

# E-GOVERNMENT - ALLIANCE WITH USERS

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Slovenian Presidency of the EU 2008

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**E-government: use of ICT to improve public administration**

**E-government can improve:**

- **User satisfaction (availability and quality of information and services)**
- **Efficiency (reducing costs)**
- **Transparency (availability of public information)**



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**E-government is not so much about technology,  
it is about management, organization, people,  
processes ...**

**Focus on removal of administrative burden  
("bureaucratic obstacles", "administrative  
barriers", "red tape" ...)**



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## Removing administrative burden:

- prevention (“anti-B filter”)
- changing (simplifying) existing processes
- collecting proposals for simplification
- partnership with users, particularly business community
- “culture” of simplification, debureaucratization



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E-government “culture” of  
simplification, debureaucratization:

- not only G2C and G2B
- backoffice and its impact on quality of services
- frontoffice: how to build a good e-government portal?



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**E-information on public services -  
what should we take care of?**

- **understandable for users**
- **structured on basis of life events, integrated**
- **reliable**



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**Electronic services –  
what should we take care of?**

- **added value, high impact**
- **user friendly and simple**
- **Integrated**
- **take care of SME**



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## Good practices from Slovenia:

- **One-stop shops for starting-up a small bussiness or a company (VEM)**
- **Integration of all backoffice processes necessary to start up a bussiness (registration, licences - if needed, reporting information for taxation, information obligation to health insurance agency, pension insurance agency, employment agency)**
- **Simple start-up available on line**
- **Other start-ups available on one-stop principle, without filling any forms, free of charge, in one hour**
- **Backoffice processes take 2-4 days, target: 24 hours**



# E-GOVERNMENT - ALLIANCE WITH USERS

- **Abolishment of income tax declaration (taxpayers only get information on their tax duty by ordinary mail)**
- **Electronic car registration (payment of car insurance, payment of road fee)**



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THANK YOU FOR YOUR ATTENTION



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