

# E-Government in Turkey

# E-Government in Turkey

Turkey's satellite and cable TV operator named TURKSAT defines e-Government as *transformation of state services from bureaucratic systems to electronic systems.*

# Profile of Turkey on e-Government

-Turkey is 68<sup>th</sup> in terms of e-Government development index and 60<sup>th</sup> in terms of e-Participation index (United Nations e-Government Survey 2016)

-European Union variables in 2015 indicates that Turkey is 8<sup>th</sup> among 33 countries in terms user centricity

-World Bank's 2016 ease of doing business index shows that Turkey is 55<sup>th</sup> among 189 countries

-In International Telecommunication Union's Information and Communication Technology Development index of 2013, Turkey is ranked 68<sup>th</sup> among 166 countries.

-World Economic Forum's network readiness index, Turkey is ranked 48<sup>th</sup> among 143 countries.

-According to Turkish Statistical Institute's of Information and Communication Technology (ICT) usage in households data of 2015, the rate of internet usage is % 55,9 in Turkey

-The rate of use of e-Government services is %53,2. The aim of the citizens who use e-Government services are to have information inquiry and to have easy communication with public institutions.

-Turkish Statistical Institute's Information and Communication Technology Usage in Enterprises underlines that the rate of use of e-government services by private sector is %81,4.

-According to Turkish Statistical Institute's Life Satisfaction Survey, the satisfaction rate of the e-government services of public institutions is %88,7

# Actors of e-Government in Turkey

## NATIONAL E-GOVERNMENT

### **Policy, strategy**

Ministry of Development (Information Society Department), Ministry of Transport, Maritime Affairs and Communications, E-Transformation Turkey Executive Committee

### **Coordination**

Ministry of Transport, Maritime Affairs and Communications, Ministry of Development, Council of Transformation Leaders, E-Transformation Turkey Executive Committee, TURKSAT Inc. (Satellite Communications and Cable TV Operations Company)

### **Implementation**

Council of Transformation Leaders, Ministry of Development, Ministry of Transport, Maritime Affairs and Communications, Individual, Government Agencies

# Actors of E-Government in Turkey

## **Support**

E-Transformation Turkey Advisory Board

Scientific and Technological Research Council of Turkey (TUBİTAK)

TURKSAT Inc.

## **Audit Assurance**

Turkish Court of Accounts

## **Data Protection**

Public Certificate Centre

## **REGIONAL AND LOCAL E-GOVERNMENT**

## **Policy Strategy**

Local Administrations

# Development of e-Government in Turkey

1. (1990s – 2000): As term that focused to improvement of strategies by the contributions of scholars, civil society, public and private sector.
2. (2000- 2002): As a term that arranging plans to realize those strategies.
3. (2002-...): As a term that focused on the modernization on public administration by implementing e-government as a tool.

# Chronology of e-Government in Turkey

2002-2003 E-transformation

2003-2004 Short term Action Plan

2005 Action Plan

2006-2010 Information Society Strategy and Action Plan by State Planning Organization

*2011 641, 655 decree law*

2014-2018, Tenth Development Plan

2015-2018 Information Society Strategy and Action Plan by Ministry of Development

2016-2019 National E-Government Strategy and Action Plan



# Tenth Development Plan (2014-2018)

-Aims to advance the society to high prosperity levels, designed to include not only high, stable and inclusive economic growth, but also issues such as the rule of law, information society, international competitiveness, human development, environmental protection and sustainable use of resources.

-Social and economic development processes of Turkey are discussed with a holistic and multi-dimensional view, a participatory approach has been adopted within the human-oriented development approach.

-One of the objectives and policies of the plan is qualified people, strong society which includes the title e-Government applications in public services.

# 2016-2019 National E-Government Strategy and Action Plan

-Is being implemented under the responsibility of Ministry of Transport, Maritime Affairs and Communication.

-Aims to enhance the efficiency of e-Government and improve society's quality of life.

-Intends to establish highly integrated, efficient and reliable government and public services.

-Outlines four strategic aims, 13 goals to fulfill these strategic aims and 43 actions to achieve these aims.

-These all comply with the e-Government ecosystem overview, which is identified as a strategic focus.

Strategic aims and sub-categories include:

*Ensuring the Efficiency and Sustainability of the e-Government Ecosystem*

- Increasing coordination efficiency within e-Government operations
- Improving the corporate e-Transformation capacity
- Follow-up of innovative approaches and adopting these to the e-Government ecosystem

*Adopting Common Systems For Infrastructure and Administrative Services*

- Developing common IT infrastructures
- Developing disseminating common solutions for e-Government services
- Ensuring unity and sustainability within administrative services information systems.

*Ensuring e-Transformation in Public Services*

- Ensuring early and efficient electronic submission of corporate information.
- Enhancing industrial integration in information systems.
- Increasing the maturity level of e-Government services.
- Improving the service procurement channels and enhancing diversity.

*Increasing Use, Participation and Transparency*

- Increasing the use of e-Government services
- Increasing use areas for open data
- Enhancing e-Participation mechanisms

# 2015-2018 Information Society Strategy and Action Plan

-Under responsibility of 26 institutions in coordination with Ministry of Development, Ministry of Economy, Ministry of Development and Ministry of Science, Industry and Technology work closely with non-Governmental organizations, ODTÜ Teknokent A.Ş., Ankara Development Agency, universities and the Federation of Developing Sport Branches

-As a part of the strategy, Turkey will aim to initiate new initiatives, in order to attract foreign investors, to improve effectiveness of communication with universities, to create necessary human resources for the implementation of the strategy and to perform changes in related legislation.

-One of the axis of strategy is User Centricity and Activeness in the information society strategy in the area of the Information Society and e-Government common area.

-The other axis are Information Technologies Sector, Broadband Infrastructure, and Sectoral Competition, Qualified Human Resources and Employment, Effects of ICT on the population, Information Security and Reliability, Innovative Solutions aided with ICT, Internet Entrepreneurship and e-Commerce.

# e-Government Portal



-Launched in 2008 as an important step to improving life quality and transforms public services into global standards

-Provides access to services of public institutions from one centre.

-So, e-Government Portal maintains fast, reliable, uninterrupted access by using internet and Mobile Technologies

# Aims of E-Government Portal

- To provide more transparent, more efficient, and cheaper public services,
- Maintains new relations between government and citizen, government and business and government and other governments.
- Becoming consistent with the European Union Standards
- Giving 7/24 service to the citizens

# How to use?

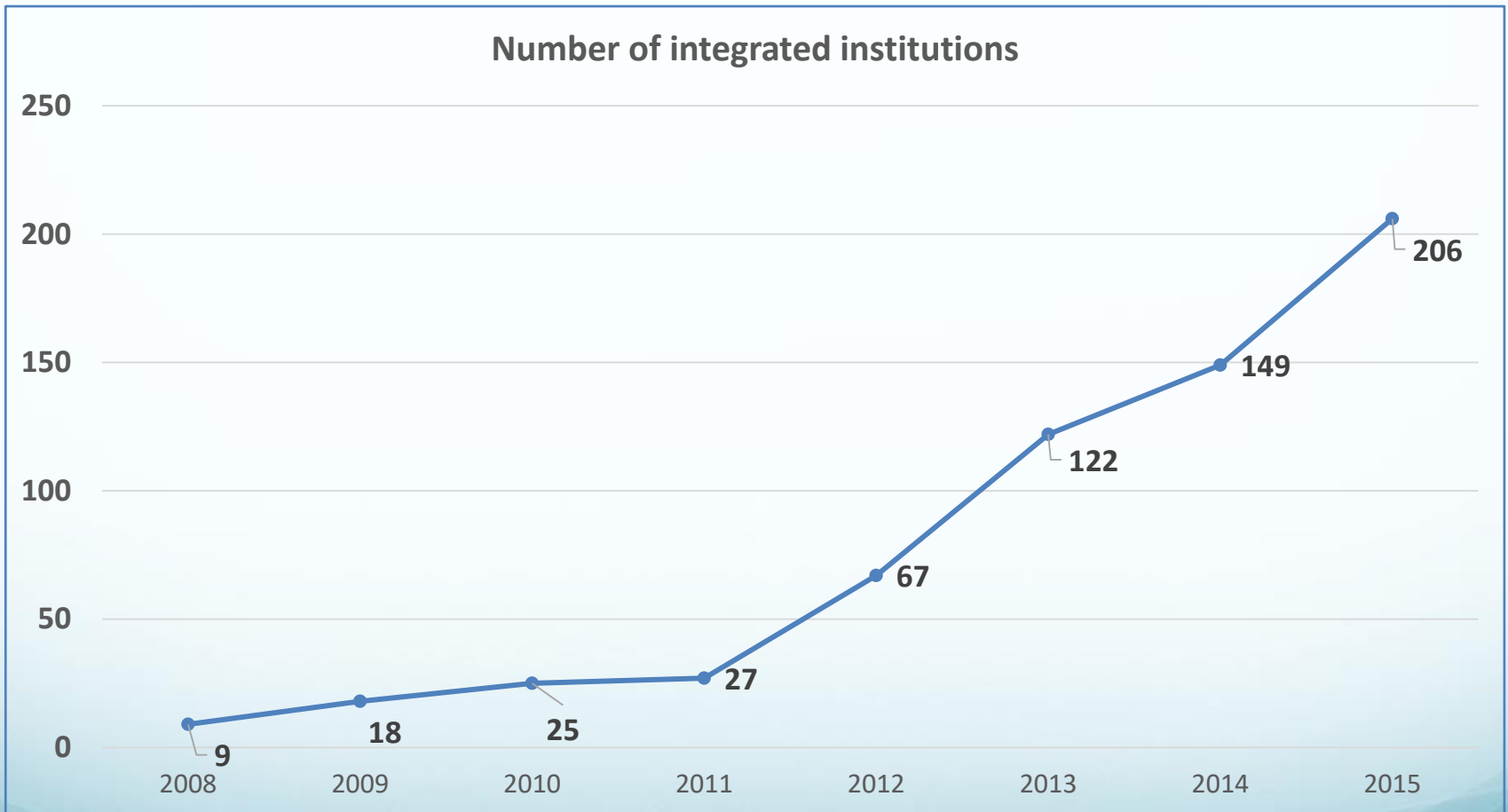
- For the usage of that portal every citizen has a private code and need to use their own identity numbers.
- Citizens have the opportunity to follow their transactions and can be informed.

# Benefits of E- Government Portal

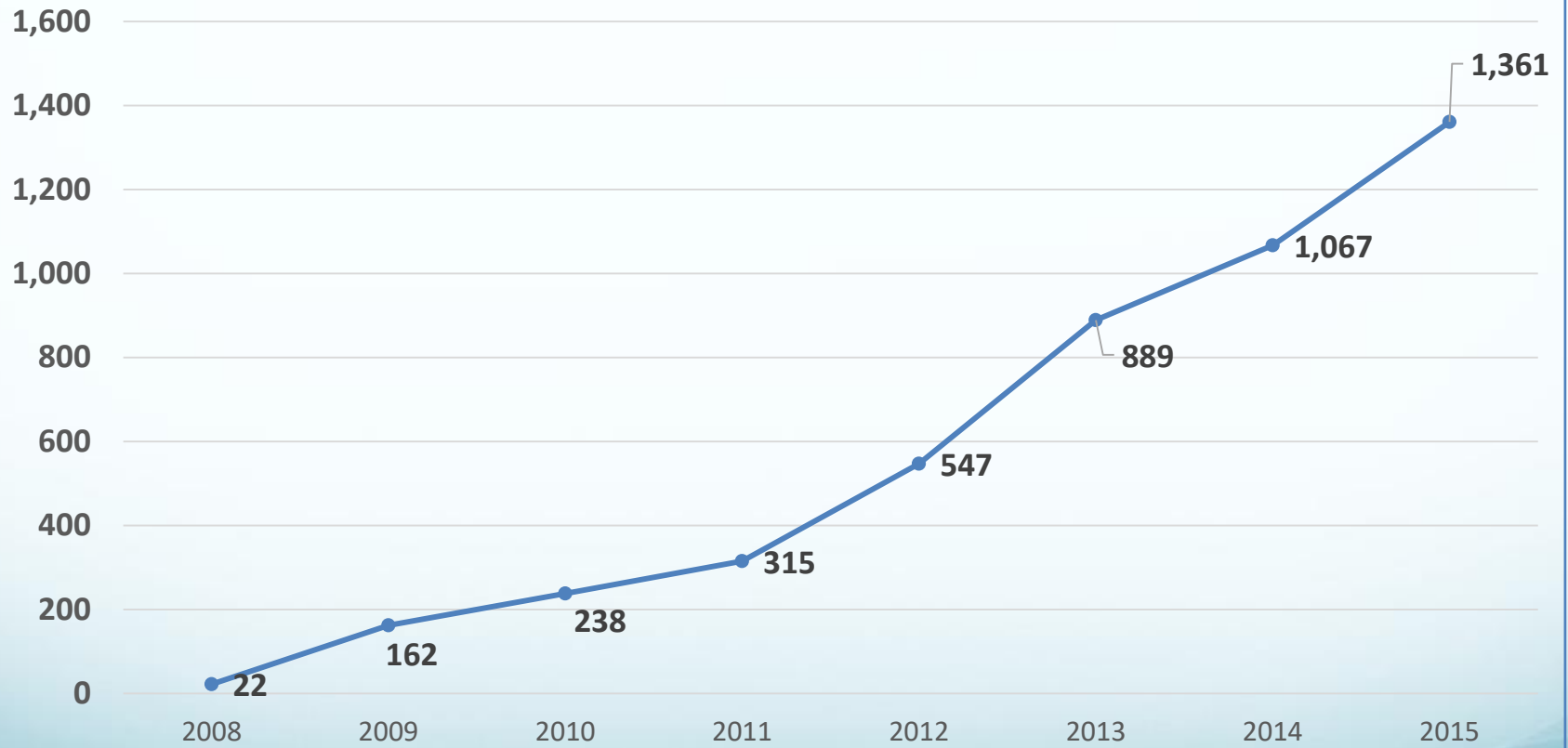
- Citizens can regulate their relations with institutions in a faster, more reliable manner and without vesting time.
- State can both modernize its operation style and gains financial profit by using time and resources efficiently.



# Data on e-Government



### Number of Services



### Number of Users



# Profile of e-Government Users

6.597.590 users are between 26-35 years old

Followed by;

5.498.722 users between ages 36-45

30% of total users are women

# Turkey's Integrated Social Assistance System (ISASS) as a best practice

-ISASS is a Government-to-Government (G2G) e-government system that was launched in 2009 and is now in its final phases of development. As of March 2014, seventeen million assistance cases were provided via ISASS, which resulted in great savings in time and resources, as well as increased transparency and accountability.

-The level of integration ISASS has achieved goes beyond what has been achieved in many other countries. ISASS integrates 16 public institutions via web service and incorporates information from 1001 local social assistance offices.

-All social assistance processes ranging from applications to payments can be carried out in an electronic platform. For example, information about all government-funded social assistance cases can be accessed in one center.

-Institutional arrangements for data sharing among government institutions are important for effective integration.

# Challenges

- Need for progressive perspective which will integrate administrative reform attempts with e-government transition activities.
- Undertaking transition of e-government not only within service providing processes but also administrative structure, processes and technical infrastructure and human resources.
- Implementation of e-government strategy and action plan in line with the administration reforms.
- Differences in e-government technology systems in public institutions
- Lack of organizational structure which enables which provides monitoring and evaluation of e-government projects
- Lack of investment for development of e-government projects.
- Lack of advertisement, information, and guidance about e-government.
- Problems due to the lack of national-institutional e-government structure
- Low level of trust in e-government services
- Inadequate legislation about e-government
- Different levels of maturity in public institutions about e-government
- Problem of interoperability of institutions.

# Conclusion

-By February 2016, 216 public institutions provide 1.411 e-services to 26.546.787 registered users mostly tax, military and police service, is given in an integrated structure directly to the Turkish citizens. (EU report on E-Government in Turkey)

-Turkey, as a candidate state to the membership of European Union, attaches importance to achieve “good governance” with global standards especially with EU's standards.

-In this sense Turkey's tendency to create an efficient e- government project starting from 1990s has gave its fruits in 2000s.

-Even Turkey has some deficiencies in this subject, the great progress shows that Turkey will be very successful to use technologic opportunities for public administration as e- government.

# **“Institutionalization and Broader Use of the E-Consulate System for Increased Efficiency in the Service Delivery of the Ministry of Foreign Affairs” Project**

-Since the 1980s UNDP Turkey has been working with the Ministry of Foreign Affairs to strengthen the Ministry's human resources and ICT infrastructure.

-Within this context, UNDP is implementing “Institutionalization and Broader Use of the E-Consulate System for Increased Efficiency in the Service Delivery of the Ministry of Foreign Affairs” Project with Ministry of Foreign Affairs.



8 Public institutions  
72 integrated applications

For 2015;  
E-visa applications: 7.232.328  
Visa and mission appointments 247.195

For 2016;  
E-visa application: 4.177.761  
Visa and mission appointments: 576.883

# Phase I

-Phase I of the project (2010-2015) aimed to increase the efficiency and cost-effectiveness with a focus on enhanced citizen-satisfaction from the services of the Ministry all over the world.

-E-Consulate system has built an infrastructural network covering different service lines such as military, land registry, citizenship, e-passport, e-visa, notary, vetted signature, driving license, e-government passport and smart search.

-By this network, MFA was integrated through Internet with the Ministry of Interior, Ministry of Defense, Union of Public Notaries, Social Security Institution, Turkish National Police and Ministry of Justice.

# Phase II

-The second phase of the Project built on its accumulated experience and results as well as the past UNDP and Ministry of Foreign Affairs joint initiatives in this area.

-The second phase of the project focuses on e-Consulate system's institutionalization and full-fledged application, to be achieved through enhanced institutional and individual capacities and increased awareness and ownership of the citizens and respective stakeholders.

-It is also expected that the extended project will enable the MFA to benefit from the wide expertise and broad international experience that UNDP can offer in this area.