Stages of e-government development

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Electronic government refers to integration of government systems and the provision of public services and information to individuals and institutions via internet . Electronic government can be combined with organizational change in the structures and operations of government institutions . Electronic government also represents some concepts like modernity, innovation, and flexibility in public service delivery . Electronic government involves the continuous optimization of services, participation and governance by replacing internal and external relations by means of the internet technology . Electronic government also includes key issues of governance, such as the active involvement of stakeholders in the process of shaping, discussing and implementing public policies. Consequently, electronic government is a model that envisages the participation of all parties involved in network coordination structures related to horizontal coordination and interaction structure, and uses decentralized communication networks developing with information and communication technologies . Electronic government enables the effective use of information technology to provide public services directly and uninterruptedly to citizens . In digital economy, the most important production factor is information . The method of production is also changing in digital economy, which eventually leads to changes in the social structure . Essentially, digital economy refers to the transition from the industrial society to the information society. The transition from the industrial society to the information society starts with digitalizatio which started in 1950s and made a distinct bounce in the 1990s . Since the 1960s, the implementation of information technologies to the public institution has led to a qualitative change in the relationship between

citizens and governments. The Internet has completely changed the way individuals, businesses and governments work. It has become the main tool for the dissemination of information, products and services . As a result, the transition to the information society reveals the new social and economic structure which we may call the post-digital ecosystem . In this new ecosystem, information management is the most important source of power and accurate management of information has a strategic importance. The government, within this context, is essentially an organization for information management; and effective use of information is related directly to the power of the government. Therefore, today, digitalization has a vital role for the governments. That being said, governments around world realized the importance of the digital revolution and have implemented electronic government projects. Today electronic government systems have become the core factor for public administration . According to Garson, there are four theoretical approaches in which e-government is conceptualized. The first approach includes the potential of decentralization and democratization. The second is the normative / dystopic approach which emphasizes the limitations and contradictions of technology. Sociotechnical systems approach is the third one and it emphasizes the continuous and bi-directional interaction between technology and institutions. The fourth approach relates the e-government to global integration theories . Approaching from a historical perspective, it is seen that states which cannot keep up with the social and technological developments are erased from the stage of history. In the future, it will be technology that will be the determining factor in identifying the borders of countries in the future. The government is an information management organization and it is in constant communication with various individuals and institutions through public institutions to fulfil its functions. In this context, a strong state needs to have this communication carried out very effectively. Otherwise, the fact that the government is far from the developments in information technologies means that the government is separated from the society and thus, cannot govern the society. For this reason, many states are developing e-Government projects with

great ambition. The transactions carried out on paper-based processes increase both bureaucracy and public spending. In order to decrease public expenditures, transition to electronic environment has become a necessity. E-Government projects should be considered as a transformation project that will be realized by the society and the government together in order to prevent the pernicious effects of the digital divide. Electronic government represents transformation in the relationship between citizens and government . Success of electronic government projects mostly depend on the adaptation of the citizens . Citizens are increasingly demanding more and better services over the Internet. Governments are forced to evaluate systems and make improvements to better serve them. Through the Internet, the government can be integrated with every part of the society. However, in the implementation of government projects, the issue of digital divide within the country should be tackled in order to ensure equality between different segments of the society. Increasing Internet penetration within the country is very important for the realization of e-Government projects. Establishing the world's best e-government system would not be adequate either so it is essential that the use of this system is done by citizens in an accurate and effective way. In addition, it is very important that the laws are adapted to electronic documents and electronic signatures. In this way, an efficient and effective electronic government infrastructure can be established. E-government projects are of strategic importance for states. In this context, the study emphasizes the importance of the involvement of the society to electronic government projects. The main motivation behind this study was to discuss social aspects of digital transformation. This study suggests a new approach to the electronic government stage models and defines the development phases electronic government. In the study, firstly, benefit of the electronic government was mentioned. Subsequently, social structure in post-digital ecosystem was defined. Consequently a new classification for the development phases of e-government was suggested. In fact, e-government is accepted as a model that necessitates structural and mental transformation of the state. The primary reason for the rapid spread of e-government applications is that

public administrations have become cumbersome, ineffective, complex and inefficient, and have started to experience a serious legitimacy crisis in the eyes of the citizens who finance it with these qualities . The four main objectives of electronic government are as follows: restructuring managerial functions and processes   removing barriers to coordination and cooperation in public administration   monitoring the performance of the state improving relations between the state and citizens . In electronic government applications, governments aim to achieve efficiency, effectiveness and data quality improvement. Subsequently, they aim to improve general administrative services, functions and activities . Electronic government systems have several benefits for government, business and citizens . Citizens are the main beneficiaries of e-Government systems . Citizens have different roles such as policymakers, public servants, tax-payers and entrepreneurs . In other words, they can simply be considered as the owners of the government. Therefore, the aim of electronic government systems is to increase the public value . Electronic government applications can be evaluated according to the capability to produce public value. Electronic government provides various benefits such as accountability, transparency, and reduced corruption . Electronic government practices encourage citizens' participation in decision-making and improve quality while making the state more transparent, accountable and effective. The most efficient use of information by public institutions ensures an effective and strong government structure. The effective use of information, which is the most important production factor of digital economy, is vital for the economies of countries to survive in the post-digital ecosystem. The capitalist economy, dominated by money-based production, is now deadlocked. The rapid decrease in dependency on human in business processes brings about unemployment. Uncertainty brought by unemployment will cause capitalism to collapse. In the post-digital ecosystem, in which the knowledge-based mode of production is adopted, countries should set up effective electronic government systems in order to maintain their independence Thanks to e-government practices, the integration of public institutions with each other is ensured by the enabling of

all government agencies to use the common database, electronic archive and reference system. With integration, there will be no need for repeated transactions. Furthermore, citizens will not be asked to bring many documents from various institutions. The information and documents of an individual in all government departments can be accessed through a single system, which will definitely eliminate unnecessary paper work in government operations. In this way, the costs of paperwork, postage and excessive personnel costs will be reduced and the government institutions will eventually become more efficient. It will be ensured that the citizens living in remote areas and abroad will get closer to the government. With the diminishing effect of the human factor, problems such as corruption and bribery are prevented in the government. The integration of the systems belongs to government and public sector enables informal and underground economy to be controlled. In economy tracking, tracing and transparency increase. In this way, trust and commitment of citizens to the government increases. Trust is an essential element of efficient implementation and adoption of electronic government systems . E-Government has a vital role to establish efficient and transparent government.