

STAGES OF INTRODUCTION OF ELECTRONIC GOVERNMENT

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Abstract: Implementation of ICT in public administration consists of several stages. The first stage - the creation of web portals is characterized by the entry of the government into the electronic network structure. At this stage, the government has one or more sites that act as information providers. The site provides information to the public about the structure of the government, its ministers, agencies, etc. Information about phones, addresses, reception times, etc. will also be posted.

Answers to questions asked by citizens and organizations can also be regularly posted on the site. In the second step, a lot of special and new information can be provided to users through government websites with the participation of the web portal. This information may consist of government publications, legal documents, new information. The number of government agencies will increase on the network, and it will be possible to contact each one. An email address, a search engine, an opportunity to send any comments or suggestions will appear. The third stage - interactive web portals, along with providing services to the population, also increase the consistency of relations between state structures and citizens. National government websites connect the user directly to ministries, departments and agencies in the form of a web portal. Interconnection between the services of citizens and providers allows network users to get acquainted with the information they are interested in. The user can get special information, fill out various forms and forms online, agree on a deal with managers, participate in electronic meetings. Here comes site security and password for the user. The fourth stage - the information flow web portal for the user ensures the receipt of documents and agreements through the network. Citizens use visas, passports, birth or death certificates, licenses, permits and other information services. A government website is a portal, providing citizens with direct access to government structures and services. Such portals are mainly focused on the demands and objections of the population rather than the structure and function of the government. Citizens can also make tax and utility payments online. An electronic digital signature can be used at this stage. The fifth stage is a fully integrated web portal that provides service and communication through the government portal network, ensuring that the network user receives the optional service in a timely manner. Efforts are being made to create an "Electronic Government" system in our country, its practical application serves to ensure socio-economic, political-spiritual development, the lifestyle of the population grows, the consistency of people's participation in public administration increases, the responsibility of the employees of public administration bodies in their leadership activities increases, and perfect decisions are made. will be achieved. "Electronic government" provides information and services about the types of state services to the population, branches of commercial and state bodies, and heads of organizations, using information technology at a high level, and shortens the distance of interaction between the customer and the state as much as possible. "Electronic government" is an electronic document circulation system in public administration, based on the automation of all administrative processes at the national level and aimed at reducing social communication delays for each member of society in order to increase the efficiency of public administration. The creation of electronic government requires the formation of

a system aimed at solving a number of issues related to the processes of managing and processing publically distributed documents of public administration. Electronic government is not an addition to the current government, but it is to increase the efficiency of public services with the help of information and communication technologies. Nowadays, it is inevitable that "e-government" as a "one-stop shop" will be more relevant than today. This process is directly related to the rapid development of social networks. Such technologies will further increase the level of socio-political communication opportunities and create new forms of mutual integration between government, commerce and citizens. Today, a single concept of "e-government" has been created, only based on the specific characteristics and conditions of each country, a set of requirements has been created for government citizens and employees of the commercial sector to use the necessary information. Users of different levels and categories are united by a single goal, that they have an effective tool for obtaining information in a short time, at low cost, through the closest way, and ensures that their interaction with state bodies is simple, fast and convenient. Thus, the goal of creating "electronic government" is: - optimization of government services to the population and commerce; - increase the level of participation of all voters in state management and leadership processes; - to increase and support the level of self-service opportunities of citizens; - to increase the level of citizens and the level of technological provision; - to reduce the level of influence due to factors of geographical location in the processes of mutual information exchange; - reducing costs, increasing efficiency, and ensuring competitiveness in public administration. "Electronic government" not only reduces the effectiveness of administrative management and related costs, but also fundamentally changes the relationship between society and the government. This, in turn, improves the democratic society and increases the state's responsibility to the people. The introduction of "electronic government" will improve the state and the population. coordinates their relations, reduces public dissatisfaction with the government, political conflicts disappear due to mutual electronic communication and agreements between the state and society. an Internet-based public administration structure connecting civil society is formed. Usually, the process of introducing "e-government" includes three stages: In the first stage, the ICT tool facilitates the access of organizations, enterprises and citizens to the information of state bodies. determines the exact address. To implement this stage, state bodies create their own websites, which include legislation and other regulatory legal documents, their necessary forms, statistical and economic data. The main element of this stage is the availability of a state web portal that gathers all state information resources and provides "one-stop" access to information. In the second stage, public services (registration of real estate and land, filling out tax declarations, submitting applications for permits) will be provided online. Moving to this stage will eliminate bureaucratic obstacles, reduce complex processes, and reduce direct communication with the organization's leaders. The actual implementation of this stage will provide services to government bodies in electronic form (e-services) through a "single window" 24 hours a day, 7 days a week. In the third stage, the participation of citizens and firms in the processes of government policy development at all levels of public administration is ensured through interactive relations with politicians and leaders. These works are mainly carried out through web forums, and legislative acts and drafts of regulatory legal documents, proposals and recommendations are summarized and discussed. The introduction of new technologies requires the government to be very careful about time categories.

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