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CEE e|Dem and e|Gov Days 2018

**Including a Workshop on Smart
Cities organized by the Congress
of Local and Regional Authorities
of the Council of Europe**

**Proceedings of the Central and Eastern
European e|Dem and e|Gov Days 2018
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**OESTERREICHISCHE
COMPUTER GESELLSCHAFT**
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Hendrik Hansen, Robert Müller-Török, András Nemeslaki,
Alexander Prosser, Dona Scola, Tamás Szádeczky

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PREFACE

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The Smart Cities concept is the special theme of this year's conference, as it is a focal point for a number of digital government initiatives. First and foremost it requires state-of-the-art citizen interaction in mobile- and web-based services as well as a widely-accepted electronic ID. The ID should also be useable via mobile devices and not only via a "classical" web interface from stationary PCs. Without this base line, there is no meaningful interface to the citizen.

However, the smart city concept also hinges on the feedback loop from decentral entities, such as sensors (and to a lesser degree actuators) and human users. They have to be connected to a city- or region-wide network providing input for central data collecting applications ("the cloud"). The ability to perform as a smart city hence also depends on the quality of the technological infrastructure in the city, particularly the Internet of Things. The better the general adoption of such technologies the easier the adoption of the Smart Cities concept.

However, the stream of data collected by the cloud is useless, unless it is analysed and compiled to decision-relevant information. This in turn requires the adoption of methods and technological infrastructure from business analytics, particularly in-memory real-time analytics. Also in this regard, the general maturity of an economy/society/infrastructure in terms of technology adoption considerably helps implement a smart city.

Finally, also conventional eGovernment, as it was adopted in the past decade, still plays a role in back office applications. Electronic files, public procurement, registers etc. are still the backbone for public service provision. Generally, the Smart Cities concept is not only a service provider for citizens and businesses – it is also a yardstick for the infrastructure and technological maturity of a city. In the absence of the necessary infrastructure it may also be the driver for technology adoption and therefore improve a city as a location for doing business in general. May this conference contribute to the better understanding and the exchange of ideas concerning the Smart City.

However, as in the last years, the conference deals with the whole range of the latest developments in the fields of eDemocracy and eGovernment with a special focus on governance in the Danube Region. It aims at analysing innovations in enhancing the quality and efficiency of administrative processes and public services, and in promoting the dialogue and cooperation between politics, administration, civil society and citizen through the use of information technologies. Papers had been solicited in all areas of applying ICT to the Public Sector.

In line with our conference focus on the Danube region, for the first time, we invited a "country of the year" from that region, which presents and critically analyses its achievements in the fields of eDemocracy and eGovernment. The first country selected was Moldova – a country sometimes overlooked both in academic discussions and in practical cooperation among the countries in the Danube region, but highly developed in its digital capacities. Therefore we are happy to welcome a substantial number of papers from Moldovan colleagues in our volume.

The editors of the proceedings volume are most grateful for the support of the Baden-Württemberg Stiftung, the Konrad Adenauer Foundation and the Austrian Cultural Forum.

The editors, Budapest, Chişinău, Ludwigsburg and Vienna, April 2018

Welcome address by the Baden-Württemberg Stiftung

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After the fall of the Iron Curtain the Danube Region once again became the common cultural, economic and scientific space it used to be for centuries. However, half a century of separation and a different speed of development cannot easily be overcome. In line with the EU Strategy for the Danube Region, the Baden-Württemberg Stiftung has understood the challenge and launched its programme “Perspective Danube: Education, Culture and Civil Society”. The aim of this long-term initiative is to enable sustainable cooperation in the Danube Region in order to strengthen international understanding and the creation of a robust civil society.

A modern, service-oriented Public Administration that adheres to the principles of good governance is a key factor in this endeavour. The Central and Eastern European eGovernment and eDemocracy Days are a considerable contribution that was founded in 2003 and substantially relaunched in its present form in 2014. It brings together academics and practitioners from the public sector, enabling the exchange of experience and best practices in the field. This does not necessarily mean that this exchange is one-sided: In the field of eGovernment, many administrative entities in reform countries benefit from a “late mover” advantage. They can build optimal technical and process solutions without heeding legacy systems. This can provide valuable input for others.

Furthermore, the conference provides opportunities to initiate further cooperation, such as joint project applications to H2020 and Erasmus+ thereby contributing to foster a common scientific space in the Danube Region. On the same token, we are particularly pleased to see the “Country of the Year” initiative launched with Moldova being the first Danube Region country to concisely present its legal and organisational framework for eGovernment as well as some of its most pertinent solutions. The Workshop on Smart Cities organised in cooperation with the Council of Europe will provide a further opportunity to exchange best practices in a field, which is of particularly growing importance.

On behalf of the Baden-Württemberg Stiftung, I would like to congratulate the organisers for realising this conference and the corresponding volume and I hereby wish all participants and presenters a fruitful and interesting time at CEEeGov 2018.

Dr. Andreas Weber

Head of Education Department
Baden-Württemberg Stiftung

eGovernment I

E-CITIZENS WEB PORTAL - CASE OF CROATIA

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and Igor Pihir³

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Abstract

Electronic government implies the use of information and communication technology (ICT) for improving the way public services are provided to all citizens. In order to create an interface, through which citizens can use these services, web portals are developed. The web portal that represents the interface for the use of services intended for citizens in the Republic of Croatia, as key users, was developed in the frame of e-citizens project, initiated by the Croatian government in year 2013. Since its inception, the portal has been continuously upgraded and complemented by new electronic services. The usage of the e-citizens portal however, despite the availability of services, does not follow the developing trends according to researches by the local Ministry of Administration and the Eurostat data. Citizens access the portal, but mostly to collect information and do not use its advanced additional functionalities. This paper analyses Croatian government web portal, its functionalities, attitudes toward it and its use by citizens. Finally, based on data analysis improvement of the accessibility/usage of Croatian government portal will be proposed.

1. Introduction

The word 'government' has several meanings, of which two are basic: a set of administrative organizations and the meaning of a particular activity [13]. To govern means to carry out joint activities in order to achieve a specific goal, through the decision-making process and implementation of these decisions.

In the initial period of creating the state, the state administration has included classic resumes such as defence, police, diplomacy, justice and finance, with the task of acting authoritatively, ignoring thereby the interests of citizens. Towards the end of the 19th century, the role of state administration was changing, encompassing activities whose primary purpose is to care for society, including education, social welfare, health, traffic, communal services, statistics, cadastre and other information services [9]. Towards the end of the eighties and early nineties of the last century, the New Public Management (NPM) is emerging, which places the citizen as a public service user in the centre of public administration. Osborne and Gaebler [12] published their work "*Reinventing government*" in 1992, which suppresses the control of public sector from being bureaucratic to society oriented.

With the growing development of information and communication technologies (ICT), the concept of electronic government emerged in the late 1990s and early 21st century. Electronic Government (e-government) is the application of information technology to the governing process with the aim of improving services for all its users [2].

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The program of the Croatian government for the mandate between 2016 and 2020 [14] in one of its chapters defines modernization of the government through informatization of all public services as one of main goals. In Croatia, there are 91 services that are currently active and supported by ICT on some level of informatization [15,8]. Since these public services are results of processes, mainly performed for citizens as their consumers, on state, regional and local level, the processes themselves should be improved by use of ICT. The mentioned goal of the Croatian government is operationalized through the Strategy e-Croatia 2020 [10], which defines that e-services should be available through the e-citizen system, which is implemented through a web portal. Implementation of public e-government services should imply further use in more complex systems. One example of this use is state aid for schooling (grants, transport of students, subsidized meals etc.), that is implemented in the project *e-Schools: Establishing a System for Developing Digitally Mature Schools* [1], which is currently in progress in its pilot phase in Croatia.

2. E-citizens web portal

Web portal system called *The e-Citizens system* [8] was developed by Croatian government in year 2013, with the aim of modernization and simplification of government to citizens and citizens to government communication. Electronic services and their availability in one-point-of-contact public web portal should increase transparency and raise the quality of public service to citizens [8]. E-citizens web portal consist of three major parts that made one system for public and private use by citizens but represents one whole [8]:

- 1) the Central Government Portal which is the public part of the system
- 2) the Personal User Mailbox
- 3) the National Identification and Authentication System.

2.1. Central Government Portal

The central government portal represents the public part of the web portal for citizens and it's purpose is to present the structure, function and role of all state administration bodies in a single place, in a simple and modern way. The central government portal covers 12 fields of public services [15] (eg. health, employment, citizenship and personal documents...) and shares more than 485 information articles. Citizens can browse through information about available public services and be redirected to login to e-services available in the personal user mailbox, described in the next chapter.

2.2. Personal User Mailbox

The Personal User Mailbox is a private user system, protected by login credentials available to every citizen in Croatia with valid personal identification number - OIB and the appropriate credentials [17]. Citizen can access available services of their interest but also get personal messages in order to be informed about personal documents and citizens' rights for personal use like expiration of ID card, passport, driver's license or vehicle registration, polling station, rights from pension and health insurance, rights during unemployment all the way up to notification about vaccination of pets [16]. The Personal User Mailbox is available through secured web application, is also provided for smart phones Android, iPhone/iPad and Windows Phone.

2.3. National Identification and Authentication System

National Identification and Authentication System - NIAS is single point of identification and authentication of citizens' identity. Through NIAS, citizen can access e-government services listed on the central government portal and/or use them in the personal user mailbox. NIAS is a solution for identifying and authenticating users at the national level, enabling multiple types of credentials of different levels of security to be included from level 2 (lowest) to 4 (highest). This feature allows citizens to login to the e-citizen system and their personal user mailbox with already owned credential issued at other governmental systems, agencies or public content providers verified with NIAS system [8], [10], [5]. List of currently active credentials could be found at <https://nias.gov.hr/Authentication/Step2>; this list includes personal citizens credentials, mtoken from financial institutions, AAI educational identity credentials, credentials from several major banks used for Internet banking and other certification providers like Croatian FINA. Altogether, 16 credentials are available for use of e-services in Croatia.

According to available data from 9th November 2017, the total number of unique users with credentials is 479.848, which makes a population of all potential users that already own at least one credential supported within the NIAS system [6]. So far, access to the e-citizen system was granted to 359,979 citizens and they use it through 4,513,749 login sessions into the system [7].

3. Research data and methodology

For the purposes of further informatisation of public administration, as well as development of public e-services, The Ministry of Administration of Republic of Croatia has conducted a research on the citizens' satisfaction with electronic services and information offered by the public administration [11]. A measurement instrument (questionnaire) was developed in order to include citizens as interest parties into the creation of new public e-services and information available online. The purpose of the created measurement instrument (questionnaire) was to examine the following: which information and e-services are expected to be available on behalf of public administration, the citizens' perception connected to the quality of information and public e-services and, among others, identification of key problems and obstacles conquered by the users while using public e-services.

Measurement instrument (questionnaire) was divided into two main groups of questions. The first group consisted of questions connected to perception and usage of electronic services and information available on behalf of public administration, while the second group of questions was connected to examinees' demographic data. The group of questions connected to perception and usage of electronic services and information, consisted of 9 sub-questions used to examine the perception of examinees on the importance of access to public services and information via Internet; connected to the area of employment, judicial system, health and health services, consumers' rights, education, public data, space and environment, library catalogues, voting and citizens' participation in online public discussions and information connected to defenders and especially sensitive groups of citizens. This set of questions also consisted of questions connected to examining the citizens' satisfaction with provided information and e-services on behalf of public administration, problems and obstacles encountered during the use and possibilities of improving the e-services of public administration. For the purpose of a more complete analysis, a group of demographic questions was used in order to gather information on gender, age, level of education as well as level of informatical knowledge, profession, personal income, the availability of information and communication technologies and research participants' area and place of residence. The questions in

the measurement instrument (questionnaire) were created in form of an enclosed type with answers suggested (“Yes”, “No”; “Insignificant” to “Important”; “Absolutely yes” to “Absolutely no”, and additionally suggested options of answers connected to limitations, i.e. obstacles in the usage of e-services) and open-type questions. The questionnaire was approached voluntarily and anonymously. The questionnaire was accessible online on the websites of the Ministry of Administration and via the e-citizen system. The period of gathering information lasted from December 17, 2014 to March 1, 2015. During the aforementioned period, over 5,100 examinees completed the questionnaire, but only 3,268 fully completed questionnaires were taken into consideration due to completeness of information taken during analysis procedures. A report was made based on the data gathered, which is accessible to the public on the websites of the Ministry of Administration of Republic of Croatia, but apart from the report on the Portal of public data [11], the original data was also published in the machine-made readable .csv form, which enabled further processing for scientific-research or business purposes to all interested users. The gathered answers served, among others, for the creation of “Draught of Strategy e-Croatia 2020”.

For the purpose of this research, data and process analysis was made, and the data was taken from the previously mentioned website [11] and was elaborated via descriptive statistical analysis. The most significant results are presented in the continuation in their graphic form and are additionally descriptively explained.

4. Data analysis

An analysis of research results based on gathered/acquired data is presented in the continuation of this paper.

4.1. Demographic characteristics of respondents

Out of the total number of examinees (N=3268), 36% (N=1167) were women and 64% (N=2101) were men. Representation of all age groups was noticed. The majority of participants (33.8%, N=1105) belonged to the age group of 25-34 years of age, while the least number of participants (0.3%, N=9) were younger than 18 and older than 75. According to level of education, all suggested groups were represented as well, starting with 0.2% (N=6) with unfinished primary school and finishing with 10.5% (N=344) with postgraduate education, 52.3% (N=1708) of examinees were with undergraduate/graduate education. Connected to the level of computer literacy, the participants had to estimate which group they belonged to: “Beginner”, “Average” or “Advanced” Internet users. 63.1% (N=2062) said their knowledge was “Advanced”, 35.5% (N=1159) were “Average”, and 1.4% (N=47) put themselves in the “Beginner” group. In relation to profession, the majority of participants (19.2%, N=626) said they worked in Natural science-technical department, 15.2% (N=496) worked in Social-humanistic area, followed by 11.8% (N=384) of “Office and counter clerks”, and the least of 0.5% (N=17) were “Agricultural, hunting-breeding, forestry workers or fishermen”. In relation to monthly income, 36.0% (1177) participants said they had average monthly income (3500.00-6500.00kn), while 33.6% (N=1097) received less than 3500.00kn monthly. Data on possibilities and mode of Internet access show the majority of participants (98.6%, N=3223) have the possibility of Internet access, while most of them (55.5%, N=1788) access the Internet via xDSL, and 1.4% (N=45) declared they do not want to have Internet access, due to financial or technical circumstances. According to place of residence i.e. county, 37.2% (N=1212) of participants lived in Zagreb, while only 0.7% (N=27) lived in Ličko-senjska county. According to place of residence and related to the number of examinees, the majority of participants

(55.9%, N=1828) lived in localities with over 35001 inhabitants, while the least number of participants (4.9%, N=161) lived in localities with less than 500 inhabitants.

4.2. Importance of access to public services by specific areas

Data analysis established that over 96.0% of examinees said the online access to information and public services is “Considerably important” or “Important” when “the access to personal data on health services, health itself and making appointments for health services” is concerned. Over 91.0% of examinees are interested in “the access to information and advice on consumers' rights” and “online voting”. Among all suggested areas of access to public information and services, the least number of examinees (46.6%) show interest in information on health and services connected to “Croatian defenders' rights” and “services of inclusion of especially sensitive groups” (54.7%). Considering the preferences of importance according to demographic characteristics, such as gender, three services/information present no difference in preferences to both genders. “The access to personal information on health services, health itself and making appointments for health services” and “the access to judicial registers and services” are “Considerably important” or “Important”. According to age, “the access to personal information on health services, health itself and making appointments for health services” is “Considerably important” or “Important”; the difference is the younger age groups show more interest in “online voting”, while older age groups are more interested in “the access to judicial registers and services” and “the access to information and advice on consumers' rights”.

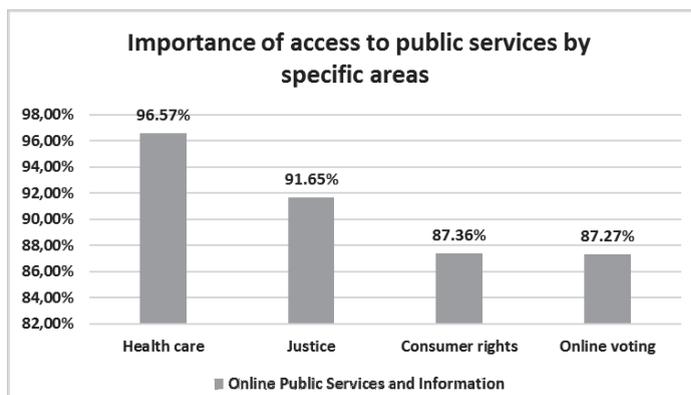


Figure 1: The importance of access to public service by specific areas

4.3. Information requested on public administration's websites within the last 12 months

Among the information the examinees searched for mostly on websites of public administration's bodies, one can isolate the information connected to “Personal documents” (e.g. passport, civic states, birth certificate etc.), over 84.0% (N=2754). Over 70.0% (2312) examinees searched for information on “Health and retirement insurance, social support, child's allowance”. Since the unemployment rate in Croatia is high, 49.0% of examinees searched for information on “Employment”, which is followed by 48.0% (N=1580) of searches on “Vehicles” (eg. driver's licence, registration) and 47.0% (N=1567) of searches on “Banking”. A little over 12.0% of examinees searched for the information on “Public acquisition”, and 19.0% of searches was

directed to “Information on culture and tourism”. According to gender, both groups of examinees were mostly interested in information on “Personal documents” (e.g. passport, civic states, birth certificate, etc.), while the second category with most searches was, with male population, “Health”, then “Vehicles” (e.g. driver's licence, registration). With female population, the second category with most searches was “Health and retirement insurance, social support, child's allowance”, followed by “Vehicles”. According to age groups, all age groups are equally most interested in information on “Personal documents”, “Health and retirement insurance, social support, child's allowance” and “Vehicles” (e.g. driver's licence, registration).

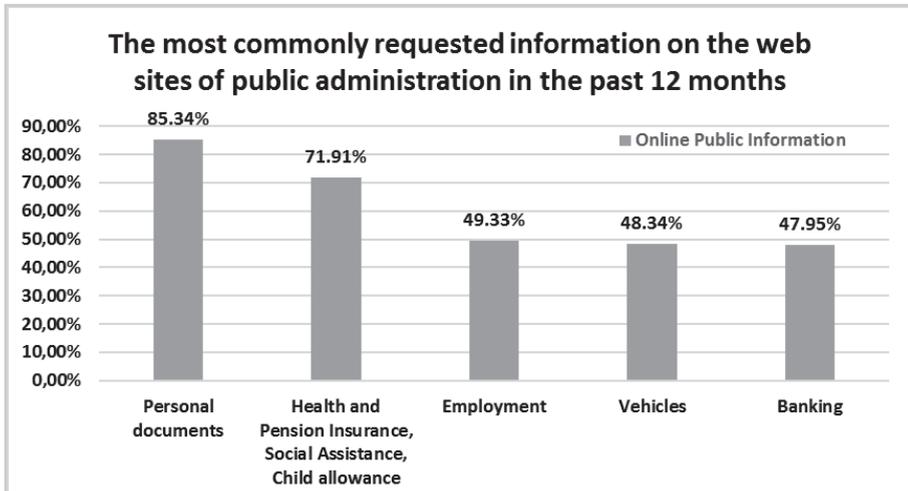


Figure 2: The most commonly requested information on the web sites of public administration in past 12 months

4.4. Experience in interacting with public administration while working on a request via its websites or online services within the last 12 months

Using websites or online services while dealing with wanted administrative requests was questioned in the manner that the examinees had to choose one out of eight claims. 36.8% (N=1204) out of the total number of examinees (N=3268) expressed a positive attitude and said they were “satisfied with the way the body of authority solved their question”. Among the presented flaws connected to the electronic business of public administration, over 21.0% (N=685) examinees said “dealing with the wanted administrative request is impossible via the Internet”, 10.6% (N=346) said “the procedure of handing in and processing the requests is complicated and instructions are difficult to understand”, and little less than 10.3% (N=335) declared “the processing of their administrative question took longer than expected”. 7.9% (N=259) examinees said they “have not received neither the answer nor a response from the body of authority”, 3.3% (N=107) said “the form was too difficult and instructions were missing or were not understandable”, and 2.8% (N=92) came across “technical problems” while using the website or public administration's online service. Taken from the perspective of changes introduced by public administration and connected to websites and online services, 40.9% (N=1336) of examinees said they noticed the said changes and no less than 78.0% (N= 1042) considered them “positive”.