

E-GOVERNANCE AND COMPARATIVE ANALYSIS BETWEEN EUROPEAN UNION AND ROMANIA

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Abstract: *At the EU level e-government is treated as a component of the future that can bring multiple benefits to the countries itself and the Union. This paper attempts to present many challenges and barriers of e-government from Romania Country in comparison with the European Union. E-governance is essential for eliminating or simplifying bureaucratic procedures for access to information, to reduce public expenditure, fighting corruption and strengthening the administrative capacity of public institutions became necessary development. Public services and their effectiveness are considered to have a significant impact on the economic and social status throughout the country. The main direction is to use e-governance projects for modernization of governmental agencies and local governments, providing services for citizens and business, in an integrated, transparent and secure. E-government strategies in Romania presented in this paper is concern on the services that a State should provide for a better development. Prioritizing government services related to life style will bring a significant improvement in the way in which citizens and entrepreneurs perceive the Government as these refining services. Also, I believe that this approach can be synergetic with other e-government strategies in Romania.*

Key Words: *barriers, education, trust, failure, e-governance, Romania, European Union.*

1. INTRODUCTION:

E-government is a key step to reform public administration, to modernize it, and involves a process of digitizing public sector whose purpose is to facilitate interaction between institutions and the public through information technology applications. Because the company is in constant change, it experienced a strong dynamic, sees the need to reform public administration to modernize it to meet the demands that society poses. Development of democracy requires redefining the role of the state in relation to citizens and through the reform aims to adapt to global economic changes and the requirements of integration in EU structures. The economic crisis has been present in all European States, after years in which economic and social progress has led to the exposure of some structural weaknesses in the European economy. E-Government contains the cooperation among Government, Parliament and other public institutions with citizens through electronic means. They are a lot of laws that are in discussion and issuing opinions by citizens, the payment of taxes by taxpayers, completing the online complaints and petitions represents effective means made available by the countries for the exercise of the fundamental rights of citizens.

Thus the meaning of e-Government implementation is from top to bottom (from the State to the citizen). Development of e-governance is a long-term deal. Plans and strategies are needed well organized in the early stages to pave the way for the success of e-government development. Especially for developing countries, the strategies of e-governance can contribute parts of e-Government in a relatively short time. Although the basis for of the development of e-governance, such as the preparation of them, infrastructure and business processes can be different from country to country. The goal of this paper is to collect and study a comparative analysis of e-Government between the European Union and Romanian.

2. PRELIMINARY CONSIDERATION ON THE REFORM OF PUBLIC ADMINISTRATION AND E-GOVERNMENT:

The progress of society, backed strongly by the rapid dissemination of new information and communication technologies, and was accompanied by a phenomenon of self-assertion and power of civil society, with the impact, both on business environment, as well as on the public system. The development of clear procedures, in order to efficiently manage the situations of certain behaviors contrary to ethics; development of the framework for the prevention of non-ethical behaviors; Proactive behavior to provide the advantage of the anticipated problem areas; taking advantage of the new technologies of information and communication.

E-Government is "submission by the State, on the basis of public funds by the beneficiaries of some of its public services and in electronic form that is, through the use of information and communication technology and especially the Internet" (Vasilache, 2008). Therefore, this is an "essential step in the Counter Reformation, a programmer to support transparency and efficiency, improving the interaction with public administration and corruption" (National

Center of Management on the information society, 2012). It articulates a common set of priorities, ensures the coordination and resources to maximize efficiency, stimulate activities and the accountability of the authorities towards arousing citizens (Shahwan, p. 3). For the increase of e-Government for citizen is essential, this signifies a challenge for any establishment that goal is to meet the needs of citizens-for example, in Romania, law No. 52/2003 on decisional transparency in public administration lists the objectives of enhancing the accountability of the public administration towards the citizen as recipient of the administrative decision and the active participation of citizens in the decision-making process and in the drafting of normative acts (article 2, letter a and b). Important to note is the need to ensure transparency, which proclaims that the authorities and public institutions to access free and unrestrained persons to any information of public interest, and to ensure transparency in the determination of the relationship of collaboration with public institutions as well as private organizations, through a public-private partnership. Another fundamental principle of eGovernment, eIncluderea focuses on impartiality, integration, non-discrimination and objectivity, which means that the government should ensure equal treatment for all citizens, to eliminate any type action arbitrarily (Mora and Țiclău, 2009, p. 25), and the emphasis is placed on equity. Among the principles of eGovernment include trust and security, and this can be achieved by authentication by means of an electronic identity or an electronic signature, to provide citizens with certainty that the documents received or sent were not modified (Vasilache, 2008 p. 50).

The main components of eGovernment are the relations government-government (G2G Government-to-Government), Government to government employees (G2E, Government-to-Employee), government-citizen (G2C, Government-to-Citizens) and government -companii (G2B, government-to-Business), and in this paper we will focus on relations such government-citizen (G2C). Thus, through a brief analysis, relations such government-to-government (G2G) can be defined as those linking of several public institutions to address issues of general interest and raises the generation of complex solutions, relations such government -angajați government (G2E) involving an online management between government and employees through electronic means, relations guvern-cetățeni (G2C) mainly aimed near public institutions to citizens through communication and exchange of information on both sides over the Internet, and last all relationship-government companies (G2B) finds applicability in the field of procurement and public auctions, helping to increase transparency and lower costs (Cristescu, pp. 1-2).

3. THE IMPACT OF E-GOVERNMENT:

E-Governance is exercising influence over the vast fields and has implications in the field of social, political or economic, radically transforming the mode of interaction of citizens with central or local public authorities. Among the advantages of the e-Government Portal National Electronics contents include improved access to information and public services of central public administration authorities, eliminating red tape and simplifying the methodology of work, improving the exchange of information and services between the central public administration authorities and improving the quality of public services at the level of central public administration. Another advantage of electronic government is given the ability of public institutions to adopt different reorganization strategies such as computerization without profound changes in offices, changing deep organizing offices, centralizing office functions and decentralization of functions stop. With regard to public institutions, they benefit from a system of information simplifying procedures, the improvement of the professional training in the field of information technology, reducing bureaucracy, lower costs for providing information, streamline time etc. A significant example concerning reduction of costs and time efficiency is a study on the citizens and companies of the European Union showing that in 2003 through the electronic payment of taxes, citizens have saved approximately seven million hours, and in the field of electronic declaration of VAT by companies has been found to save 10 euro per statement.

4. ANALYSIS FOR E-GOVERNMENT:

In order to obtain a broad picture of the situation of eGovernment in the European Union has developed a general classification by calculating the average of the percentage of individuals using the Internet for information, the percentage who download forms and the percentage of people using electronic services to return completed forms competent public authorities. As can be seen gave a worrying result, Romania ranking last place in the use of services through electronic government. Continue to have an insight into the adoption of eGovernment at EU level we plotted the situation first and last five ranked countries, the gap between them is alarming. However, the adoption of e-Governance is predominantly low, 58.1% of the Member States of the European Union and those who want to join has a low level of acceptance of eGovernment and only a percentage of 22.6 % shows a high or very high level of acceptance of eGovernment. Through the analysis of quantitative data we can say that the adoption of eGovernment depends on the percentage of households with Internet access and percentage of individuals using the Internet at least once a week, but the latter has a greater explanatory power. Regarding cultural dimensions Geert Hofstede set of note that the individualism prevalent in society and the degree of masculinity society does not influence the adoption of eGovernment, unlike power distance and attitudes towards uncertainty.

In order to attain the goal of primary was conducted an analysis of documents, both qualitative (official regulations, factsheets of the Member States of the European Union and the candidate countries on e-Governance), as well as quantitative, 28-other research data. With regard to quantitative analysis the data were analyzed across 31 countries, aiming to establish a relationship between the adoption of e-Government and the percentage of households who have internet access and the percentage of individuals who used the Internet at least once a week (according to the schedule of the EU Member States and candidate countries on e-governance, available on www.epractice.eu). The evolution of e-Government has permitted enumeration of the main services that are offered to citizens and organizations in the world. Moreover at EU level have been defined the basic public services whose implementation is defining for comparing progress on e-Government in the Member States.

Modernizing the public service, in order to increase the effectiveness and ability to cope with the needs, will be based essentially on the information and communication technology. A total of factor generalization of electronic and electronic procurement system should allow savings of 300 billion euros per year. Portugal also said savings of 30%. In any case, only the generalization system of electronic procurement could result in savings of 80 billion euros per year. Essential to note is that the variable 'adoption of e-Government' was composed of the following indicators: the percentage of individuals who used the Internet in relation to public authorities to obtain information, the percentage of those who download the forms, and the percentage of people who use the electronic services to return the completed forms to the competent public authorities. Through quantitative data analysis we can say that the adoption of e-Government depends on the percentage of households who have internet access and the percentage of individuals who used the Internet at least once a week, but the last variable has an explanatory power. Thus, the reform process is characterized by a number of peculiarities, related mainly to emphasize economic restrictions and the need for compliance with the criteria imposed in the wake of integration into European Union structures. The first initiative in the field of e-Government occurred in 2002 with the launch of the eProcurement system, aimed at improving transparency and control of public procurement, but the launch of the portal on the information society has occurred only in 2003 and offered access to all information of Central and local institutions, allowing the downloading of forms used by different public institutions and it is possible to supplement certain forms via the Internet (European Commission, 2011).

Over the past few years in Romania, have initiated various projects relating to e-Government, thus, in 2011, Minister of communications and information society, Valerian Weather, has signed a contract to finance the project "development of electronic services to citizens and business in Tulcea County, and in august was completed the project" City Hall one click away of Brasov ". Currently, Romania runs the strategy proposed by the Ministry of communications and information society, "eRomania", whose main objective is aimed at three groups: the Group of public institutions, two group tied to European recommendations or legislative provisions and own three group tied to the nature of the service "eRomania". The first group of targets includes information infrastructure development and digital content necessary to implement e-Government at national level, improving quality and effectiveness of public service provision, based on the simplification of administrative procedures and the transposition thereof in electronic form; increasing the confidence of the recipients of public services by ensuring the security of technical equipment and software, personal data protection, as well as respect for the right to privacy; cooperation in public administration for the provision of public electronic services integrated, secure, accessible and relevant through a central point of access; development of interoperability of national systems of Government; promoting interoperability at local level; realization of the national electronic registers; increasing the role of specific information society in the governance Act; improving performance of employees in public administration in the field of information and communication technology.

In Europe, a prize is awarded annually city that is considered the most "intelligent" in terms of e-government services offered. Since 2002 establishes an annual ranking of the best cities on governance practices electron which is based on analysis of information and services offered by these cities. The prize awarded to the European city is the first study smart European benchmark, whereby are evaluated European cities. Internet portals cities are carefully examined and analyzed in terms of different user groups. With a good location technology, Vienna dominate the European competition because it has the best internet portal. The award is the city that has the best Internet portal in Europe. Portal winner is selected from 130 European cities in 29 countries throughout an extended European benchmark study. Regarding the legal framework, it was completed with a series of laws on the following issues: electronic signature, public procurement through electronic auctions, collection of e-local taxes, commerce, award electronically and distribution authorizations for international road transportation of freight, the approval procedure of payment instruments, remote access, such as applications Internet banking, home banking or mobile banking, measures to exchange information on standards and technical regulations between Romania and Member States and the European Commission, the protection of individuals with regard to the processing of personal data and the free movement of such data. In Romania Information Technology came mainly in the private sector.

The public sector is incomplete and not integrated into systems of national information flow. Websites to inform citizens (Presidential Administration, the Chamber of Deputies, Senate, Government, ministries, local councils, prefectures, municipalities) are operational in most but not built according to a set of standards and common requirements that both allow integration into a single portal and ensure optimal conditions for access to public information. The e-Government is one of the most effective ways to fight corruption, a key driver of institutional transparency and credible regulation of the business environment in Romania.

5. CONCLUSIONS:

E-Governance represents an essential stage of public administration reform, modernization and involves a process of introducing public sector whose aim is to facilitate interaction between public institutions and citizens via the information technology-based applications. E-Governance is key to simplifying red tape and working methodologies for improving access to information and quality of public services at the level of central public administration in order to reduce public expenditure to combat corruption or to strengthen the administrative capacity of the public institutions. One of the conclusions of this study comprehensively captures the oppressive reality in Romania, which continue to being disturbing our country location on the last position in the general classification with regard to the adoption of e-Government at the level of the Member States of the European Union and the candidate countries.

The Romanian Government, before the implementation of any strategy, you need to take steps to expand the infrastructure necessary for the development of e-governance in all areas of the country, to ensure that your internet connection to regions where it is not provided or is limited because they have found a correlation between the percentage of households who have internet access and the percentage of people who use the Internet at least once a week variable, significantly influencing the adoption of e-Government. Due to the fact that the current e-Government strategy, "eRomania", captures all areas needed development comprehensively uniform e-governance (public institutions group two group tied to European recommendations or legislative provisions and own three group tied to the nature of the service "eRomania"), explained the importance of progress in parallel with the expansion of its national information infrastructure. In order to attract citizens toward the use of electronic services, public authorities have the opportunity to develop different websites for current issues, for example, listing the measures implemented by the Government due to the economic crisis, detailing the agreement concluded with the International Monetary Fund in terms of economic recovery. Important to note is that you need to emphasize the importance of progress, innovation and research, to support "eParticiparea" and "eDemocrația" by testing online voting in municipal elections and increase options for citizen participation in the decision-making processes of public institutions.

Therefore, in order to develop the services offered through the e-government authorities must go through a series of steps including: industrialization and information of public institutions, and in parallel with the extension of the national information infrastructure, the imposition of compulsory use of electronic means by all public institutions in relation to citizens, while informing and educating beneficiaries, and last but not least, the introduction of compulsory use of electronic means by all citizens in their relations with the public administration. Steps taken in recent years to shift to e-government have resulted in significant results in this area. However, in Romania there is delays in program implementation in the National Electronic System. Switching to electronic interaction involves major changes to the internal operating mode of administration, requires adaptation and new ways of working, including proper and stable partnerships with the private sector and civil society..

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