

e-Government Gateway



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Organisation: Prime Ministry

Country: Turkey

Level of government: Central government

Sector: General public services

Type: Digital, Public Service

Launched in: 2006

Overall development time: 24 months

Link to the innovation's website

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Description

E-Government Gateway is a platform on which government services are offered electronically to citizens, businesses and other government agencies from a single website, with a simple and easy to understand format. The project has been initiated as an innovative solution.

E-Government Gateway provides an infrastructure where our citizens can have secure access to the information and services they need. A joint structure has been established for the development, provision and improvement of e-Government services by identifying the needs of our citizens and government agencies.

Through this platform (where ID verification is done through a password and e-signature and the privacy of personal information is protected) citizens can securely benefit from the government services offered electronically.

Why the innovation was developed

There was quite a high number of single e-service initiatives within the government and different public bodies providing services from different websites. There was a necessity for a single window of e-services which gathers all public services electronically and securely. The main factor is to ensure that government services are offered from a single gateway on a joint platform in an uninterrupted, secure and fast manner.

Objectives

Enhance public trust, Enhance transparency, Improve access, Improve effectiveness, Improve efficiency, Improve service quality, Improve user satisfaction

- Improve service quality: Since all online public services are provided from a single window, the users are able to reach services easily and securely. The users will not have to visit a service point themselves but apply via the internet. Thus they will save time and money.
 - Improve cost efficiency: Citizens receive public services online (24/7) at no additional cost, and more rapidly. In addition to that, the government also saves as the services are done online.
 - Improve user satisfaction: The joint online platform is more convenient and cost-effective for citizens and businesses. The public benefit from the access to the most current information without having to spend time or money to get it.
 - Improve employee satisfaction: Online transactions decrease the work load on employees.
 - The project also covers political priorities like openness, transparency, decentralisation, engagement etc. The dissemination of ICTs in public service delivery provides opportunities for states to extend and consolidate democratic practices in their constituencies. Thus, the implementation of ICTs can help gain a status of a more democratic country. Citizens are able to participate in the government machinery. The system also increases transparency and openness.
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Main beneficiaries

Civil Society, General population

The project aims to include the entire population of the country. Citizens who have access to the internet can reach all services online.

Existing similar practices

Borgen.dk

In other countries' public administrations
Denmark

Our innovation has similarities with the system "borger.dk" in Denmark which provides citizens with access to personal information, for example, from the health or tax authorities, as well as e-services from local, regional and national levels of government.

Network of Citizen Shops

In other countries' public administrations
Portugal

The network of Citizen Shops in Portugal is also similar to the system in Turkey in the sense that both have been established to improve access to public and private services by providing services in the same spot, including integrated services based on life events or multi-service desks.

Results

Service quality

Accessibility:

The E-government gateway ensures that public services can be provided 7 days a week, 24 hours a day. Indeed, one of the basic goals of the project was to increase accessibility.

The number of users has increased each year:

- 2008: 6 990
- 2009: 22 123
- 2010: 229 700
- 2011: 5 872 840
- 2012: 12 701 121
- 2013: 15 703 136

Responsiveness:

There is no doubt that usage of electronic tools for public services speeds up the responsiveness of the government. There are huge differences when compared to the previous case.

For instance, criminal records can be provided by the system in a few minutes and free of charge. However, before the e-government gateway, the citizens were obliged to apply to the Ministry of Justice in person and would have to apply with a form which was LIR 5. They were often waiting in a long queue all day. Citizens can now access the form online and print it out from their computers.

The other evidence is about social security. For any services having to do with social security, citizens were directly applying to the Ministry and had little information. Citizens can now sign in to the system and easily find and access any information.

Reliability:

Many international surveys indicate that e-government has a positive effect on citizen confidence and reliability of government. There is no national survey conducted in Turkey, but it is a general trend that usage of electronic means increases the reliability and trust in government.

Development

Design

The innovation was generated with a decree of the Council of Ministers (2006/10316 on 24 March 2006). The Council of Ministers gave the responsibility to the Ministry of Maritime, Transport and Communication. The Ministry would take action on behalf of Prime Ministry.

Testing

The project started in the year 2006 and was officially launched by the Prime Minister in December 18th, 2008. Within 2 years time the e-gateway was designed and tested as a pilot project in Ankara. At the first stage, the current e-services given individually by the Ministers were gathered. In the first year there were just 28 services and 6 990 defined users. These services were trialled by the users and deficiencies were removed. After the official start of the project, 20 more services were added and the number of users grew to 22 123. Again these services were tested by the public and changes were made in response to shortcomings. New services were added to the system gradually and the number of users increased.

Implementation

Tools used:

The project itself is ICT-based.

Resources used:

The amount spent on this innovation is quite high and complicated to calculate.

Challenges and solutions

- The project is an inter-ministerial project. Therefore, a high level of collaboration between the ministries is required. It was a great challenge to sustain the interoperability of the e-services of individual ministries. As a solution, The Council of Ministers gave the responsibility to the Ministry of Maritime, Transport and Communication which would take action on behalf of Prime Ministry. The most important role of Prime Ministry according to law is to provide coordination and collaboration among ministries.
 - The second challenge was financial. Since it was an ICT-based project, it costed too much for the government. However, the government allocated the necessitated budget before the budget term since it was seen as a critical issue in the agenda.
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Partnerships

Ministry of Transport, Maritime Affairs and Communication

Other Public Sector

It is a joint project being developed by the Ministry of Transport, Maritime Affairs and Communication in the name of the Turkish Prime Ministry. Almost all ministries are involved in the development of the practice.

Lessons Learned

Conditions for success

- First of all, the success of innovation depends on the determination from the government side.
 - Another important point is the collaboration of ministries. Since it is an inter-ministerial project, there should be high levels of participation from public bodies.
 - In order to increase the number of users, promotion of the gateway is very crucial. In our case the number of users increases sharply due to the promotions and the services given online.
 - The digital divide should be lessened.
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Other information

The initial phase of the innovation had been developed in 12 months but it is an on-going project which is continually improved with new versions.

