Security and Aspects of E-Government in Relationship Between the Office and the Customer

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ABSTRACT

Observing the current consumer and its surroundings, it is hard not to notice the growing need to exploit the possibilities of computerization not only in commercial and banking services, already well known, but also in administration. The benefits of e-Government have long been recognized by the European Union. Issue of identity card, tax clearance or social security service should become a standard already. Poland has been carrying out EU-level tasks, objectives and priorities for e-government for several years.

Keywords: security system, safety, E-Government, E-administration

1. INTRODUCTION

Building information society and knowledge-based economy forces the development of information and communication technology systems not only in enterprises but also in state administration offices. The e-Poland and e-Europe programs are dynamic tools for the development of administrative informatization. E-Government. These programs are initiated by the European Union and the parliaments of the individual member states. Under these programs, the concept of the so-called e-Order arises. Where the citizen will be able to be served via a modern medium such as the Internet.

In modern times, it is increasingly clear that the office must exchange information with entrepreneurs and citizens on a common platform. Preparatory work for such exchanges of
information forces the office to become increasingly open to the public. The need to process information entered by a citizen through an online portal directly translates into the need to merge data receiving modules from the citizen with the internal network of the state administration office. It can be predicted that the internal network of a given office and the Internet will be migrated to a common infrastructure over time. Such a situation has undoubted advantages, but it also poses a clear risk to sensitive data, which in Poland fosters legal protection. It is worth looking at some aspects that will determine future actions in the context of fulfilling the requirements that guarantee the safety of customers using the service over the Internet (J. M., Bauer and M. J. van Eeten, pp. 706-719).

Within the framework of the e-Poland program, a number of state administration offices will offer a wide range of services, including: employment agency, driving license service, passport management, vehicle registration, library, portal voting, opinion polls, tax returns, registration Economic activity, public procurement, customs declarations, etc. In the initial period of operation of the aforementioned systems, a very low level of interest on the part of citizens can be a big threat to their functioning. The reason for this may be the concern about the safety of doing this type of operation over the Internet.

Due to the situation, there is a need to identify the needs selected for the needs of the state administration office in terms of customer service security and to propose solutions to counter identified threats. After studying the subject literature, it is clear that developing solutions for the safety of customer service will require first analyzing the organizational model of the office to be examined, then identifying needs in terms of customer service and safety, then detecting potential threats, and developing counter-measures. At work I decided to analyze the electronic driving license system.

E-administration is the use of information and communication technologies, called ICTs (Information and Communications Technologies), for the provision of services by public administrations. It covers both internal services: between offices or organizational units of the same office as well as external services provided to citizens, businesses, social organizations and other institutions. Of course, not every public service can be implemented using ICT. For example, municipal waste collection and transportation, pre-school services, social care services require direct contact between the person providing the service and the client (M.E, Whitman, pp. 43-57). For this reason, the use of ICT mainly involves administrative services such as issuing certificates, permits, licenses, paying taxes, etc. In general, e-government is supposed to allow certain matters to be settled without leaving home (T., Blanton, p. 50-58).

The introduction of e-government is not limited to exchanging traditional contact with the public for online contacts, but primarily aims to streamline administration and improve the quality of its services. E-government enforces modernization of offices, increases access to offices for people with disabilities, improves transparency of officials, promotes citizens' mobility, reduces the costs of office and brings many benefits to both officials and their clients. The level of e-service implementation is due to the e-government development (H.,Wojtaszek, p. 1-12) (A., Chadwick, C., May, pp. 271-300).

2. E-SERVICES IMPLEMENTATION

**Level one** - online information, that is, the ability to access information about a given office and services provided on its website,
Level two - one-way unidirectional interaction - access to information posted on the Authority's website and the download of official official forms from it,

Level three - one-way bi-directional interaction - possibility to search information and download and return via the internet the completed and signed forms, the level

Fourth level - two-way bi-directional interaction, called transaction - the ability to perform all the steps necessary to complete a case online, including making a payment and receiving a case ending electronically, level five - personalization - organization of services around user needs.

At present, the Polish government is announcing a great digital revolution: for example, tying offices to a single database or settling all official affairs on the Internet. The Center for IT Projects of the Ministry of Interior and Administration implements the project pl. ID - Polish ID card. It is planned, among others. Issuing of personal identification cards with a microprocessor, "sewn" electronic signature (R. Davis, J.C. Baumgartner, pp. 13-24). Thanks to this, every citizen with new evidence will be able to contact the authorities remotely by signing electronically any applications and applications.

The multiple benefits that can arise for citizens and businesses in their contacts with e-administration include:

- availability in one place (the Internet); Possibility to settle and check case at any place and time;
- saving time and speed of processing;
- enabling disabled people to deal with matters without leaving home; Unlimited hours of office;

3. THE BENEFITS OF PUBLIC ADMINISTRATION

1. streamlining and widespread electronic access to public administration services, improving the image of the office, the idea of a "citizen-friendly office", expanding the catalog of public services available by electronic means;
2. the ability to use an infrastructure to exchange data between public administration offices;
3. standardization of data exchange, limitation of duplication of activity;
4. Reducing administration costs (sending paper documents that have so far been replaced by traditional stamps and signatures with electronic circuits);
5. Secure communication with branches of government, off-campus workers (working in the field using mobile technology can connect to the IT system at any time);
6. possibility to archive documents electronically, speed and ease of retrieval of archival documents;
7. saving time needed to service the petitioner;
8. Reduce the risk of errors associated with sending, addressing, physically traveling the document to the addressee.
However, there are barriers that limit the popularization of electronic services in public relations.

**The main obstacles include**

- lack of appropriate organizational regulations.
- There is also a lack of infrastructure (for example, those at risk of digital exclusion) and the preparation of citizens to move to e-Government (lack of education in the use of information technology).
- You cannot forget the psychological barrier; in society there is a belief that the Internet is not a secure place to communicate. The reluctance of the office staff to change the technology, the routine of the existing procedures and the paper circulation of documents are also important.

Undoubtedly, the idea of e-Government is an indispensable determinant of effective state structures, providing citizens and businesses with the opportunity to act in the modern civilization (V., Bekkers, V., Homburg, pp. 373-382).

The widespread use of online public services is largely dependent on informing stakeholders about their existence and about the benefits of using them.

Lack of knowledge on this subject will not increase the demand for electronic public services; on the contrary, what is new and unknown does not inspire confidence.

When analysing advantages and disadvantages one should assume that the development of e-government is undeniably beneficial, even necessary for citizens and entrepreneurs, but especially for public administration. Utilizing ICT in offices helps to save time and reduce the financial burden and burdens of officials, on the one hand, and is also an indisputable benefit for citizens and the business economy (D.M., West, pp. 15-27).

The widespread computerization of public administrations and the widespread availability of their services on the Internet pose the danger of maintaining the confidentiality of data, its permanence on the grounds of human factors, the hostile behaviour of cybercriminals, and the possible behaviour of foreign states.

That is why it is so important to invest in the security of information systems, to create police and counterintelligence protection structures dedicated to the protection and fight against cybercrime (C.B., Foltz, pp. 154-166).

Before the computerization and Internet there is no retreat. Poland, wishing to be a modern state with a strong knowledge-based economy, cannot afford to delay implementation of techniques that improve the functioning of the state and society. Our country is at the beginning of the road to modernization. Efficient implementation of this task requires a large mobilization of the state, integration of work on many levels.

It seems necessary to establish an interdepartmental team of specialists in the theory of organization of administration, management, IT experts, lawyers and practitioners of the administration directly under the prime minister. Clever use of the capabilities of online technologies will help Poland to compete with the best-developed economies in the world (K. Kraemer, J. L. King pp. 1-20).

The development of e-Government attaches great importance to the European Union as it is an element that improves the cooperation of the member states. Computerization of offices by implementing e-services allows for proper handling of clients’ affairs or eliminating the need for personal contacts at the office. The development of e-government requires the
fulfilment of certain technical, legal and mental conditions. However, there is no doubt that the development of e-government allows the building of partnership relations between the office and the client.

4. CONCLUSIONS

Recent developments in e-government in Poland have been evident. However, the pace of change is still not satisfactory in relation to other European countries.

I agree with the view that by enabling cooperation between agencies, companies and citizens, public services delivered electronically are faster and more tailored to individual needs. These services influence the improvement of bilateral communication between citizens and administrations. The development of public administration in the EU requires cooperation between Member States, joint efforts to create new technologies, use best practices, and build a coherent approach.

References


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