eGOV

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11. 11. 2019

Obsah (obecně)

eGOV

HYPE vs **REALITY**

„E-Government has become a global phenomenon."
(Schuppan, 2009)

eGOV projects often fail.
(Heeks, 2003)

Obsah (konkrétněji)

eGOV

1. **Co je to?**
2. **Proč?**
3. **Co se očekávalo?**
4. **Co se podařilo?**
5. **Co v ČR?**

1. eGOV – Co je to?

Slyšeli jste o e-gov?

1. eGOV – What is it?

Neexistuje všeobecně uznávaná definice a terminologie v literatuře se může lišit.

Existují ale podobné komponenty definic.

Obecně jde o využití nových technologií pro zlepšení (transformaci?) vztahů (procesů) G2C/G2B a G2G.

Vždy je e-gov celkem komplexní a rozsáhlou oblastí (veřejných/public-private) projektů a aktivit.

Table 3. The vocabulary used frequently by e-Government articles

Word[a]	Frequence	Word[a]	Frequence	Word[a]	Frequence
e-Government	1480	policy	217	initiative	139
government	930	organization	215	require	138
e-service	720	administration	213	sector	136
public	530	secure	213	knowledge	125
information	512	project	210	enhance	124
website	508	application	210	country	123
use	441	access	206	design	123
develop	407	data	185	society	121
technology	360	local	184	strategy	121
citizen	333	effective	180	level	121
manage	322	need	177	communication	120
system	314	business	169	digital	119
process	288	e-democracy	159	make	115
model	264	online	158	improve	104
provide	249	Internet	155	world	103
framework	244	state	150	deliver	102
approach	244	adopt	148		
implement	221	present	144		

Příklady definic

OECD e-Government Studies

The e-Government Imperative

2003

1.2. Definitions

Defining e-government. There are many definitions of e-government, and the term itself is not universally used. The differences are not just semantic and may reflect priorities in government strategies. The definitions fall into three groups:

- E-government is defined as Internet (online) service delivery and other Internet-based activity such as e-consultation.
- E-government is equated to the use of ICTs in government. While the focus is generally on the delivery of services and processing, the broadest definition encompasses all aspects of government activity.
- E-government is defined as a capacity to transform public administration through the use of ICTs or indeed is used to describe a new form of government built around ICTs. This aspect is usually linked to Internet use.

Definitions and terms adopted by individual countries have shifted, as priorities change and as progress is made towards particular objectives. This is as it should be; the area is a dynamic one and policies and definitions need to remain relevant. In the context of the OECD E-Government Project, the term "e-government" is defined as:

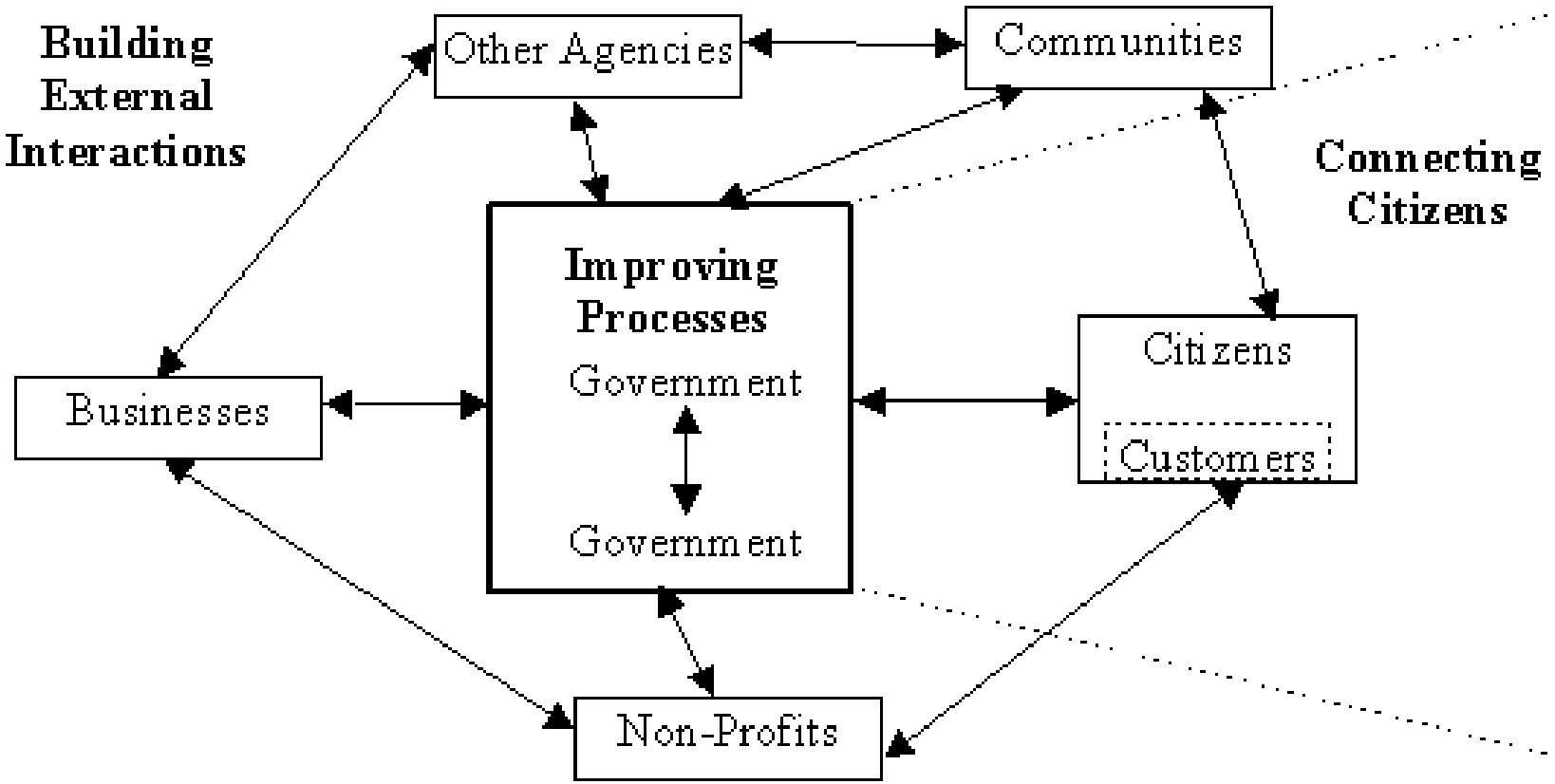
OECD Definition of E-Government

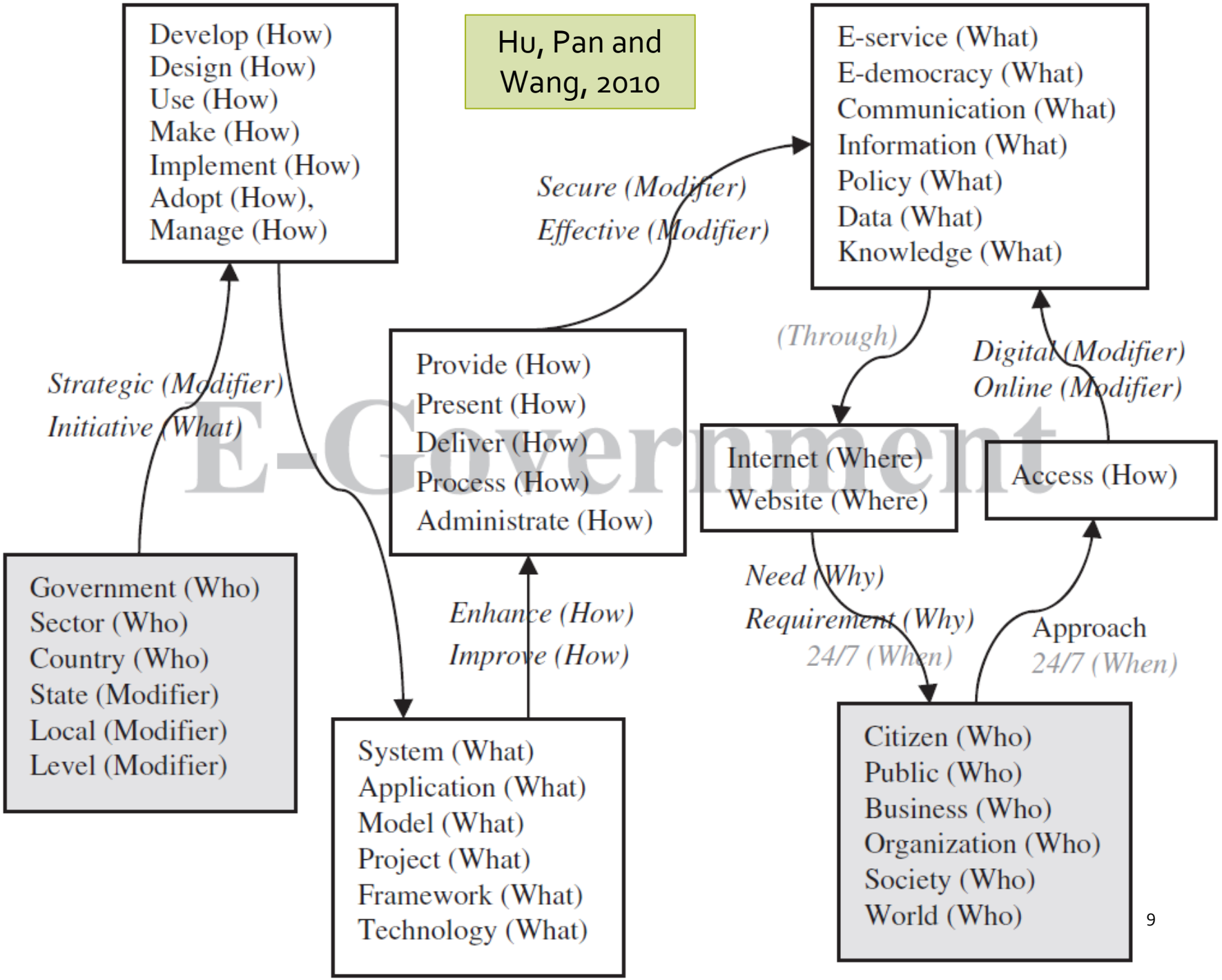
The use of information and communication technologies, and particularly the Internet, as a tool to achieve better government.

Examples of definitions: What is eGOV about?

www.egov4dev.org/

- Improving government processes: eAdministration
- Connecting citizens: eCitizens and eServices
- Building external interactions: eSociety




Hu, Pan and Wang, 2010
Develop (How)
Design (How)
Use (How)
Make (How)
Implement (How)
Adopt (How),
Manage (How)
E-service (What)
E-democracy (What)
Communication (What)
Information (What)
Policy (What)
Data (What)
Knowledge (What)
Secure (Modifier)
Effective (Modifier)
(Through)
Digital (Modifier)
Online (Modifier)
Strategic (Modifier)
Initiative (What)
Provide (How)
Present (How)
Deliver (How)
Process (How)
Administrate (How)
Internet (Where)
Website (Where)
Access (How)
E-Government
Need (Why)
Requirement (Why)
24/7 (When)
Approach
24/7 (When)
Enhance (How)
Improve (How)
Government (Who)
Sector (Who)
Country (Who)
State (Modifier)
Local (Modifier)
Level (Modifier)
System (What)
Application (What)
Model (What)
Project (What)
Framework (What)
Technology (What)
Citizen (Who)
Public (Who)
Business (Who)
Organization (Who)
Society (Who)
World (Who)

Někdy se odlišuje termín
E-GOVERNANCE / E-DEMOCRACY / E-PARTICIPATION

Defining e-Governance

As is the case with governance, it is clear that there is a wide variety of barely compatible definitions on offer. In the above table, e-governance is variously defined as:

- The use of ICT to support (inter alia) public services, democracy, the private sector, etc .;
- Technology mediated services;
- Something that includes e-government;
- A model of government;
- A commitment to technology;
- Functions that empower citizens;
- Internally focused use of ICT by government;
- About networks and relationships;
- Use of ICT to improve the quality services and governance;
- Something that enhances e-democracy;
- A technology-mediated relationship between citizen and state.

Frank Bannister
Trinity College, Dublin, Ireland

Regina Connolly
Dublin City University, Dublin, Ireland

SUMMARY: eGOV is about…

E-SERVICES (G2C, G2B…)

INFORMATION

TRANSACTIONS

E-PARTICIPATION

E-ADMINISTRATION (G2G)

POLICIES, PROJECTS, ACTIVITIES, TECHNOLOGIES, ORGANIZATIONS, PEOPLE… (inc. Management, coordination, evaluation)

2. Proč eGOV?

Co myslíte?

Proč eGOV?

@reach.ie

REACH
Integrating Services to Citizens

Oliver Ryan
Director
oliver.ryan@reach.ie

May 25 IDA eEurope Workshop

@reach.ie

Why e-govt?

- Pressure from customers/citizens
- desire to emulate best practice in private sector.
- reduce administrative costs
- better levels of service
- new kinds of services
- attract overseas investors
- control fraud

NPM… GG … Sexy … Good Practice, Fashion, awards, benchmarking

E-Businesses / E-commerce

Make the EU happy

Or support fraud?

… A tool for centralization/integration… services vs. E-services

3. eGOV – Co se očekávalo?

Co vy očekáváte?

eGOV – co se očekávalo?

ŘADA PERSPEKTIV

- Občané
- Podnikatelé
- Vláda (národní, místní)
- „DONORS" (EU…)

Is the eGOV citizen-centred, busines-centred, supply-centred, EU-centred
…?

VŽDY ZÁLEŽÍ NA KONKRÉTNÍM ČASE A KONTEXTU

OČEKÁVÁN Í OBČANŮ

- Some research on citizens´ attitudes towards eGOV available.

Citizens' attitudes towards e-government and e-governance: a UK study

Ailsa Kolsaker and Liz Lee-Kelley
School of Management, University of Surrey, Guildford, UK

Abstract

Purpose – The purpose of this paper is to further understanding of citizens' attitudes towards electronic government (e-government) and e-governance.

Design/methodology/approach – A quantitative study was conducted of 3,000 citizens of a relatively prosperous town in South-East England. A 10 per cent response rate provided 302 completed questionnaires; 216 users of e-government portals and 86 non-users.

Findings – Findings indicate that whilst interest in e-government is generally low overall, users appreciate personalisation, user-friendliness and the ability to communicate. Users and non-users perceive moderate value in e-government for knowledge acquisition and communication, but little as a vehicle of democratic engagement. Those using e-government frequently are more positive than other groups.

Are Public Officials Obstacles to Citizen-Centered E-Government? An Examination of Municipal Administrators' Motivations and Actions

State and Local Government Review
42(2) 87-103

DOI: 10.1177/0160323X10369159
http://slgr.sagepub.com
SAGE

Stephen Kwamena Aikins[1] and Dale Krane[2]

Abstract

This study investigates why municipal officials have not fully taken advantage of the interactive features of the Internet to bring citizens closer to their governments. Studies show that although the Internet has great potential to improve government–citizen relations, many governments at all levels have not taken advantage of this potential to improve Web site deliberative features to enhance online citizen participation in the policy process. Based on the data analysis from a survey of local government chief administrative officers in five Midwestern states, the authors find evidence that city officials have not taken advantage of the Internet to bring citizens closer to their governments because these officials strongly prefer traditional citizen participation to Internet-based citizen participation. In addition, deployment of resources to support online participation is restrained by the low preference for Internet-based citizen participation. These findings call into question the widespread assumption that public officials enthusiastically embrace the movement toward e-democracy.

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journal homepage: www.elsevier.com/locate/govinf

Review

The public value of E-Government – A literature review

Jean Damascene Twizeyimana[a,b,*,1], Annika Andersson[a]

[a] Örebro University School of Business, 701 82 Örebro, Sweden
[b] College of Science & Technology, University of Rwanda, KN 7 Ave, Kigali, Rwanda

1. Improved Public Services

- provision of services to citizen
- increased quantity of public in
- increased quality of public info
- provision of more inclusive pu
- provision of public (citizen)-ce
- provision of personalized servi
- provision of services directed t
- improved delivery of public se
- enabled transparency, particip
- provision of more responsive,
- improved access to governmen

2. Improved Administrative Eff

- better management of public r
- cost-reduction
- reduced administration burden
- reduced bottleneck and queues
- a robust government (e.g., ope
- more responsive government o
- increase efficiency, effectivene
- increased quality of processes,
- better collaboration, cooperati
- increased transparency, partici
- enabled public empowerment
- enabled durable and competer
- maintained accurate and dural
- enabled government to taking
- reduced or eliminate the risk
- enabled greater fairness, hones

3. Open Government (OG) capa

- more open government or pub
- increased transparency of publ
- increased public/citizens parti
- improved public engagement
- improved communication and
- improved partnerships (within
- improved public control and i
- improved political possibilities
- improved capacity building an
- increased frequency and inten

4. Improved Ethical Behav

- maintenance of fundamer
- proper and efficient use o
- facilitation of democratic
- compliance with the law
- make decisions by law an
- demand for good informa
- reduction or elimination
- increased integrity, hones
- achievement of legitimac worthiness, and openness
- achievement or increased
- increased citizens' access
- provision of quality servi
- increased collaboration a
- maintenance of accurate
- creation of durable and c

5. Improved Trust and Cor

- better security of public i
- better management of pul
- better delivery of public s
- increased transparency (i.
- increased citizen participa
- citizens have more contro
- citizens have better acces
- increased flexibility, relia
- increased quality of publi
- increased quantity of pub
- improved citizens' experie
- improved interaction at tl
- protection of foundationa
- increased citizens' well-in

6. Improved Social Value

- improved social well-bein
- increased social status, re
- increased safety
- achievement of better improved environment
- enabling freedom and
- improved citizens' leve
- improved citizens' soci
- impact on individual a
- increased quantity and
- improved economic we
- impact citizen's income
- increase ease of doing
- improved better manag
- a more flexible, pervas

References

Ahmed, M. A., Janssen, M., & van Systems Among Countries. *I* 8(1), 26–42.
Akesson, M., & Edvardsson, B. (2 perceived by employees. *Ma*
Asgarkhani, M. (2005). The Effec *Electronic Journal of e-Govern*
Bai, W. (2013). A Public Value F

eGOV POLICIES

Formálně jsou očekávání v oblasti e-gov obvykle součástí vládních politik / strategií eGOV

- Schválených na různých úrovních vlády s různou kvalitou
- Projevuje se existující míra centralizace a decentralizace
- … a také historie, úspěchy a problémy … a určitě celá řada dalších věcí

Můžete kouknout na videa):

https://www.youtube.com/watch?v=H8Lg3LqaSqU

https://www.youtube.com/watch?v=ucjmWjJ25Ho

https://www.youtube.com/watch?v=GHgDNzjQNm4

eEurope

Communication on a Commission Initiative for the Special European Council of Lisbon, 23 and 24 March 2000

An Information Society For All

The key objectives of *e*Europe are:

- **Bringing every citizen, home and school, every business and administration, into the digital age and online.**
- **Creating a digitally literate Europe, supported by an entrepreneurial culture ready to finance and develop new ideas.**
- **Ensuring the whole process is socially inclusive, builds consumer trust and strengthens social cohesion.**

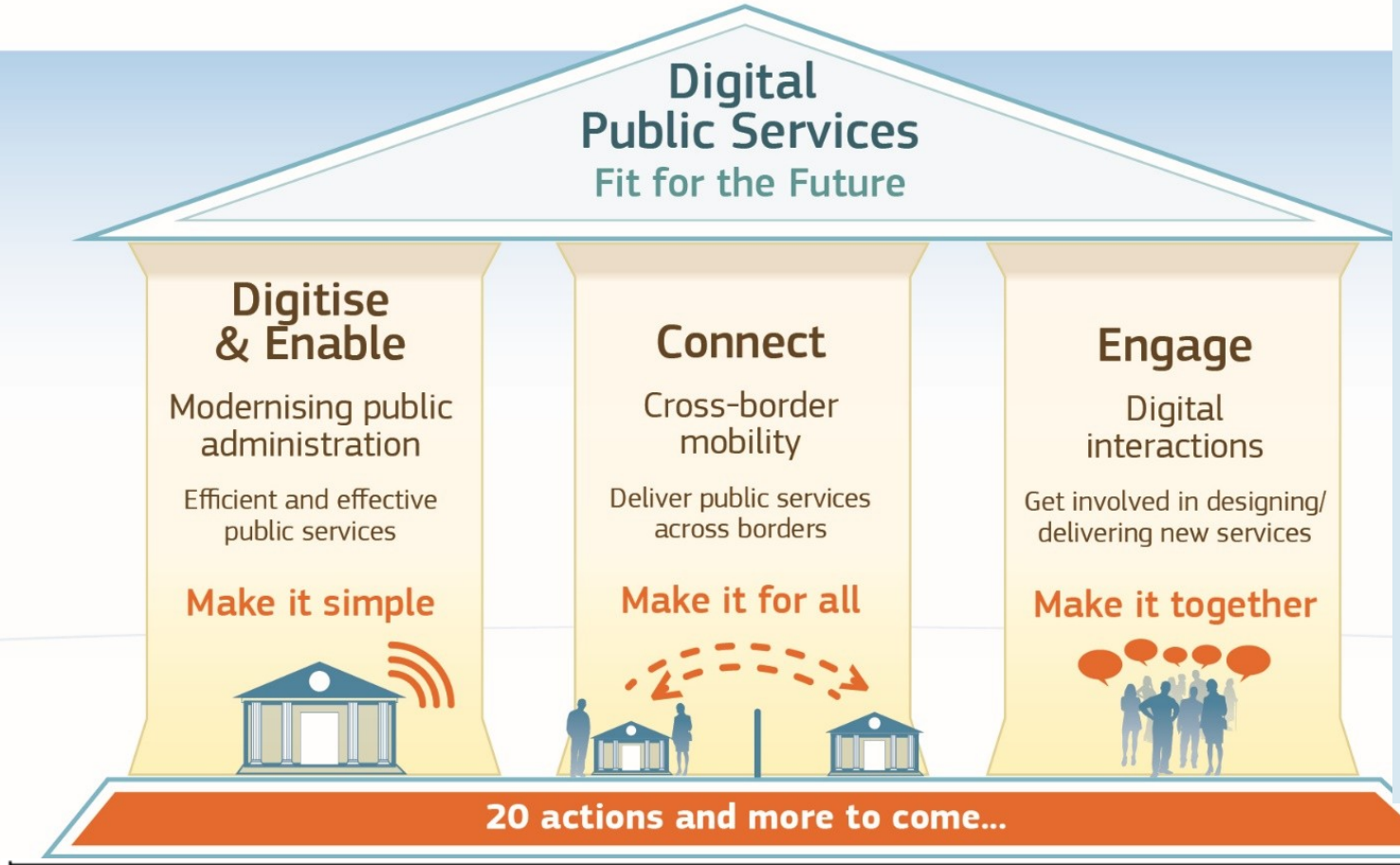
By the end of 2000:

- Member States should ensure easy access to at least four essential types of public data in Europe: legal and administrative information, cultural information, environmental information and real time traffic conditions and congestion data.
- Member States and the Commission should extend the use of the Internet to ensure consultation and feedback on major political initiatives. The aim would be to go beyond simply publishing legislation and white papers on the web and establish a discussion and feedback forum possibly with independent moderators.
- Member states and the Commission should ensure that citizens have two-way electronic access to basic interactions (e.g. tax forms, applications for funding etc.) which enables them both to receive information and submit returns.

Contents

eGovernment Action Plan 2016-2020

Accelerating the digital transformation of Government



Underlying principles:

- Digital by default
- Once only principle
- Inclusiveness and accessibility
- Openness and transparency
- Cross-border by default
- Interoperability by default
- Trustworthiness & Security

By 2020, public administrations and public institutions in the European Union should be open, efficient and inclusive, providing borderless, personalised, user-friendly, end-to-end digital public services to all citizens and businesses in the EU. Innovative approaches are used to design and deliver better services in line with the needs and demands of citizens and businesses. Public administrations use the opportunities offered by the new digital environment to facilitate their interactions with stakeholders and with each other.

Politiky eGOV – TRENDY (již několik let)

- Seamless e-gov services (inc. Accessibility)
- (Re) establishment (merging, separation) of national / local portals … one-stop shops, life events
- m-government
- eIDs
- Data cleaning, integration and storing
- Open data and ICT use for transparency
- E-participation, e-voting (including SM)
- ICT support of PM, D-M and P-M
- Better e-gov policies (evidence-based/-driven, rational, better coordinated and managed)
- One of the channels or Digital by default (G2G, G2B…G2C)… and new duties
- Security
- Interoperability…
- Education (citizens + PA)

ČR
1999: Státní informační politika
- cesta k informační společnosti

- **PRVNÍ KONCEPČNÍ DOKUMENT IP**

„součástí rozvoje informační společnosti je i vytváření informačních systémů veřejné správy, které ji nejen zefektivní a zjednoduší, ale především budou přínosem pro občany. Umožní např. vytvořit integrovanou síť kontaktních míst veřejné správy, kde si občan nebo organizace na jednom místě mohou vyřídit své záležitosti se státní správou"

8 prioritních oblastní, které dosud rezonují

1) informační gramotnost
2) informatizovaná demokracie
3) rozvoj (integrovaných) informačních systémů VS
   (veřejné informace podpořené sdílením dat)
4) komunikační infrastruktura
5) důvěryhodnost a bezpečnost ISů a ochrana osobních dat
6) elektronický obchod
7) transparentní ekonomické prostředí
8) informační společnost: stabilní a bezpečná

1999: KONCEPCE BUDOVÁNÍ ISVS

- navazovala na **Koncepci reformy VS a SIP 1999**
- **řešila i oblasti** (včetně termínů a úkolů)
  - základních registrů (RO, RES, RN, RUI), interoperability a právní závaznost informací v nich
  - GIS
  - standardizace ISVS, metasystém ISVS
  - KIVS
  - kontaktní místa VS
  - systém vzdělávání pracovníků VS
  - VIS
  - PPP

Aktuální politika e-gov v ČR

digitální ; ČESKO

Vládní program digitalizace
České republiky 2018+

3. Hlavní cíle Informační koncepce ČR

Naplnění vrcholového cíle Informační koncepce ČR bude řízeno ve struktuře pěti hlavních cílů:

1. UŽIVATELSKY PŘÍVĚTIVÉ A EFEKTIVNÍ ON-LINE SLUŽBY PRO OBČANY A FIRMY
2. DIGITÁLNĚ PŘÍVĚTIVÁ LEGISLATIVA
3. ROZVOJ PROSTŘEDÍ PODPORUJÍCÍHO DIGITÁLNÍ TECHNOLOGIE V OBLASTI eGOVERNMENTU
4. ZVÝŠENÍ KAPACIT A KOMPETENCÍ ZAMĚSTNANCŮ VE VEŘEJNÉ SPRÁVĚ
5. EFEKTIVNÍ A CENTRÁLNĚ KOORDINOVANÉ ICT VEŘEJNÉ SPRÁVY

4. eGOV – Co se dosud podařilo a proč?

- Co si můžete vyřídit online v ČR?

- Jaké služeby e-gov jste využili a s jakými zkušenostmi?

JAKÉ ZNÁTE ČESKÉ PROJEKTY
E-GOV? …

ANEB I O TOM, JAK FUNGUJE MARKETING E-GOV SLUŽEB V ČR…

CZECH POINT(s)

- **oceněný + neustále se vyvíjející projekt ústřední vlády – kontaktní místa VS na bázi odprošťující se od neúspěšného e-podpisu a trvalého bydliště**

"to make the data, not the citizen, run around"

CzechPOINT @home

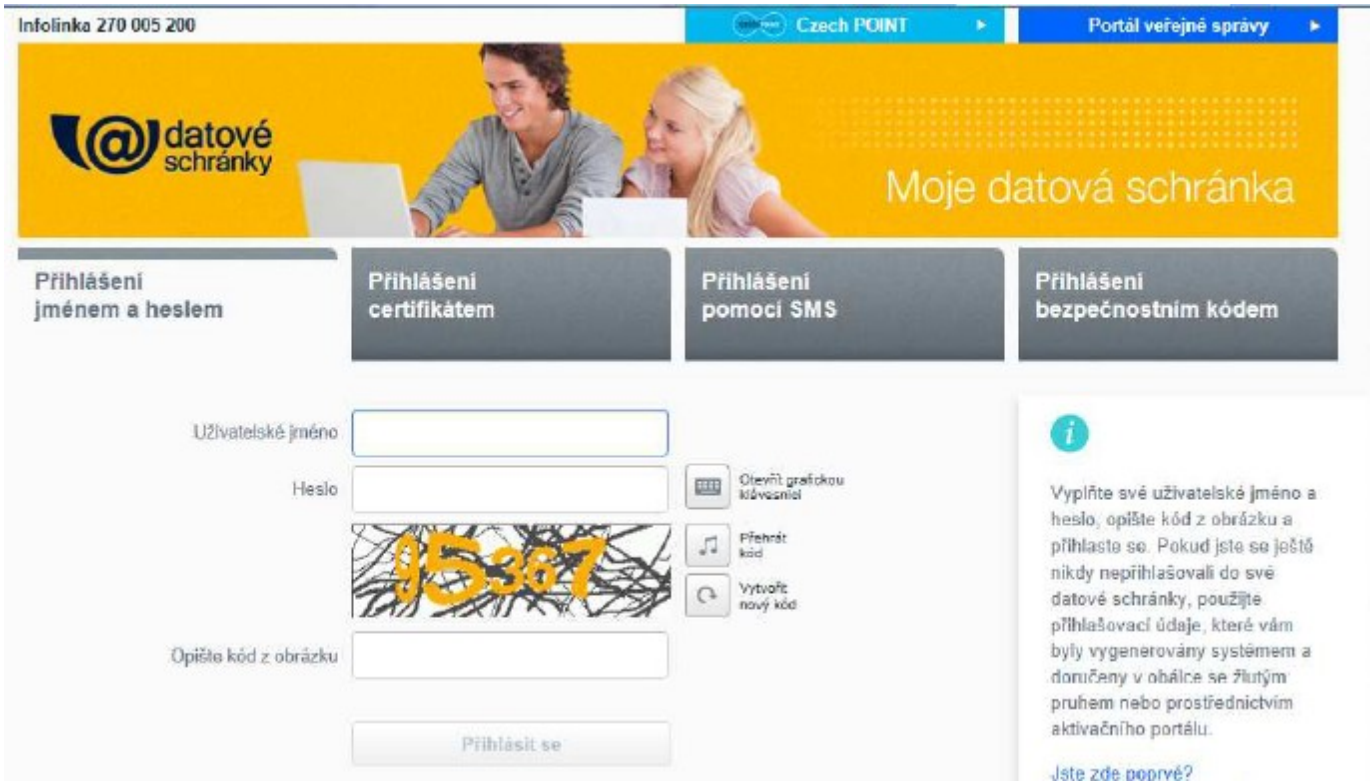
- získání a ověření dat z veřejných a neveřejných informačních systémů
- potvrzení správnosti dokumentů
- konverze papírových dokumentů do elektronické formy a naopak
- získání informací o stavu záležitosti v administrativní proceduře a možnost iniciovat správní proceduru

KDE NYNÍ?

DATOVÉ SCHRÁNKY

- oficiálně projekt spuštěn 01/(07)11/2009

co ví MV?



ZÁKLADNÍ REGISTRY

SPRÁVA ZÁKLADNÍCH REGISTRŮ

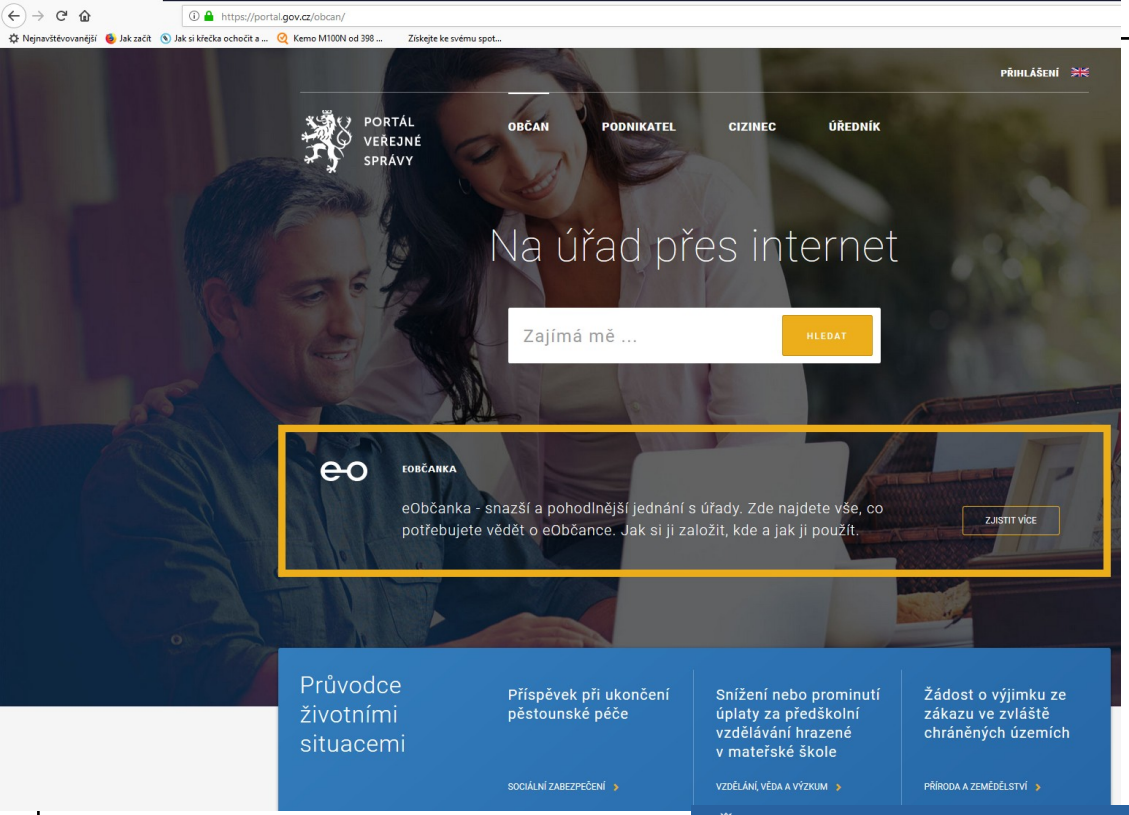
Registr obyvatel (ROB) – obsahovat má základní identifikační a lokační údaje o všech státních občanech ČR, cizincích s povolením pobytu v ČR a občanech jiných států, vedených v základních registrech (azyl atd.) – tedy asi v obdobném rozsahu jako je dnes Informační systém evidence obyvatel podle zákona o evidenci obyvatel.

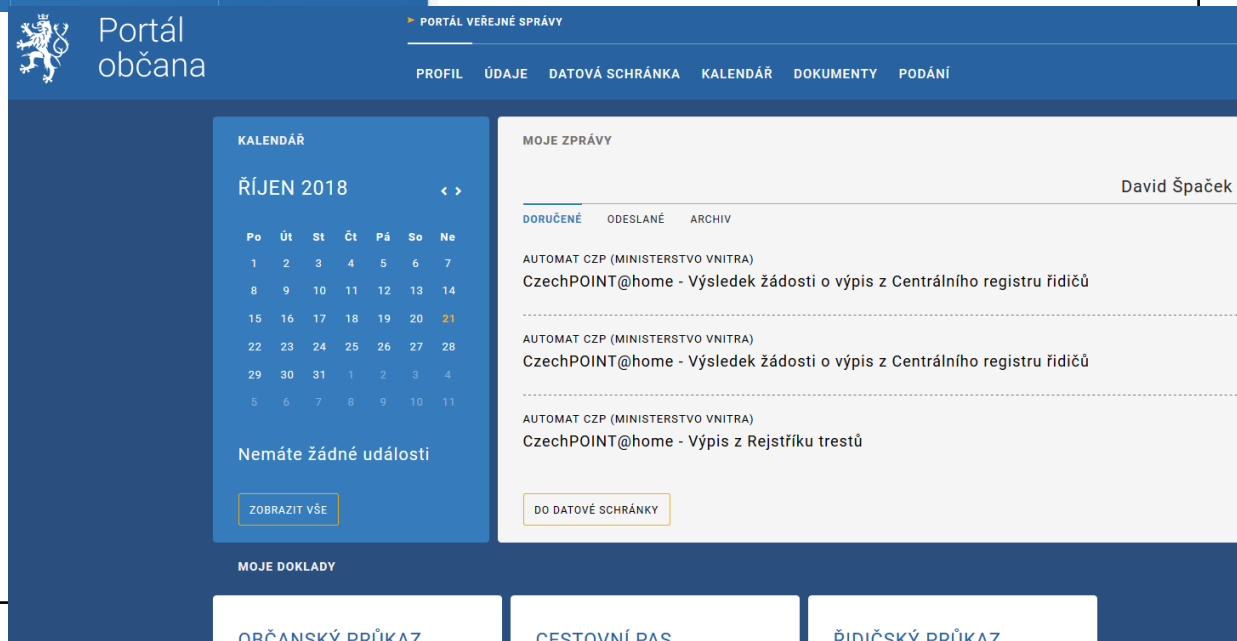
Registr osob (ROS) – obsahující identifikační a další základní údaje o všech podnikajících fyzických osobách, právnických osobách, organizačních složkách státu a organizačních složkách zahraničních právnických osob, tedy o všech ekonomických jednotkách s právní subjektivitou – všichni ti co mají přiděleno IČ (nebo IČO) – obdoba dnešního Registru ekonomických subjektů (RES) vedeném podle zákona o státní statistické službě Českým statistickým úřadem (do RES dnes přichází data z registru živnostenského podnikání a dalších evidencí)

Registr územní identifikace, adres a nemovitostí (RÚIAN) – obsahující základní identifikační a lokalizační údaje k územním prvkům, údaje o objektech v území a jejich vzájemné časové a územní vazby – v rámci něho mají být sjednoceny adresní části čtyř stávajících registrů: Informační systém katastru nemovitostí (ISKN), Údaje o adrese informačního systému evidence obyvatel (ISEO-ADR), Registr sčítacích obvodů (RSO) a Územně identifikační registr základních sídelních jednotek (UIR-ZSJ), Územně identifikační registr adres (UIR-ADR).

Registr práv a povinností (RPP) – uchovávající informace o právech a povinnostech obecně veřejnosti a OVM, tedy o právech a povinnostech obyvatel i osob; vychází se přitom z právních předpisů, podzákonných norem, samosprávných rozhodnutí, rozhodnutí orgánů veřejné moci a smluv, zakládajících určitá práva a povinnosti (gestor – MV ČR, spolupracují všechny ústřední správní úřady i orgány samosprávy).

Základní registry VS budou spolupracovat i mezi sebou, jako ucelený integrovaný systém. Každý úředník by měl mít přístup pouze k osobním údajům potřebným pro výkon vlastní agendy.

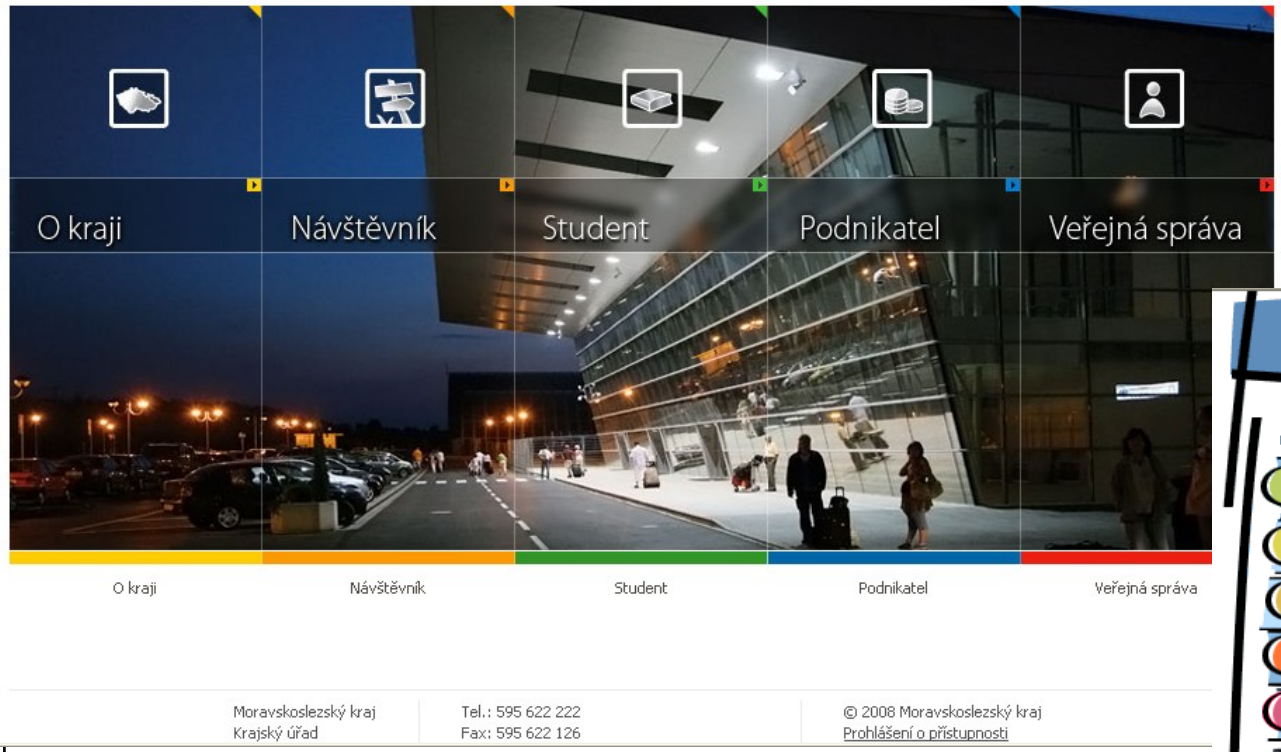

https://portal.gov.cz/obcan/
Nejnavštěvovanější
Jak začít
Jak si křečka ochočit a ...
Kemo M100N od 398 ...
Získejte ke svému spot...
PŘIHLÁŠENÍ
PORTÁL VEŘEJNÉ SPRÁVY
OBČAN
PODNIKATEL
CIZINEC
ÚŘEDNÍK
Na úřad přes internet
Zajímá mě ...
HLEDAT
eOBČANKA
eObčanka - snazší a pohodlnější jednání s úřady. Zde najdete vše, co potřebujete vědět o eObčance. Jak si ji založit, kde a jak ji použít.
ZJISTIT VÍCE
Průvodce životními situacemi
Příspěvek při ukončení pěstounské péče
SOCIÁLNÍ ZABEZPEČENÍ
Snížení nebo prominutí úplaty za předškolní vzdělávání hrazené v mateřské škole
VZDĚLÁNÍ, VĚDA A VÝZKUM
Žádost o výjimku ze zákazu ve zvláště chráněných územích
PŘÍRODA A ZEMĚDĚLSTVÍ


Portál občana
PORTÁL VEŘEJNÉ SPRÁVY
PROFIL
ÚDAJE
DATOVÁ SCHRÁNKA
KALENDÁŘ
DOKUMENTY
PODÁNÍ
KALENDÁŘ
ŘÍJEN 2018
Po Út St Čt Pá So Ne
1 2 3 4 5 6 7
8 9 10 11 12 13 14
15 16 17 18 19 20 21
22 23 24 25 26 27 28
29 30 31 1 2 3 4
5 6 7 8 9 10 11
Nemáte žádné události
ZOBRAZIT VŠE
MOJE ZPRÁVY
David Špaček
DORUČENÉ
ODESLANÉ
ARCHIV
AUTOMAT CZP (MINISTERSTVO VNITRA)
CzechPOINT@home - Výsledek žádosti o výpis z Centrálního registru řidičů
AUTOMAT CZP (MINISTERSTVO VNITRA)
CzechPOINT@home - Výsledek žádosti o výpis z Centrálního registru řidičů
AUTOMAT CZP (MINISTERSTVO VNITRA)
CzechPOINT@home - Výpis z Rejstříku trestů
DO DATOVÉ SCHRÁNKY
MOJE DOKLADY

Vybrané současné české nadresortní a resortní IS

- NEN
- seznam současných např. na www.statnisprava.cz
- CERD
- MF - ARIS, daňový portál … IISSP,
- MPSV - integrovaný portál
- e-vláda / eKLEP

Praxe českých krajů a obcí



Fb a české kraje

Figure 3: Specific posts vs. invitations to cultural/sport events (situation in 2016)

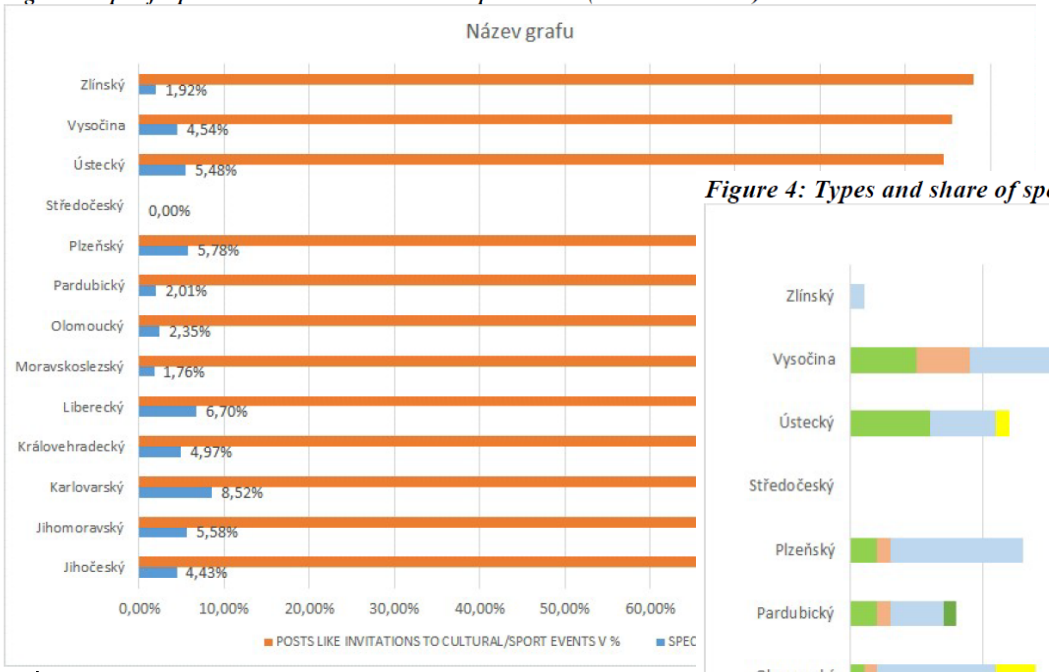
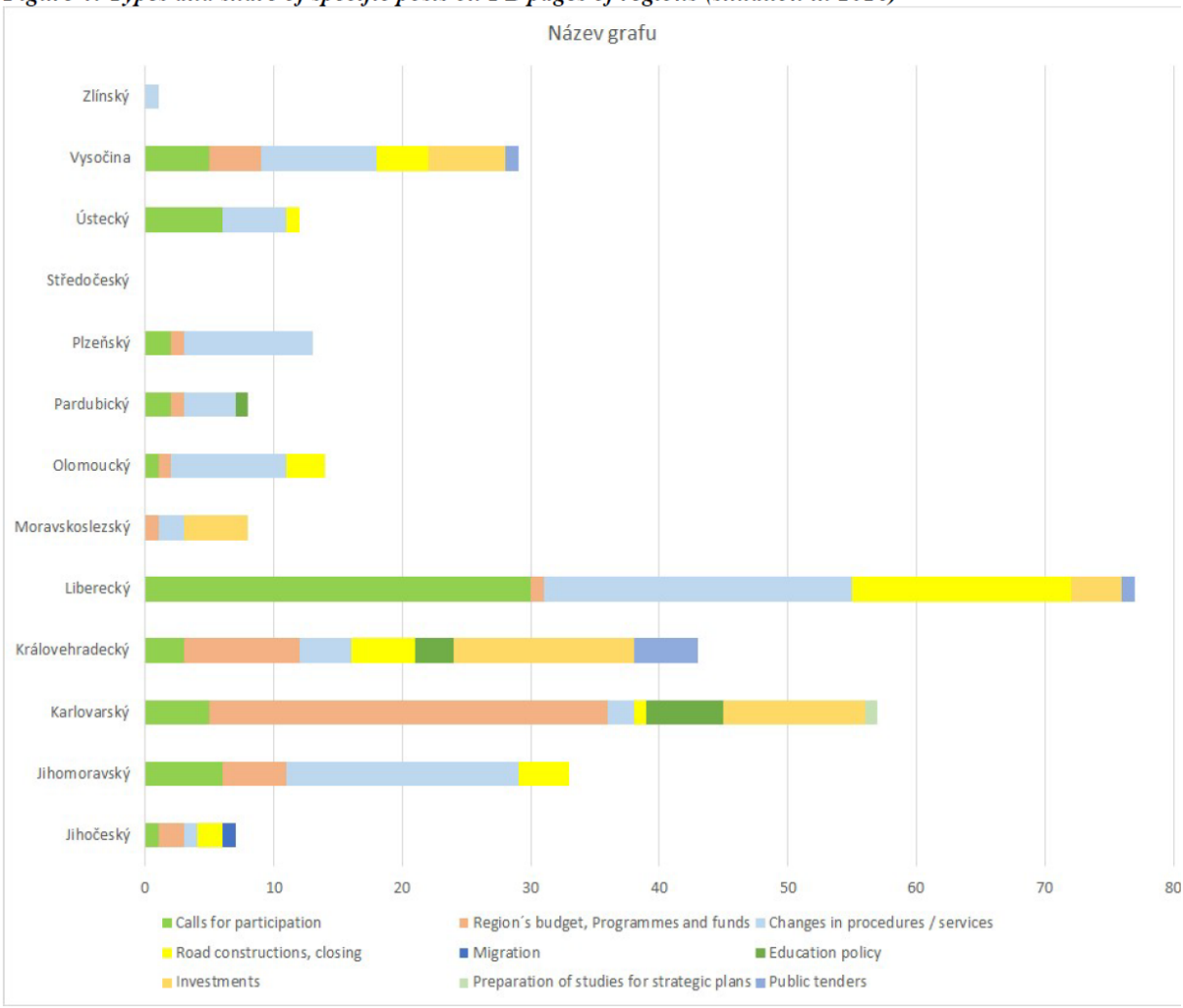


Figure 4: Types and share of specific posts on FB pages of regions (situation in 2016)



Co se podařilo? (mezinárodněji)

VŽDY JE DŮLEŽITÝ KONTEXT A OBVYKLE JE DOBRÉ ROZLIŠIT NÁRODNÍ A LOKÁLNÍ ÚROVEŇ (ALE DISKUTOVAT JE DOHROMADY)

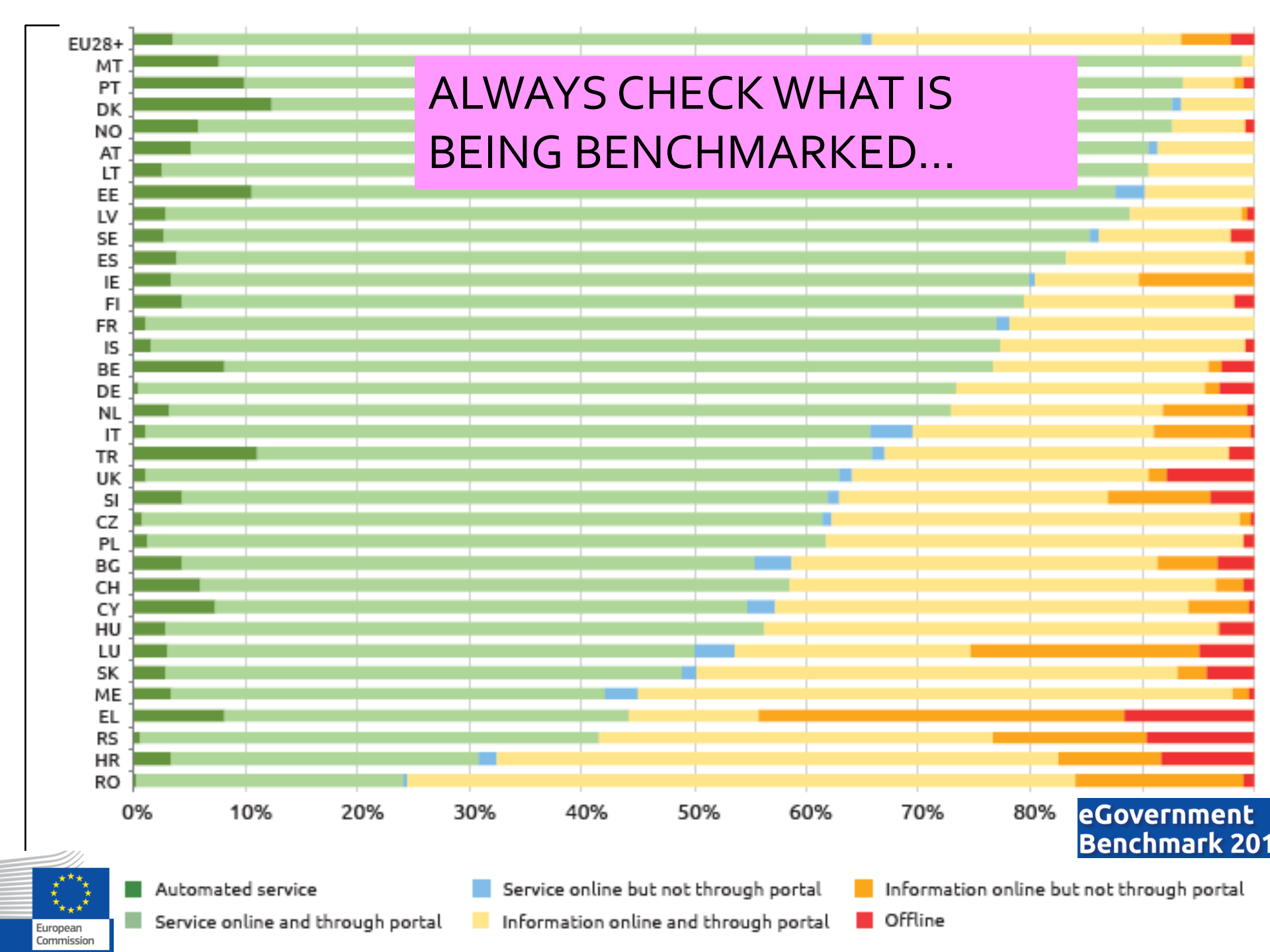
The most advanced countries (showcases):

- Estonia (https://www.youtube.com/watch?v=kEOsGQVfiWs, https://www.youtube.com/watch?v=h8lNdb6n4Uo https://www.youtube.com/watch?v=kHiq5UfxePA, https://www.youtube.com/watch?v=NAxOUBMMQd4)

Or practices - https://www.youtube.com/watch?v=Km3OheNEqHo

But the overall picture is not that nice…

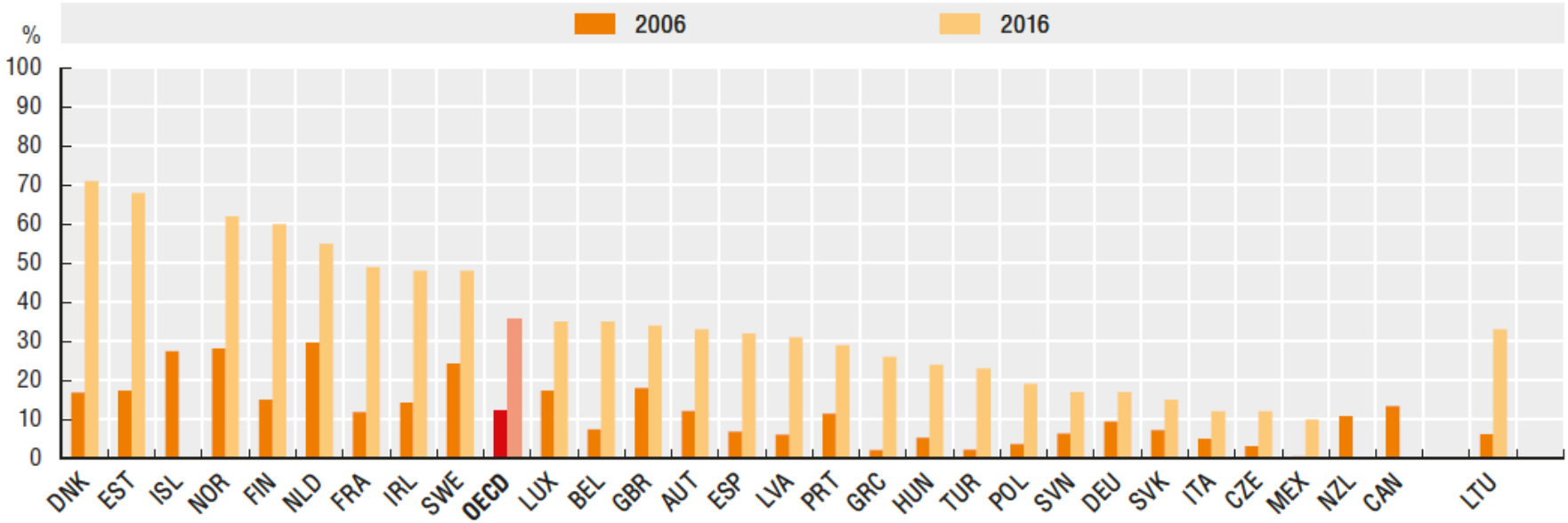
Ifinedo and Singh (2011): Despite the popularity of E-gov around the world, empirical evidence from both academic research … and international agencies' reports … indicated that transition economies and developing countries around the world lag behind advanced countries with respect to the deployment and use of E-gov facilities.


ALWAYS CHECK WHAT IS BEING BENCHMARKED…
EU28+
MT
PT
DK
NO
AT
LT
EE
LV
SE
ES
IE
FI
FR
IS
BE
DE
NL
IT
TR
UK
SI
CZ
PL
BG
CH
CY
HU
LU
SK
ME
EL
RS
HR
RO
0%
10%
20%
30%
40%
50%
60%
70%
80%
eGovernment Benchmark 201
Automated service
Service online and through portal
Service online but not through portal
Information online and through portal
Information online but not through portal
Offline
European Commission

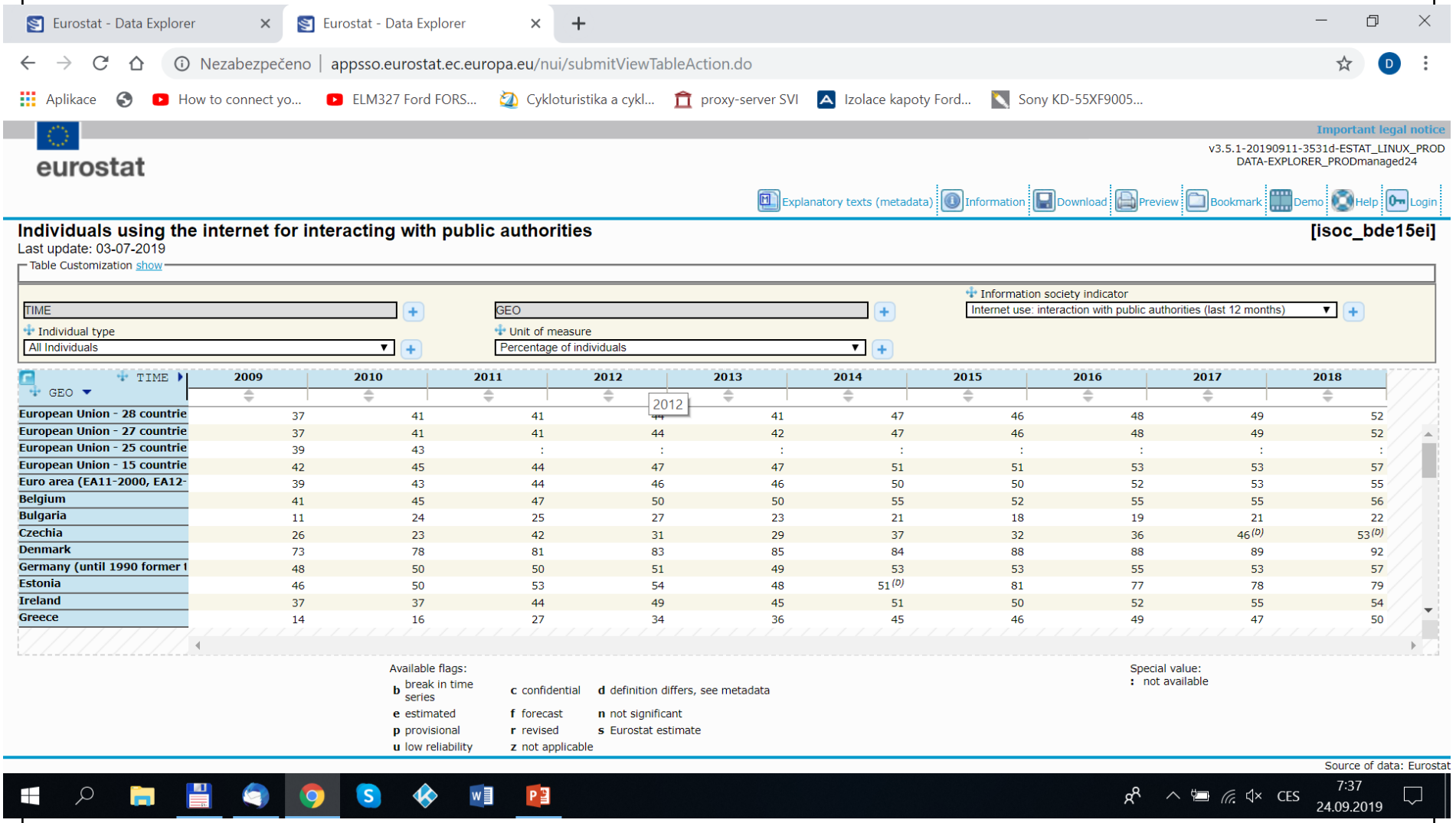
Government at a Glance 2017

NICE FIGURE, BUT WHAT IT DOES NOT SHOW?

11.5. Individuals using the Internet for sending filled forms via public authorities websites in the past 12 months, 2006 and 2016



rce: OECD, ICT database, OECD, Paris; Eurostat, Information Society database, Eurostat, Luxembourg.


Eurostat - Data Explorer
Eurostat - Data Explorer
Nezabezpečeno | appsso.eurostat.ec.europa.eu/nui/submitViewTableAction.do
Aplikace
How to connect yo...
ELM327 Ford FORS...
Cykloturistika a cykl...
proxy-server SVI
Izolace kapoty Ford...
Sony KD-55XF9005...
Important legal notice
eurostat
v3.5.1-20190911-3531d-ESTAT_LINUX_PROD
DATA-EXPLORER_PRODmanaged24
Explanatory texts (metadata)
Information
Download
Preview
Bookmark
Demo
Help
Login
Individuals using the internet for interacting with public authorities
[isoc_bde15ei]
Last update: 03-07-2019
Table Customization show
TIME
GEO
Information society indicator
Internet use: interaction with public authorities (last 12 months)
Individual type
All Individuals
Unit of measure
Percentage of individuals
TIME
GEO
2009 2010 2011 2012 2013 2014 2015 2016 2017 2018
European Union - 28 countrie 37 41 41 41 47 46 48 49 52
European Union - 27 countrie 37 41 41 44 42 47 46 48 49 52
European Union - 25 countrie 39 43 : : : : : : : :
European Union - 15 countrie 42 45 44 47 47 51 51 53 53 57
Euro area (EA11-2000, EA12- 39 43 44 46 46 50 50 52 53 55
Belgium 41 45 47 50 50 55 52 55 55 56
Bulgaria 11 24 25 27 23 21 18 19 21 22
Czechia 26 23 42 31 29 37 32 36 46(b) 53(b)
Denmark 73 78 81 83 85 84 88 88 89 92
Germany (until 1990 former 48 50 50 51 49 53 53 55 53 57
Estonia 46 50 53 54 48 51(b) 81 77 78 79
Ireland 37 37 44 49 45 51 50 52 55 54
Greece 14 16 27 34 36 45 46 49 47 50
Available flags:
b break in time series
c confidential
d definition differs, see metadata
e estimated
f forecast
n not significant
p provisional
r revised
s Eurostat estimate
u low reliability
z not applicable
Special value:
: not available
Source of data: Eurostat
CES
7:37
24.09.2019

PROČ?

Simply because eGov is not only about the e-things.

TECHNICAL ASPECTS	ORGANIZATIONAL CONTEXT ASPECTS (PA SYSTEM)	MANAGEMENT ASPECTS (inc. CHANGE MANAGEMENT)
HARDWARE	PEOPLE – USERS	PLANS (vs. SPEED OF CHANGES IN TECHNOLOGY)
SOFTWARE	ORGANIZATIONS (AND THEIR ISs) (AND THEIR ORGANIZATIONAL CULTURES)	REAL FUNCTIONING (QUALITY, PERFORMANCE...)
DATA	LEGISLATION	EVALUATION
SUPPORTING PROCESSES	ECONOMY	COODINATION
INFORMATION SERVICES FOR USERS...	...	...

Bariéry eGOV

KDE ZAČÍT? ☺

- Občan

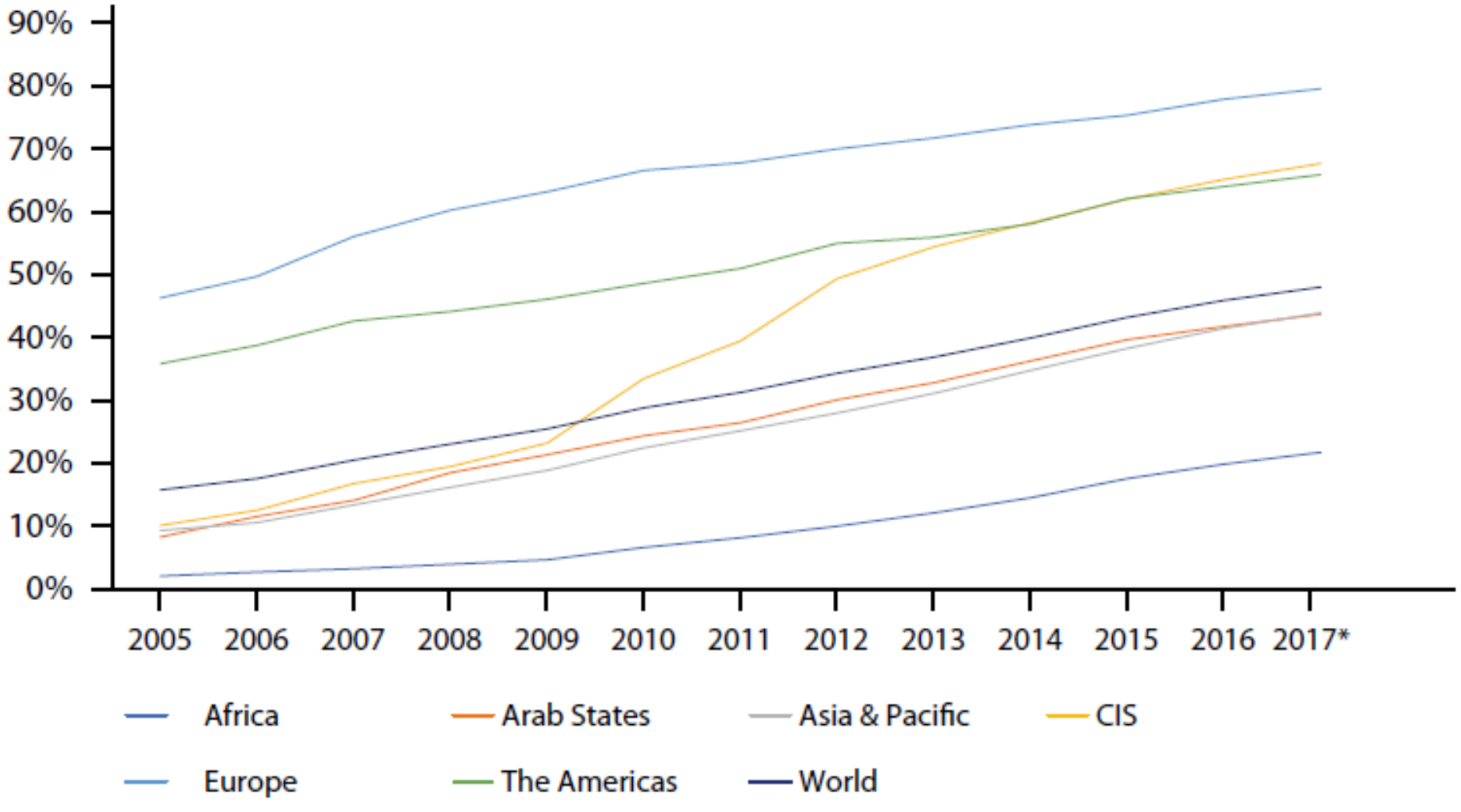
  (LET´S BLAME CITIZENS FIRST) ☺

- VS

UNITED NATIONS
E-GOVERNMENT
SURVEY 2018

GEARING E-GOVERNMENT TO SUPPORT TRANSFORMATION
TOWARDS SUSTAINABLE AND RESILIENT SOCIETIES

Figure 2.1. Individuals using the Internet



Source: ITU

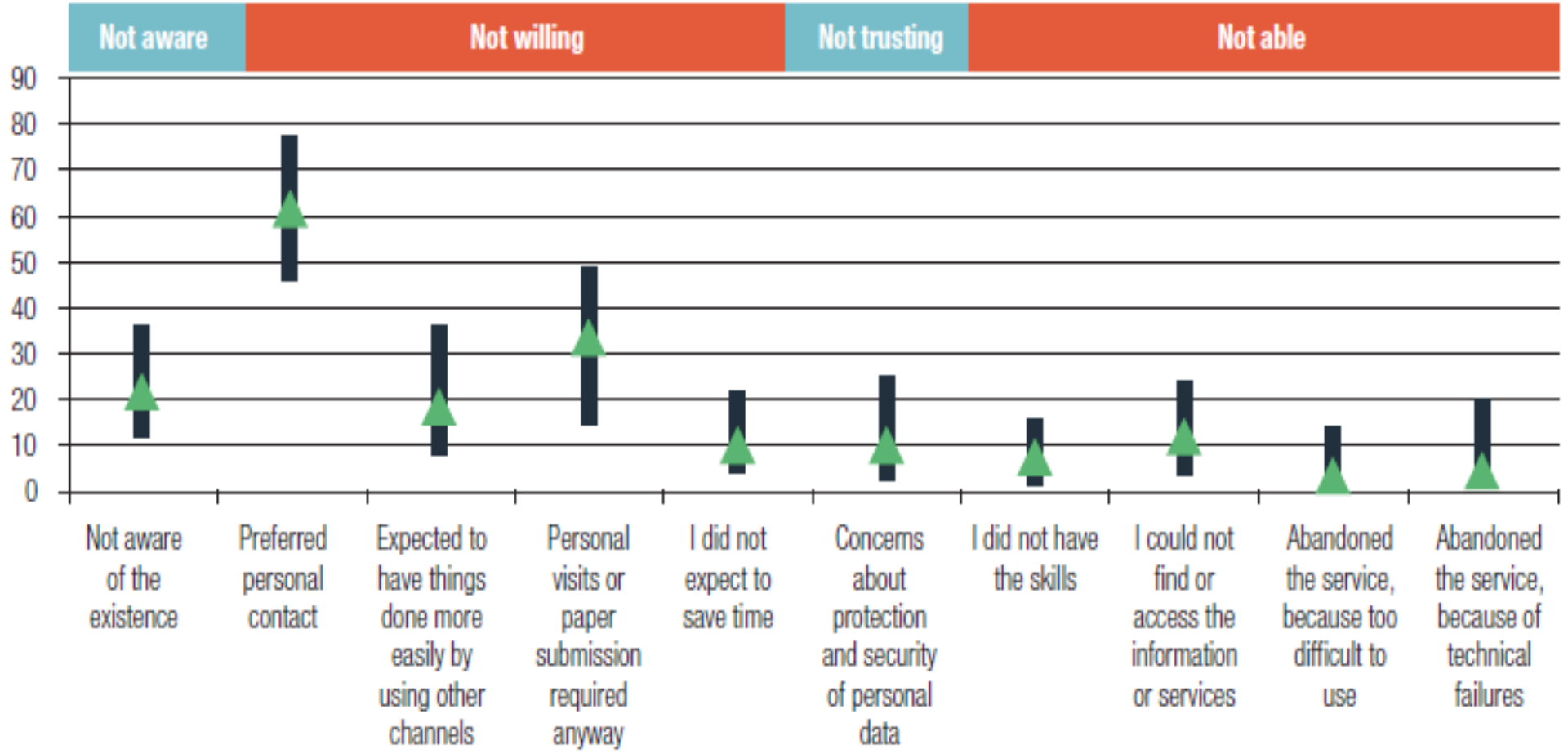
DIGITAL DIVIDE and MULTI-CHANEL ACCESS TO PS

… CITIZENS' SIDE

eGovernment Benchmark Framework 2012-2015

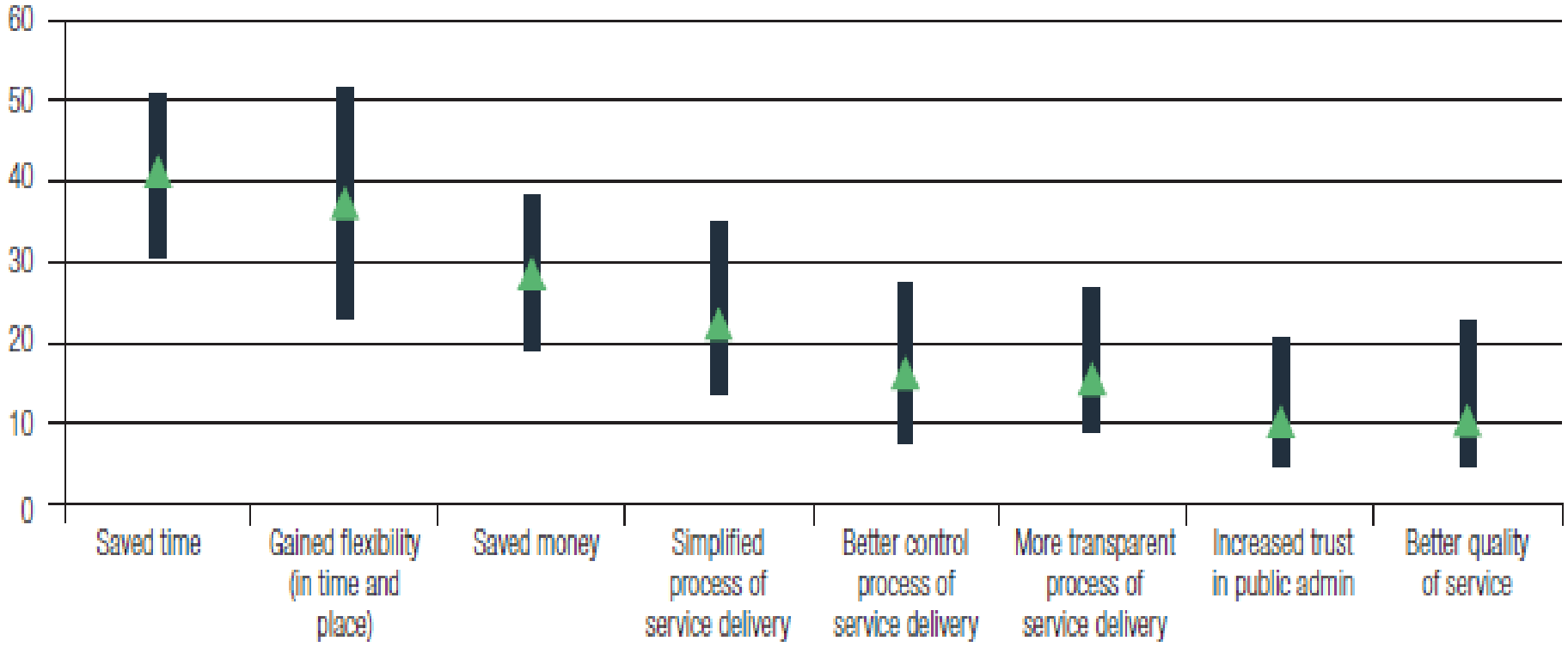
Method paper
July 2012

Figure 4.2 Perceived barriers preventing use of online public services



Why use?

Figure 4.3 Perceived benefits of using online public services



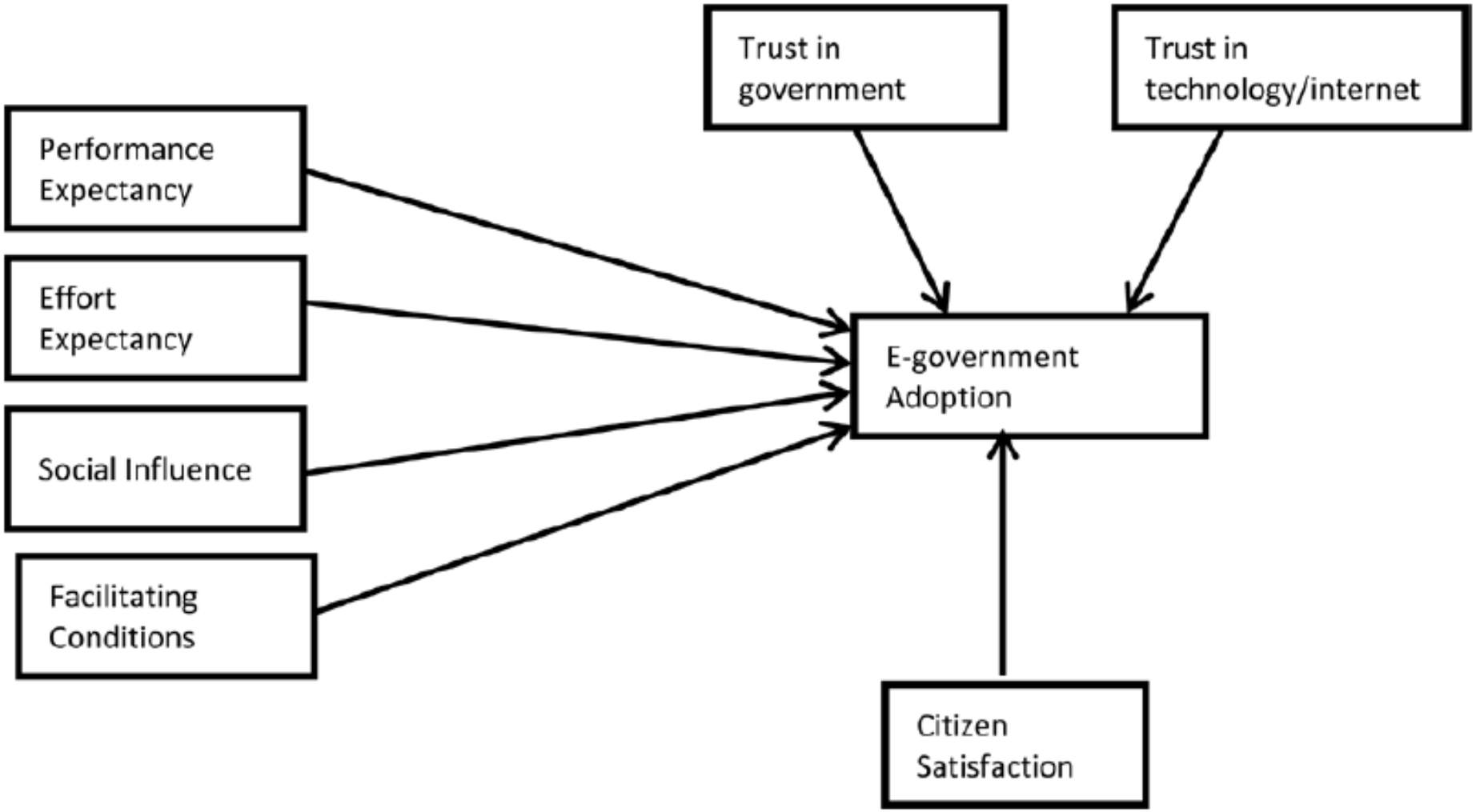
„TAM"/"DOI" LITERATURE

Model	*Construct*	*Definition*	*Referred to*
TRA	Attitudes	Sum of beliefs about a particular behaviour weighted by evaluations of these beliefs	Davis (1989)
	Subjective norm	Influence of people in one's social environment on his behavioural intention	
TAM	Perceived usefulness	Degree to which a person believes that using a particular system would enhance his or her job performance	
	Perceived ease of use	Degree to which a person believes that using a particular system would be free of effort	
DOI	Relative advantage	The degree to which an innovation is seen as being superior to its predecessor	Rogers and Shoemaker (1971)
	Complexity	Degree to which an innovation is seen by the potential adopter as being relatively difficult to use and understand	
	Compatibility	The degree to which an innovation is seen to be compatible with existing beliefs, values, experiences and needs of adopters	
	Trialability	Degree to which an idea can be experimented with on a limited basis	
	Observability	Degree to which the results of an innovation are visible	

DEVELOPED FOR E-COMMERCE

Citizen adoption of e-government: a literature review and conceptual framework

Kriti Priya Gupta*, Swati Singh
and Preeti Bhaskar



eGOV barriers – GOV side

„eGOV is more about GOV than about e- „

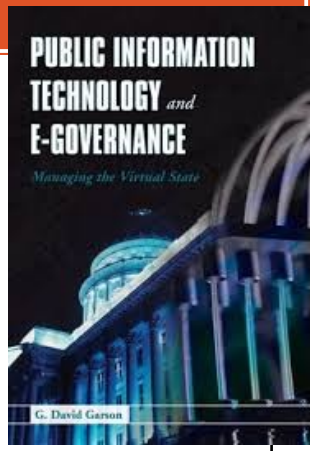
(OECD, 2003…)

Je VS specifická?

A jak se to může projevit ve vývoji eGOV?

Goal ambiguity, romantics, average target syndrom, risk aversion, fragile coalitions, anti-innovative DNA, 80/20 rule, path dependency, not efficient, rather bureaucratic, corruption …

… eGOV barriers – GOV side



- A VAST LITERATURE ON „**implementation success factors**“ (WHY IT / eGOV PROJECTS FAIL + ICT productivity paradox)
- „The failure of public-sector IT projects is neither new nor rare“. (Garson, 2006) (similarly Heeks, 2003…)

COMPLEXITY	INAPROPRIATE METHODS (CUTTING-EDGE TECHNOLOGIES?)
COMMITMENT FAILURE	SHORT TIME HORIZON
PLANNING FAILURE	TURBULENT ENVIRONMENTS
VISION FAILURE	FAILURE TO SUPPORT END USERS

INTERNAL SUCCESS FACTORS

Management Support	Support for Organizational Culture	Adequate Budgeting and Time Horizon	Project Management
Stakeholder Motivation	Participatory Implementation	Phased Implementation	Other (good communication, measuring performance, IT sklils,
Goal Clarity	User Friendliness	Process and Software Reengineering	

Success Factors Influencing Implementation of E-government at Different Stages of Maturity: A Literature Review

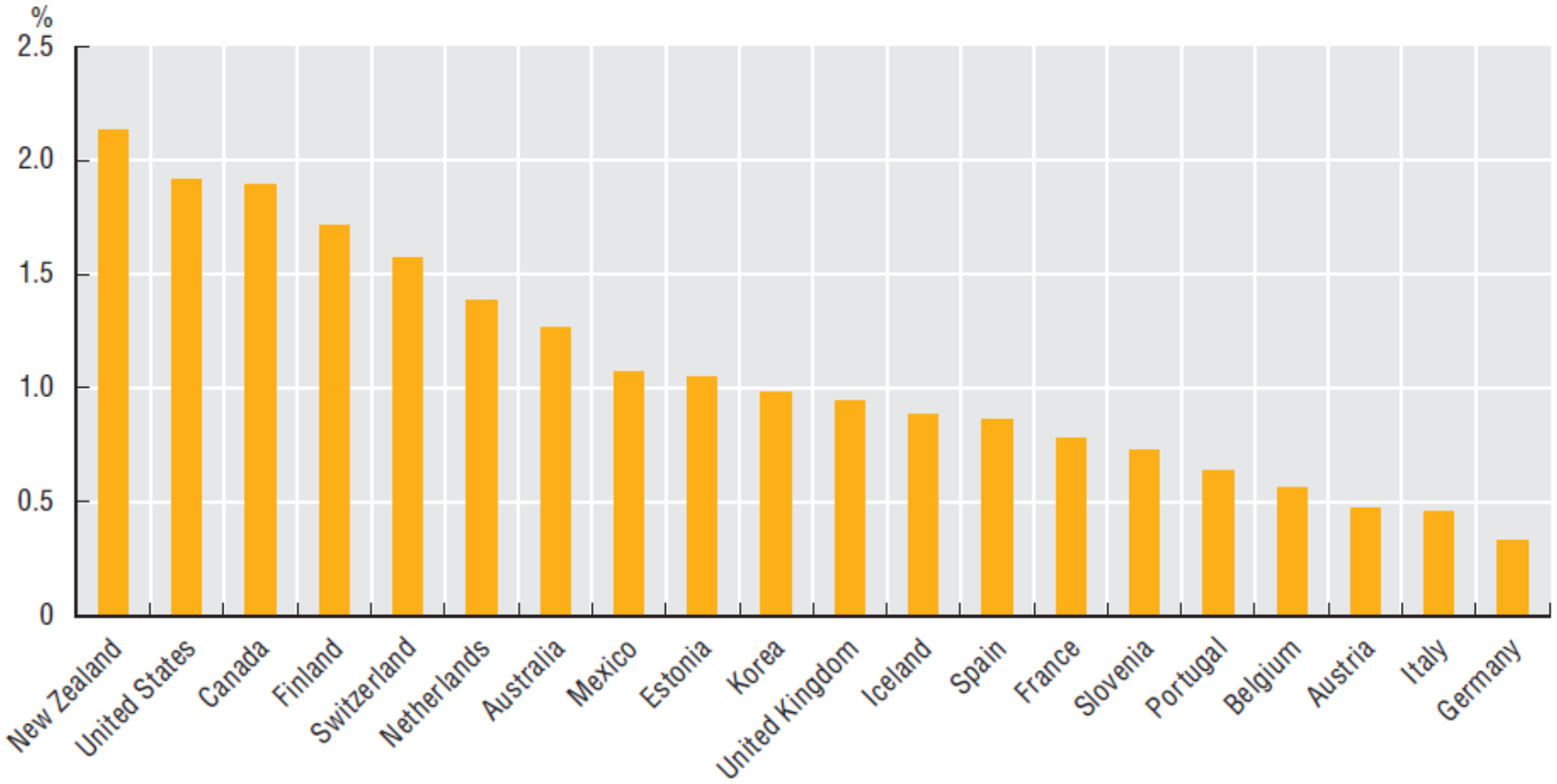
Sune D. Müller* and Sofie Skau

Category	General CSFs	Low level CSFs	High level CSFs
External environment	Legislation Political and administrative reform Socioeconomic factors Culture		
Organization	Characteristics Financial resources Infrastructure Collaboration Stakeholders	Expectations Prioritization	Results orientation
Management	Characteristics Commitment Strategy Managing the projects		Business process management
Employees	Human resources Fear of change Training and education		
Citizens	Digital divide Training and education Citizens' needs and trust		
Technology	Infrastructure Design and access Security	Costs	Citizen centricity

eGOV COSTS

- Try to find something and google „government spending on ICT“, „ICT gov expenditures“ etc.

3.50. Total ICT expenditures as a share of central government expenditures (2011 or latest available year)



Source: OECD Survey of ICT Expenditures, 2010-11; *OECD National Accounts Statistics* (database).

StatLink http://dx.doi.org/10.1787/888932942146

Aktuální problémy a výzvy v ČR

STRATEGICKÝ RÁMEC
ROZVOJE VEŘEJNÉ SPRÁVY
ČESKÉ REPUBLIKY
PRO OBDOBÍ 2014 – 2020

Strategie rozvoje ICT služeb veřejné správy
a její opatření na zefektivnění ITC služeb

digitální ; ČESKO
Vládní program digitalizace
České republiky 2018+

IS o ISVS

Kontext: ca 7400 registrovaných IS, celkové N: 110 mld. Kč,
roční N na provoz 25,3 mld. Kč

Nedostatky v následujících oblastech:

- Strategický rámec a vize politiky e-governmentu – změní se?
- Stabilita mechanismů pro řízení a koordinaci e-governmentu na ústřední úrovni
  - změní se?, změní se?,
- Zapojení stakeholders do přípravy národních projektů
- Zadávání veřejných zakázek na projekty e-governmentu (soutěž?, vendor lock-in)
- Vyhodnocování politiky a klíčových projektů
- …
- Národní egov služby pro místní samosprávy?

ČESKÝ STATISTICKÝ ÚŘAD

Various tools for overcoming the barriers prepared (are they used?):

OECD DIGITAL GOVERNMENT TOOLKIT

HOME | 12 PRINCIPLES | GOOD PRACTICES | SELF-ASSESSMENT | INDICATORS

The following 12 principles support the development and implementation of digital government strategies that bring governments closer to citizens and businesses.

1 **Openness, transparency and inclusiveness**

2 **Engagement and participation in policymaking and policy making and service delivery**

3 **Creation of a data-driven culture in the public sector**

4 **Protecting privacy and ensuring security**

5 **Leadership and political commitment**

6 **Coherent use of digital technology across policy areas**

7 **Effective organisation and governance frameworks to coordinate**

8 **Strengthen international cooperation with governments**

9 **Development of clear business cases**

10 **Reinforce ICT project management capabilities**

11 **Procurement of digital technologies**

12 **Legal and regulatory framework**

March 2019

Strengthening Digital Government

The rapid integration of digital technologies is transforming today's societies and economies. An important aspect of this is the change in citizens' and businesses' expectations about their interaction with governments. But meeting these new expectations poses a great challenge for governments. Indeed, it requires the digital transformation of governments themselves; failing to adapt could undermine the social contract.

To rise to this challenge, governments need to change the way they work and organise themselves, and ensure they have the skill sets needed to use new digital tools, work collaboratively and engage with citizens and businesses. This will require, among others, creating or updating relevant legal, regulatory and governance frameworks.

Key recommendations

- **Develop a digital government strategy**, complemented by a plan of action and an impact assessment instrument. The strategy should indicate expected outputs, outcomes and impacts, and should be formulated with the involvement of public sector organisations across all levels of government and consulting external stakeholders.
- **Define a clear governance framework for digital government** providing a high-level political