline internal government operations and interactions with employees.	Intra-governmental OA systems are systems that facilitate transactions and interactions between different government departments within a government's administration. These systems help manage and streamline internal government operations and interactions among employees. Some specific examples of these systems include IPAC (Intra-Governmental Payment and Collection), G-Invoicing, and Intragovernmental Transactions Reconciliation System. These systems help standardize data exchange, financial transactions, and reporting across different government departments and agencies.

Source: [2] [3]

The relationship between the digital economy and e-government is significant and interconnected. There is a positive two-way relationship between e-government development and the digital economy. The development of e-government services and infrastructure can contribute to the growth and advancement of the digital economy [6]. The positive correlation between progress in e-government services and the digital economy is symbiotic. First, e-government services play a crucial role in improving efficiency by streamlining procedures, thereby reducing time and costs for businesses in the digital economy. Second, the online accessibility of government services helps facilitate business transactions and contributes to digital inclusion. In addition, the evolution of e-government services to digital platforms lays the foundation for the digital transformation of the private sector, thereby increasing competitiveness. In addition, the data provided by e-government services can provide adequate information to support the decision-making processes of government agencies and businesses. Finally, fostering collaboration with various stakeholders can lead to innovation, which in turn facilitates the development of digital solutions that drive economic progress. In sum, e-government development improves the digital economy not only by increasing efficiency and accessibility, but also by facilitating digitization, data utilization and innovation.

E-government development strategies focus on the use of digital technologies to enhance government services and interact effectively with citizens. The strategies cover different aspects, including digital service delivery, i.e. the provision of government services through online platforms and mobile applications. In addition, the Open Data Policy ensures the accessibility of government data to foster innovation, while Digital Inclusion aims to provide access to digital services for all segments of society. In addition, cybersecurity measures are implemented to protect data and interoperability standards are adopted to facilitate seamless information sharing. User-centered design focused on designing services with the user experience in mind, and collaboration with the private sector enhanced service delivery. Capacity-building involves training government employees with skills to effectively implement digital technologies, ultimately helping governments to improve service delivery, transparency, citizen engagement and foster innovation in the digital age.

E-government in the contemporary landscape necessitates integration with the digital economy, leveraging information and communication technologies (ICTs) to enhance governmental operational frameworks. Policy frameworks are instrumental in enabling a seamless transition to the ever-evolving digital sphere, aiming to bolster operational efficacy and public service accessibility. Critical elements including digital infrastructure preparedness, gender inclusivity, and educational attainment significantly influence the contours of the digital economy. The initiation of digital governance entails tailoring solutions to local contexts and the development of data-centric services to optimize citizen engagement and streamline decision-making processes. E-government instruments and services serve as pivotal agents in fostering transparency, efficiency, and promoting inclusive economic advancement within the modern digital milieu.

References

1. *Robb, A.* The Coalition's Digital Economy and e-government Plan [Electronic resource] / A. Robb // Malcolm Turnbull. – 2013. – Mode of access: https://www.malcolmturnbull.com.au/media/andrew-robb-and-malcolm-turnbull-launch-the-coalitions-digital-economy-and. – Date of access: 20.02.2024.

2. *Seifert, J.* A Primer on E-Government: Sectors, Stages, Opportunities, and Challenges of Online Governance [Electronic resource] / J. Seifert. – 2003. – P. 3–9. – Mode of access: https://sgp.fas.org/crs/RL31057.pdf. – Date of access: 20.02.2024.

3. *Srinivas, Hari* Four Kinds of E-Governance: A Stakeholder Analysis. GDRC Reseaarch Output: Concept Note Series C-039 [Electronic resource] / Hari Srinivas. – Mode of access: https://www.gdrc.org/u-gov/egov-03.html. – Date of access: 22.02.2024.

4. 国务院办公厅关于印发 全国一体化政务大数据体系建设指南的通知 Circular of the General Office of the State Council on the Issuance of Guidelines for the Construction of a Nationally Integrated Big Data System for Government Affairs [Electronic resource]. – Mode of access: https://www.gov.cn/zhengce/content/2022-10/28/content_5722322.html. – Date of access: 28.02.2024.

5. Logink: Risks from China's Promotion of a Global Logistics Management Platform. [Electronic resource]. – Mode of access: https://www.uscc.gov/sites/default/files/2022-09/LOGINK-Risks_from_Chinas_Promotion_of_a_Global_Logistics_Management_Platform.pdf/. – Date of access: 28.02.2024.

6. *Zhao, F.* E-government development and the digital economy: a reciprocal relationship / F. Zhao, J. Wallis, M. Singh // *Internet Research* – 2015. – Vol. 25(5). – P. 734–766. doi:https://doi.org/10.1108/intr-02-2014-0055.