Chapter 16
E–Government: 
A Comparative Study of the G2C Online Services Progress Using Multi–Criteria Analysis

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ABSTRACT

Governments across the European Union (EU) face the challenge of responding to public demand for more responsive, efficient and effective services. E-Government based on the principle of providing services via internet to citizens and companies. The rapid growth of electronic government gave the EU the ability to correspond more effectively to the needs of citizens and provide more valuable services. In this paper the authors analyze the web based services that have been developed by EU member states. A comparative measurement of the progress of online services delivery is presented using a Multi-criteria INteractive Ordinal Regression Analysis (MINORA) system. The paper demonstrates the importance of Multicriteria Analysis and the use of reliable methods that allowed the development of a function of total utility dynamically modified depending on the evolution of e-government services.

1. INTRODUCTION

Studying the administrative reforms that have taken place the last twenty years in the European Union we can assume that the basic principle of these reforms led to major changes in citizens’ expectations, organizational structures and working processes. With the byway of years in the public sector many practices have been adopted like Total Quality Management, and the replanning of business procedures. These practices have been adopted in order to help the public
sector to work more effectively and efficiently. The rise of information technology gave the advantage to governments to offer more valuable services and to respond more effectively to the needs of citizen’s expectations. Substantially, information communication technologies (ICTs) are a necessary enabler of reforms to the ways in which public administrations works (OECD, 2003). Also Information Computer Technologies enable efficiency improvements in mass processing tasks and public administration operations. Internet based applications can generate savings on data collection and transmission, provision of information and communication with customers (OECD, 2005). Modern governments in advanced countries spend around 1 to 1.5 per cent on Gross Domestic Product (GDP) on public sector information technology (Dunleavy, 2006).

In the 1960s and 1970s Information Technology was used to automate the processing of information (OECD, 2005). Also in this time interval governments in many countries were pioneers in Information Technology (IT) development, with their own highly skilled staffs and developed expertise, reflecting the huge impact that computerization had on the modernization of public sector processes (Dunleavy, 2006). In the 1990s internet gave to the governments the advantage to build powerful websites which can give information or interact with the user. With a decade of experience in developing more advanced applications of ICTs to the business of government it has become evident that the tools of e-government can significantly assist in developing good and responsive government that provides better value and lower cost (OECD, 2005).

Substantially, e-government based on the principle of promoting services, elements and information via the internet between Public Sector, Organizations and citizens.

2. E-GOVERNMENT-DEFINITION

Studying the International bibliography the definitions that impress more completely the significance of electronic government are the following:

- E-government is the use of information and communication technologies, and particularly the internet, as a tool to achieve better government (OECD, 2003)
- Electronic Government constitutes the Public Administration that uses the Technologies of Information technology in order to convert its Internal and Exterior relations (United Nations, 2008).

For us Electronic Government is the benefit of standardized services of information or even transactions, using electronic means, mainly the Internet and it’s that this provides.

Substantially e-government concerns transactions that are related with the relations of Public Administration: (a) with citizens (Government to Citizens-G2C) providing services that are related with submission of tax of income, publication of certificates etc, (b) with businesses (Government to Businesses-G2B) providing services that are related with the submission of tax, contributions of social insurance, submission of statistical data etc and finally (c) with public services in the particular type of transaction (Government to Government-G2G) the possibilities provided via the completed interconnection and the inter-departmental collaborations for communication between the public services.