



Comparative Analysis of Implemented Governmental e-Services

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Symposium *Trust and Digital Records in an Increasingly Networked Society*
Stockholm, 14 May 2014

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Introduction

- Governmental e-Services / e-Government Services
 - B2B, B2C, C2C, G2C, G2B
- Establishment of efficiency in communication and service provision
- Connecting several systems
 - NIAS (National Identification and Authorisation System) in e-Government in Croatia
- Trust in governmental e-services
 - IT solutions change
 - cloud solutions emerge
 - legislative changes needed

Introduction ...

- Comparative Analysis of Implemented Governmental e-Services – InterPARES Trust research
- Goal 1
 - to provide relevant information related to the authenticity, reliability and accuracy of the selected, currently implemented governmental e-Services
 - focusing on the management of specific digital material in the online environment
 - materials submitted by the government and/or by citizens
 - handling / archiving of the digital material
 - metadata used to describe the digital material

Introduction ...

- Goal 2
 - to provide information related to the access policies implemented over the specific digital material in an online environment
 - focusing on topics:
 - privacy
 - accountability
 - transparency
 - right to know
 - duty to remember
 - right to be forgotten

Environmental scan

- Identification of relevant studies done so far
- Identification of the existing e-services throughout Europe
- Further concentrated on 8 European countries
 - Belgium, Croatia, Denmark, Estonia, Germany, Lithuania, Sweden and United Kingdom
- Research at the country level
 - information in English & translation
- Matrix of existing e-services by country

Research

- e-government services analysis adopting the "representative basket of 20 services" from:
 - Digitizing Public Services in Europe: Putting ambition into action,*
European Commission,
9th Benchmark Measurement,
December 2010
- Two main groups
 - e-Services for Citizens (12 services) – G2C
 - e-Services for Businesses (8 services) – G2B



Research ...

- e-Services for Citizens

1. Income taxes
2. Job search
3. Social security benefits
4. Personal documents
5. Car registration
6. Application for building permission
7. Declaration to the police
8. Public libraries
9. Birth and marriage certificates
10. Enrolment in higher education
11. Announcement of moving
12. Health-related services

- e-Services for Businesses

1. Social contribution for employees
2. Corporate tax
3. VAT (Value Added Tax)
4. Registration of a new company
5. Submission of data to the statistical office
6. Custom declaration
7. Environment-related permits
8. Public procurement

Research ...

- Development of a governmental e-service questionnaire
- 52 questions divided into 6 categories
 1. Basic service information (*11 questions*)
 2. Users (*7 questions*)
 3. Business optimization (*4 questions*)
 4. Technological solutions (*14 questions*)
 5. Storage and long-term content availability (*10 questions*)
 6. System operation transparency (*6 questions*)

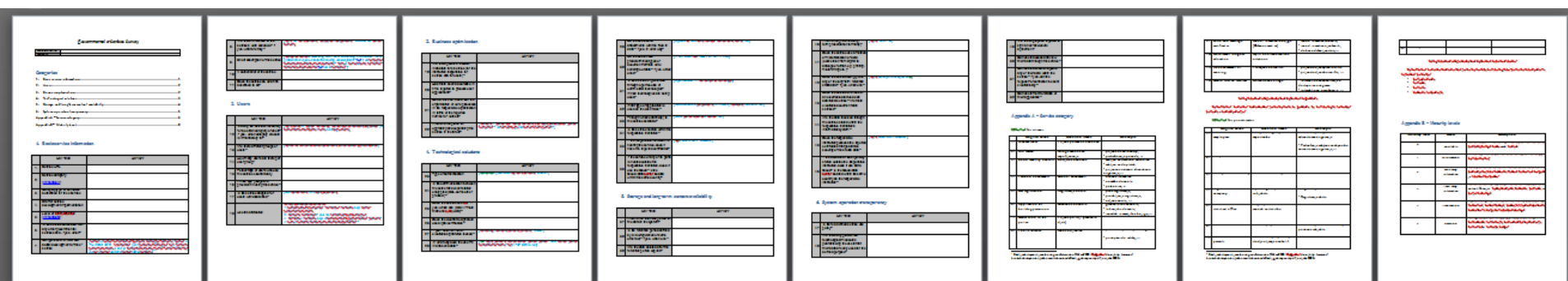
Research ...

- Maturity level ranking

Maturity level	Level	Description
0	No information available	No online information
1	Information	Service information (description)
2	One-way interaction	Downloadable forms
3	Two-way interaction	Interactive forms, authentication, form submission initiates a service
4	Transaction	Complete service available online – interactive forms, authentication, payment, service completion
5	Iteration	Iterative services (e.g. monthly bills), automatic execution, automatic user notification

Preliminary results

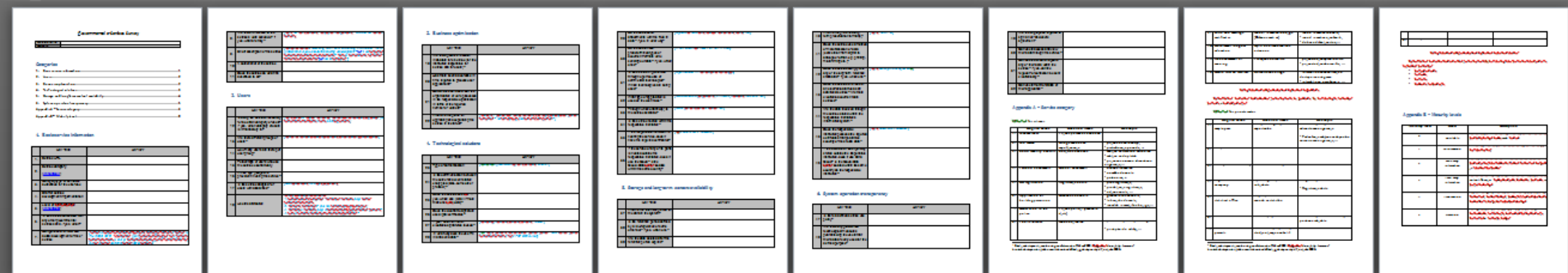
- Research is under way ...
- Preliminary research show
 - Motivation for development of certain G2C services that are rarely used at the level of one person do not tend to develop to the high maturity level (e.g. issuing ID or passport – only once in 5-10 years)
 - Hard to determine the number of users (G2C, G2B)



The image displays a series of eight small thumbnail images, each showing a different spreadsheet or data table. These appear to be preliminary research results related to G2C services. The thumbnails contain various columns and rows of data, some with red and blue highlights, and some with text labels like 'Appendix 1 - Service maturity', 'Appendix 2 - Service maturity', 'Appendix 3 - Service maturity', and 'Appendix 4 - Service maturity'. The data is organized in a structured manner, likely representing different aspects of service maturity or user engagement.

Preliminary results ...

- Some services dramatically decrease the time needed for service completion
 - highly improved business processes
- Statistical e-services
 - usually high maturity level
 - more or less automatic service and delivery of data to National Statistical Office using standardized file formats



The image displays a series of eight screenshots from a survey report, likely related to e-services. Each screenshot shows a different section of the report, including tables, charts, and text. The sections are numbered 1 through 8. The tables contain data points, and the charts show trends or comparisons. The text provides context and analysis for the data presented.

Conclusion

- Examples of issues that influence trust
 - very little information on service hosting (contingency/service continuity plan?)
 - policies giving information on storage and preservation methods are virtually non-existent (are there any?)
 - long-term preservation of electronically signed records require the preservation of digital certificates as well
 - no information on the use/separation of clients' data

Questions

- What would it take to trust e-government service?
- Do we take it for granted? *Just make it fast!*
- What can we (as archival professionals) do in order to improve the situation?
- Life-long learning?!
- Boldly go where no archivist has gone before!