

TURKEY'S E-GOVERNMENT AND E-GOVERNMENT APPLICATIONS REQUIRE FACTORS

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ABSTRACT

Developments in computer technology along with information directly, safely and quickly reach has revealed the importance of information technology needs. In parallel with these developments changed the understanding of bureaucracy, electronic government (e-government) policy has been the target of all world countries. The world parallel to our country as well as considerable increase in internet usage is observed. Increase in the rate of Internet use is also true in the public sector. Public institutions and organizations, yet the infrastructure work completed to local units as they reach via the internet, so you can provide services to the wider public.

Keywords:E-Government, Citizens, Business

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INTRODUCTION

The concept of e-government, English (E-Government) money in the expression, "electronic government" or "electronic management" Turkish translation while the most preferred in the phrase "e-government" is.[8] E-government, institutions and organizations amongst the relations, as well as the citizens and the business community in its dealings with electronic tools most effective level, using the traditional government services electronically execution, more efficient, lean, participatory and transparent management approach be adopted, reducing bureaucratic obstacles to and a large proportion of corporate communication in an electronic environment that makes it possible to maintain the state model. Traditional state, the citizen and the service-product acts as a bridge between the active. In contrast, electronic government services to citizens in the state of passive-products takes place. In other words, the electronic state can be established direct communication between citizens and product-service.[7] Different in the public administration literature scholars, experts or institutions by definition are a variety of e-government. In particular, the dynamic nature of e-government application should have everyone's agreement on the definition of an e-government is not possible to speak of.[10] Hence the e-State, on a general definition in the following way we can do, e-government, public policy, government affairs to develop and support citizens to direct their government services receive timely to ensure that information and communication technology is to use.[6]

1.E-Government Objectives

The main objective of e-government applications are:

1.Achieving Savings in expenditure: Constitute burden on government spending each year, together with the adoption of e-government systems can be reduced very substantially.

2.Paper Handling for the control of: Together with the establishment of e-government concept, made out of paper, voting, health care, taxes, and customs clearance population, municipal services, such as electronic media will be transferred to any transaction and any analysis will allow.

3.Transparency: All kinds of information accessible via the Internet environment "transparent government" will bring the understanding of the state-citizen relationship by

moving to a different dimension "state that exists for the people" concept will deploy. Transparency with regard to the work performed and services at the lowest possible level of confidentiality restrictions, although the image, right to information and freedom facilitates the opening of the front.

4. Quality of Service: Will start to be realized via internet services with a certain level of quality of service concept and will ensure standardized delivery to the citizens.

5.7 Days 24 Hours Public Service: Increasing the quality of service to the citizens of the state, as well as "one click" is as close to the service will be open 24 hours and 7 days.

6. Increasing Participation: States will increase the number of citizens will benefit from the services. Because the main idea how much rights granted to citizens so if you can create an interactive state.

7. Easy, Fast and Convenient Access to Facilities: Internet technology public service in ensuring the introduction with the "government" is a "public forum" s will turn into a new technology comfort everyone will benefit from that concept of equality given rise in the country of equal quality service will support the introduction. E-government working methods optimization, the error rate at minimizing the digital transition to democracy, accelerating economic supply and demand provision decision-making process development and accelerating high added value production to Establish ground, safe, producing, at peace with the state to create a happy society as it is believed in purpose.[4]

2. Require Factors of E-Government

Nowadays, the main components of e-government are grouped under four headings. These state-to-state, state-to-citizen, government-to-business world and government are working towards implementation.

2.1. Government2Government Oriented

Applications

Cooperation between the various government agencies, co-ordination, co-ordination, information and documents needed for streaming applications, network system is called from

state to state. Information and document sharing between different public institutions to ensure the creation of a common database, this data transfer more secure than in batches if necessary, convenient and cost-free. These applications all have horizontal relationships between units of public administration, as well as the relationship between central and local government include. Information infrastructure of public institutions and the completion of its automation processes and information flow between institutions and to ensure integration of these applications is extremely important for healthy functioning.[5]

2.2.Government to Citizen -G2C Oriented Applications

Perform the services provided to citizens of the state consists of the service. This is citizen-centric services. The normal life of every citizen of the state is related jobs. Customs procedures, tax transactions between processes is of concern to many citizens. Similarity of processes in this way to perform this process and the number of citizens have a lot of head shot, this process is difficult to make a fast and low cost. E-government construction of the citizens in these processes, convenience, speed, low cost provide such benefits.[3]

2.3.Government to Business-G2B Oriented Applications

A company's opening starting from the closure lasted until the process of incorporation permit the receipt of the registration, commercial activities, monitoring, closure, bankruptcy, acquisition or merger as well as new legal status to enter the state are monitored. In addition to this, public institutions and business organizations of all types between transaction and non-governmental organizations or other social entities including mutual relations with all organizations which are within the scope of this application. These types of transactions carried out in a network environment, as well as to government agencies quickly and effectively communicate to the business world, the lowering of transaction costs, reduce paperwork and provide activities such as the provision of benefits.[5]

2.4.Government to Employee-G2E Oriented Applications

E-government is one of the most important factors in the success of its contribution to the model are working. Employees more knowledgeable than ever before, using technology, services participating in the production process, the meat given to them effectively, individuals are required to use. E-government employees e-learning, personal development tools, is to bring innovations in areas such as career management. As well as the public concerning the working conditions detailed information, salary, allowances, retirement plans, health records, such person-specific records and public personnel regime to questions about the answer to employees via the Internet can be given.[5]

3.In Turkey To Install E-Government Infrastructure Studies Conducted

Institutions and organizations in Turkey issues related to their field of activity initiatives are moving to electronic media. These institutions and organizations constitute the infrastructure of e-government in Turkey.

3.1.National Judicial Network Project (UYAP)

National Judicial Network Project (UYAP) aim Ministry of Justice in central and provincial organization, affiliated and related entities and the Supreme Judicial Organs of effective information, documentation and workflow, ensuring that the public prosecutor, courts and executive offices held in the records and documents of the partners kept in the database, of transactions conducted via the computer executing the trial activities and appeal cases of information regarding the top-grade court to be sent to these units compiled by or to compile legal regulations, case law, scientific publications, our country is a party international organizations the arrangements made by the European court of Human Rights decisions of foreign court decisions and other matters necessary to evaluate the electronic media by transferring it to offer the service to users with, with processes such as decision support systems, and the ability to communicate with the software is to be carried out.[13]

Project written and typed documents by removing the use of "paperless office environment" is intended to create. Target system is established, the trial court referred to the electronic environment from the moment, will be avoided. In this context, the prosecutor's office

at the court stage again entered information will be entered into the computer, the information to be entered as repetitive loss will be prevented by avoiding the time and labor. The trial, going to the court, the supreme court of the return (including the Supreme Court and the Supreme Administrative Court), finalization, referred to the execution of the sentence and criminal record of all stages up to the stage will be held on computer[1]

3.2. Ministry of Education Projects

Ministry of Education within the schools, teachers and students to the Internet and multimedia resources at the appropriate level to provide access to, data processing technology, the use of encouragement; over the internet support services, educational resources and e-learning platforms for providing an "Education Portal" is to be established. The e-learning initiative called the project a common system for teachers and students to improve the quality of education is aimed at mutual.

Teachers develop their curriculum and give students the opportunity to evaluate. Teacher-student increase and enhance cooperation. Ensure the use of computing technology in administrative proceedings. Students regarding the use of information and communication technologies to train. Problem-solving skills of students using technology to enable them to achieve. Learning educational software, electronic reference materials, application software and enriching educational games to raise the quality of education.

Turk Telekom with the Ministry of Education in the framework of the protocol between the primary and secondary schools across the country to ensuring ADSL connection agreement has been reached. Began to be implemented in many different projects under the Protocol. Among them all internet connectivity in schools, ensuring the number of computers to increase educational portal created and development (VITAMIN), information processing technology into the curriculum taken by teachers, for it training for teachers, computers campaigns done may be considered. Ministry of Education; Turk Telekom and his projects are implementing some projects outside. Among these;

Educational Technologies Directorate General "Information Access Center" Project

Open Education Resources Online Project,

Educational Portal Project,

Information Systems Project (MEBSİS)
Web Question Bank (WSB),
Distance Education Services Automation,
World Links project can be considered.

Turkey e-learning and e-learning has made considerable progress in the fields. However, there are certain shortcomings in the application's progress and difficulties are also encountered. Application necessary to maintain the computer that insufficient numbers of computing technologies, on many trained teachers are the lack of internet connection is not widespread, computer and network maintenance in the field of technical support as lack of problems could not be solved.[2]

3.3. Central Population Administration System Project (MERNİS)

MERNİS, the center of population management system is the short name of the project. Located in practice in Turkey today is the reason why the existence of citizenship identification number. Central Population Management System (MERNİS), under the Ministry of Interior conducted by the General Directorate of Population and Citizenship Affairs and population center in the 2000s, information that can be taken to implement the regulation. Information technology and common database in terms of process the Republic of Turkey is the most important and essential projects. MERNİS project to all citizens of the Republic of Turkey in the 11-digit number consisting of computer numerical assignments based on individual identity and citizenship on behalf of the citizens of this project is reflected in the number and called the practice is known response. The project was started in the 1960s, since the system entered into the database right number of people dead and 120 million are in the past. Thread of the state power in terms of importance, the vertical structure of the population data as robust and reliable provide and through it the other social horizontal social organizations transition by creating a bond of citizenship connected with a whole country nationals business and operations over the country's rapid and time not to lose access to and requesting by the citizens for operations within the framework of laws and regulations on the use to offer. Population records transferred to a computer database creation and population of the district to ensure the modernization of services. Using information technology services to the population in the district administration and the

district's population in the Central database integrating realize the establishment of the Central Population Database.

Citizens of the Republic of Turkey to ensure that there is an identity number. ID numbers via the public and private sector IT projects, the exchange of information between people, people defined only on an infrastructure online (on-line) ensure.

Population statistics, information technology achieves more healthy.

Credentials with public institutions and organizations providing public services agencies to speed up the flow of sharing services, and reliable services to our citizens to make an easy, fast and reliable to ensure you receive,

Reducing bureaucracy, the state and citizens closer together to provide security services.[14]

3.4. Tax Office Automation Project (VEDOP)

Internet and advances in information technology, electronic commerce have emerged with the rapid progress towards becoming an information society brought about the structural transformation is manifested in all areas. Attention to understanding the concept of electronic government and transparent government in Turkey has attracted Electronic Government projects. Finance Ministry of Revenue Administration VEDOP to these applications has been involved with the project. VEDOP means the tax office automation project. TAAP applications başlamıştır. vedop1 as a pilot project in 1995, VEDOP2, VEDOP3 form has been updated. Tax office operations of all of the information technologies and automation through reducing the workload, the tax authorities in the work efficiency and increasing productivity and computerized information collected from a healthy decision support and management information systems aim of creating VEDOP-1 project has been implemented . VEDOP in 1998 and 22 in the city center, 155 tax offices and 5 have been implemented in the financial. The second phase of the project in 2004, VEDOP-2 was launched. E-government on the road to the Presidency of Revenue Administration, VEDOP-2 under the formalization of the informal economy, especially for the most important steps you have taken one in the center, computerized audit was carried out with the system installed. VEDOP, Motor Vehicles Automation Project (MOTOP) and Tax Information Center from banks and other third party payers with information

from the declarations, Data Warehousing (VERIA) in the comparison is provided. Revenue Administration; VEDOP the process of becoming one with the E- institutions , VEDOP-2 with e-government in the integration process has been completed. In 2008, when put into practice all of the tax office with a VEDOP-3 into the bottom of the web in real-time monitoring and process that aims to ensure full automation. As of today, 448 tax offices, Large Taxpayers Department, District Revenue Offices 585 electronic tax office automation (e-VDO) are covered. VEDOP-3 in the direction of fast collection of public receivables, postage, stationery and administration of follow-up costs, such as the reduction of the workload, in order to provide time-saving electronic lien (e-foreclosures) project has been developed . VEDOP and a brief description of the project objectives are listed as follows.

E-Declaration: Taking tax returns via the Internet

E-VDO (Tax Office Automation): Current Tax Administration web-based applications and n-tier architecture to adapt to

Electronic Bank Collection Processing System (EBTS) to pay the taxes collected by the Bank of information to be electronically transferred to GGM.

Tax Examiners Automation System (Vedos): Tax auditor, audit information in a manner independent of their position to transfer GGM.

Call Center: Users can take advantage of the tax authorities the establishment of a Call Center

Data Warehousing: Formalization of the informal economy and tax base expansion

EMKAS (Electronic Accounting Records Archives System): Determined by the Ministry of the books and documents belonging to the taxpayer electronically archiving and analyzing really is. VEDOP taxpayers within the scope of the Internet Tax Department and other agencies are offered a variety of services. Internet Tax Administration, transparency in public administration and in providing quality services to the records kept by the individual states still be able to access individual and a sense of itself in terms of public audit is one of the first application.[15]

3.5.SAY 2000 Project

Ministry of Finance, General Directorate of Accounting government accounts all over the country to summarize and monitor day to day via the Internet to ensure transparency in public

spending at the center of all the data in a database, perform a project that has been kept. Daily work in accountancy in 1668 in Turkey made with the help of the computer that contains the project is completed in 2001. The project, in terms of size and scope in our country the distinction of being the largest web-based public projects has. [1]

3.6. Customs Administration Modernization Project (GIMOP)

Customs Automation Systems project (GIMOP), 56 customs administrations across the country in 48 points and 18 connects chief directorate. Turkey's public sector constitutes the first data warehouse applications. With this project of customs legislation and regime development, customs services, reorganization of the customs legislation, uniform application, staff resources better use of the external trade statistics more quickly and effectively to produce more effective tax collection and selective but more effective customs control to ensure the computer system development and is intended to apply. As of April 2001, 83 percent of all customs procedures are carried out electronically has become.

Electronic customs office work done correctly; required in this context of both internet and Electronic Data Interchange (EDI) method called from their own offices without coming to customs declarations are provided to register. In case of legal regulations for electronic signatures required coming into the customs authorities and customs staff carry out customs procedures without direct experience will also be possible. Undersecretariat of Customs of this infrastructure within its own legislation to fulfill.

The above-mentioned and the beginning of 2000 started with EDI implementation in 2007 51% of the registration process of the declaration has been made by electronic means. One of the project goals with 180 employees to reach a decision support system to help center the smuggling, and tariff information, including securities "Data Warehouse" is called the introduction of the software. April 2002 and completed in early with this software both central and provincial administrations the information they need in a short time to reach nearby familiar, such as the data concerned from the performance analysis, forecasts for the future, such as statistical analyzes can be performed. In this way, services can be made more effective and the removal of foreign trade statistics is possible in a short time.

Customs computer system according to the information already introduced most of the documentation for the inspection of goods entering the yellow line displays but risky called red line is transmitted to the place of physical controls. Subsequently the blue line items subject to control physical control or documentation will not be subject to the control of green or even by sending in articles customs formalities are completed quickly. One of the most important consequences of automation, especially export confirmation has been brought to the convenience. Undersecretariat of Customs and the Directorate General of Revenue computer network by establishing customs declarations finished output is transferred electronically to the tax authorities. Tax authorities for information in electronic form can be viewed as a more healthy, especially with the person wrongfully billing and document KDV refund areas are struggling.

The customs duties obliged to deposit in bank branches are made to enable a protocol with the bank. First receipt document executed transactions made via the controls, with the Bank since the beginning of May 2002 the Undersecretariat of Customs with the establishment of the network connection between the computers have turned into electronic collection process.[9]

4.Factors Require Electronic Government

Especially with social changes and development of the society and of individuals on the basis of developments in the writers taking into consideration factors revealed possible to connect four reasons. These;

- 1.Globalization
- 2.Developments in information technology
- 3.The changing expectations of citizens
4. The need for change in the delivery of public services is.

4.1.Globalization

Globalization, economic, social, technological, cultural, political and ecological aspects of global integration, integration and solidarity means to increase.[16]

Globalization is based on two main sources. One foot in the technological and the other political. Technological progress, globalization emerged as a product of the technological pillar is based on two reasons. Communication technology, ie, computer and information technology. Phones and computers have revolutionized the merger of the unfathomable. Providing opportunity to reach anywhere in the world when the phone computed invention Communications and Informatics Revolution has occurred. Globalization marriage arising from the first leg of telephone and computer communications and information revolution is referring to.[17]

Globalization and advances in information and communication technologies, economic and political factors that are closely related to the phenomenon. As a phenomenon in the last two centuries that determines a process which refers globalization increasingly a single world we live in, so that individuals, groups and nations interdependent still come to the fact that refers and mostly production and trade across national boundaries to a level access because of the economic It is described as a phenomenon. But the economic forces of globalization, though an integral part of globalization reveals that only they would be wrong to assert. Globalization, political, social, cultural and economic factors, and emerged with a combination of human relations on a world scale and scope of the interaction rate increase has been driven by advances in information and communication technologies.[18]

States are closely feel the full weight of the globalization process, to abandon protectionist economic policies and a strong change to adapt to the global market are faced with the pressure. In this process, the resulting interdependence of social and economic life of the state of the converter has led to restriction of political talent. The new order rules largely global economy, according to the requirements shaped and, therefore, global economic disparities, states and societies of an asymmetric relation to the birth or of such a relationship further aggravation leads.[12]

4.2. Developments in Information and Communication Technology

Global communication technology in the world's telecommunications infrastructure was facilitated by a number of significant progress. In the years following the Second World War, developments in telecommunications has made a significant transformation in terms of scope and

intensity. With these advances have led to the convergence of time and space: two people living in two opposite ends of the planet, but only made a speech in real time, but also with the help of satellite technology, you can send documents to each other. The widespread use of the Internet and mobile phones, and accelerates the process of globalization is deepening. Ascending in a manner previously or are not insulated or living in areas with limited access to traditional communication more and more people are becoming interconnected through the use of this technology. Every day, global media, news, images and information to people in their homes, connecting them to the outside world is directly and continuously. Thousands of events, people's ways of thinking and vision of the nation-state level exceeding the pipe that leads to a global stage have produced a result. Individuals are now more aware of their interdependence with other people who in the past compared to those identifying themselves have more to see and processes are global problems. The evaluation of the need for a global perspective of the world is one of the major reasons people as members of a global community of social responsibility that stop at national borders , it is beyond the limits are beginning to understand more and more. For example, in recent years, earthquakes in Chile and Indonesia, floods in Pakistan and Bangladesh, with famine in Africa, hurricanes in Central America, has been the global aid raises issues.[18]

4.3.Changing Expectations of citizens

The private sector approach to service citizens who, understanding the same services from the government, the wait began. Citizens, from birth to death residence, population, schools, health care, military and marriage transactions , finance, municipal, judicial and social security institutions in their relations with continuous relations with public institutions and organizations , and interacts. Citizens in public institutions of jobs wait in queues for a long time, the bureaucratic procedures and formalities to complaints from more than made up lost time, and above all, labor and costs are close. The opportunities offered by information and communication technologies citizens with the institutions that serve them more active, faster, more open, more accurately and with less cost and are waiting to ask for work. These demands and expectations to reduce bureaucracy and the welfare state cost spiral in the fight, the value of money increases , public institutions, increase efficiency and quality of public services in the best

way the target must reach the necessary reforms brought up and implementation of the reforms at the onset, particularly in information and communication technologies have turned.[11]

4.4. Needs to Change in the Delivery of Public Services

Of public administration, agriculture, industry, health, education, security and social welfare services as well as hundreds of citizens in the area are inadequate detection has increased. Thereupon, government agencies, among them the bureaucratic mess due to the long duration of the paper-based process to meet the demands of both the citizens and the public in order to reduce the costs of information and communication technologies have begun to benefit from the support. Of public services, citizens' demands and expectations to conform to the state-citizen relations healing, citizens from public services widely and effortless way to benefit, more participatory and democratic state-citizen relations largely through e-state may be possible. The rapid spread of information and communication technologies and the increasing diversity of e-government tools in the interaction between state institutions and citizens has brought profound changes. E-government technologies and greater interaction between citizens and their government to ensure been achieved.[11]

CONCLUDING REMARKS

Increasingly globalized world society, a rapid transition to the information society is an unavoidable reality. Therefore, in this transformation, citizens, enterprises and public communication among employees and allows you to edit a great responsibility and duties fall to the state. Both citizens and businesses as well as the transformation to a knowledge society and compete on the basis of place at the top in order to get a more efficient and faster service to the citizens of the state, while businesses should step up the bureaucratic process is possible. In terms of e-government business will bring this seems to be the biggest innovation.

Of course, this transformation healthy in a short time, based on a solid foundation and be effectively is not only due to the policies implemented by the state. Businesses also composed for themselves whether the critical factors identified a moment ago, you could take concrete steps to overcome them is required. Businesses in overcoming these critical factors in terms of

universities, cooperation with the business community, we believe that a very important role. Parts separated by the concept of the information society the state, citizens and businesses and other circles to see the transformation, rather than directly influence each other; individuals, society and the transformation of the entire world will see it as a much more accurate approach.

Transformation in Turkey ahead of us if we limit it is clear that quite a long and arduous process. Other "advanced" and the sample we received in Continental Europe and North America we look at Turkey long before the transition to information society preparations and it is a part of e-government applications started to invest in Turkey and they get more than times that they value from existing applications easily we can see . When we look at the common characteristics of these countries economically strong and be their own technology-producing countries, which invest in and transform them is the most important features that distinguish it from other countries. In this context, Turkey's these countries catch up, and not become economically competitive for the first condition , instead of being a country that uses technology to take the outside may be a country is producing technology . This issue is still the most important task falls to the state. States that produces and develops technology universities, the private sector and even government organizations working on this issue shows provide active support and promote the implementation of the work carried out is extremely important.[19]

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