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FOREIGN EXPERIENCE OF CREATION AND DEVELOPMENT OF ELECTRONIC GOVERNMENT

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Abstract. The article analyzes the foreign experience in the creation and development of e-government.

Keywords: e-government, ICT, online mode, electronic public services, search and access to information, government information.

Introduction

As you know, the United Nations integrated global E-Government Development Index (EGDI) measures the willingness and ability of national government agencies to use information and communication technologies (ICTs) to provide public services to citizens.

In this index, the ranking of the countries of the world by the level of development of electronic government (The United Nations E-Government Survey 2014), South Korea has an index of 0.9462, Singapore 0.9076, France 0.8938, the United States of America 0.8748, Russia 0.7296, Uzbekistan 0.4695, Tajikistan 0.3395, Kyrgyzstan 0.4657, Turkmenistan 0.3511 [1].

Main part

According to Taylor Nelson Sofres research, in Europe the level of use of e-government services by the population varies from 53% in Norway to 3% in Turkey.

The Turkish level of use of e-government services is the lowest in Europe.

According to IDC analysts, the French authorities have completed the stage of creating e-government.

The first was launched in 1998, and in 2000 service-public.fr portal was opened in France.

It offers users links to sites with public information, and offers to download online any of the 1000 official forms, References, etc.

In Italy, ministry websites expand the range of services provided: for example, the portal of the Ministry of Social Affairs provides residents with various information, for example, about their rights to benefits and procedures for adopting children.

In addition, the portal contains answers to frequently asked questions, chat and e-mail [2].

Netherlands' e-government offers online services. Norway has the highest use of e-government services in Europe (53%). On average, the level of use of e-government services by the population of developed countries amounted to 26% at the end of 2001, and -53% by the end of 2010.

All over the world they use the Internet to access government information, transfer personal information to government services, or make any transactions with electronic government services. At the same time, 20% of Internet users all over the world use the services of electronic governments to search and access information, 9% go online to print official inquiry forms, etc., and 7% transfer personal information to government agencies online.

The government Internet remains largely English-speaking. Nearly 72% of national government websites have an English version. But, increasingly reflecting the multilingual nature of global interactions, if many countries offer versions in more than one language on their web sites, then 45% of countries have government websites in two or more languages.

Nearly 72% of national government websites have an English version. But, increasingly reflecting the multilingual nature of global interactions, if many countries offer versions in more than one language on their websites, then 45% of countries have government websites in two or more languages. The most common languages of government sites (after English) are Spanish, French, Russian, German, Italian, Portuguese, Arabic and Chinese [3].

In absolute terms, it looks like this: 46 countries (about a quarter of all countries with websites) have bilingual or multilingual sites. These are Estonia, Finland, Libya, Liechtenstein, Maldives, Moldova, Morocco, etc. And 80 countries have monolingual websites.

In Norway and Denmark, the use of e-government services is maximum 53% and 47%, respectively. In Finland this figure is 46%, in the USA 34%, in France 18%, Germany and Korea 17% and in England 11%, and the number of websites comes first in the USA (57.2%), then Taiwan (52.5%), Australia (50.7%), Canada (49.6%), UK (47.1%), Ireland (46.9%), Israel (46.2%), Singapore (44.0%), Germany (40.6%) and Finland (40.2%).

A growing number of governments and government agencies in all countries of the world are posting various References; forms, publications and databases on Internet sites. The vast majority of sites offer department phone numbers (70%) and mailing addresses (67%). This is to help an ordinary citizen in need of contact with government services. On most sites (85%) there is also a heading that helps you navigate the structure of the site and the services it offers [4].

Almost 71% of government websites around the world offer citizen's various publications of documents, and 41% provide databases. Almost 42% have links to non-governmental sites, where a citizen can apply for additional information.

The eEurope-2002 Action Plan Directive, adopted by the EU in June 2000, provides for the creation of national e-governments in European countries to provide citizens with information and services of government bodies at all levels via the Internet. Governments and state bodies of European countries transferred their services to online modes, which was a good prospect for both Internet service providers and system integrators [5].

The amount of e-government costs varies in different countries: in developing countries, funding is provided by the governments of these countries themselves, as well as the European Union. Six countries in southeastern Europe (Albania, Cyprus, Greece, Yugoslavia, Romania and Macedonia) completed a joint e-Governance (e-government) project to establish online collaboration at the regional level. Romania's contribution for this project was \$ 500,000.

The acceleration of the economic development of the Asian region is also associated with the creation and implementation of new technologies that take place against the backdrop of globalization, which contributes to the growth of modern national information infrastructures. The countries of the Asian region differ markedly in terms of economic development: new industrialized countries like Singapore, South Korea, Malaysia, Thailand are associated with high rates of economic development. Korea's state program in information technology was the National Basic Information System (NBIS), which was developed in the early 1980s, which linked computerization and IT development with the country's economic growth [6].

In April 1994, the National Information Super Highway project was adopted (the National Information Super Highway, which is a key link in the transition of South Korea from a developing industrial economy to a developed state economy. The program outlined the most important areas of state investment: computerization of the main areas of society, construction new information and telecommunication networks and modern communication lines.

The most important element of the Korean concept of the information society is the development of the electronic economy. In November 2002, the integrated Korean Electronic Government portal (www.egov.go.kr) began to operate, combining two services: an information service and the Government for Citizens e-service (G4C). The portal provides about 400 interactive services for citizens and information on 4 thousand categories. The opening of the portal immediately brought South Korea to the group of world leaders in the implementation of e-government. Singapore's understanding of the paramount role of IT in the modern world has led to the creation of strategic programs that began the intensive development of ICT, including the Computerization of the Civil Service (1981) [7].

In Singapore, the creation of e-government resources began back in 1981. In 1995, one of the first in the world to launch an e-government site. In 2000, the state program "Electronic Government of Singapore" was launched. The project budget was \$ 1.5 billion, with the goal of "becoming a leading e-government for better serving the nation in the digital economy".

In Singapore, there are integrated portals of government offices "Portal of Government" (Singapore Government Online) and the service center "Electronic Citizen" (e-Citizen), providing comprehensive services for citizens, including access to electronic forms of tax and other payments, a medical card, car registration, a student's entry to school, and for companies - access to the electronic public procurement system, information on preferential lending schemes, consulting, etc.

All educational, social and cultural institutions in Singapore have deployed interactive services on the government portal. There were online editions of places of deprivation of liberty and for the first time in the world, the Singaporean government actively used the Internet in conducting a general population census and more than 50% of the country's taxpayers submitted their declarations via the Internet [8].

The topic of e-government in South Korea brings to the fore the problem of computer literacy, the meaning of e-government is in its accessibility to all sectors of society. In June 2001, the first national IT literacy program was adopted with a target audience of socially vulnerable groups: unskilled workers, housewives, and retirees. The idea of creating electronic government belongs to the government circles of the Republic of South

Korea, i.e. The initiative to implement this direction came from the South Korean government. If we expand the Korean path to e-Government into time lags, then government steps in the form of separate programs can be divided into three distinct stages: the first - 1987-1995; the second - 1995-2005; the third is 2005 and continues to the present.

Conclusion

E-government is a concept of public administration inherent in the information society. The components of good governance are: accountability (responsibility), transparency (openness) of government, and speedy decision-making.

At present, there are 4 main models of "electronic government" that have been put into practice in the USA, Europe, the Asia-Pacific region and Russia.

Conventionally, they can be called like this:

- continental European model;
- Anglo-American model;
- Asian model;
- Russian model.

The connection of e-government with administrative reforms is expressed in the fact that it:

- serves as a reform tool;
- renews interest in administrative reform;
- highlights internal inconsistencies in public administration;
- forces governments to follow the obligations of better governance;
- increases the legitimization of government activity;
- talks about the willingness of the government to change in accordance with the needs of today.

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