

# Секція 4. Електронна демократія та електронне урядування

## E-government in Poland – the genesis, the concept, the tools

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Trying to keep up with countries that period of the implementation of IT solutions for public government have already passed and now steadily improve their systems, it has been in recent years a number of activities taken to introduce into this kind of service in polish reality. It would be useful to look at this process closely, because it relates directly to many aspects of citizen's life. Electronic government is a new phenomenon in Poland. While in western countries has already taken root, in Poland the process of adaptation has started quite recently. With the start date can be considered the first years of the last decade. In 2000 the Committee for Scientific Research and the Ministry of Communications has prepared a document entitled: *The objectives and directions of development of information society in Poland*, which was approved by the Council of Ministers to give legal and theoretical framework for e-government in Poland [1]. As the process continues, it is difficult to predict how far the computerization of society and state institutions will progress and it is not possible to identify any cut-off date for the development of the phenomenon.

The term e-government refers to the general administrative functions performed with ICT tools. In the report for the year 2009 about thee- economy in Poland e-government concept has been defined as electronic collaboration on the line office to citizen, the area reserved for electronic commerce to implement trade between business and public administration generally on the basis of standard documents (eg. Personal Income Tax). [2] Information Society, which is the basis of e-government, by the same development is defined as a new system of society emerging in countries with a high degree of technological development, where the management of information requires the use of new techniques for collecting, processing, transmission and use of information [3].

The main tool used by polish government to provide their services to citizen is ePUAP (Electronic Platform of Public Administration Services) which is a computer system through which citizens have the ability to handle administrative matters through the Internet, and public entities performing services for free to make these available in electronic form. The platform is the realization of the idea of the single-channel services by public entities to be on the safe and easily accessible to all.

The purpose of the platform is to enable efficient communication between:  
- citizen and the administration - to realize the objectives of the communication in the form of the model of e-government strategy in the United States (G2C),  
- the entrepreneur and the government (G2B), - various institutions of public administration (G2G). [4]

Services offered by the entities implementing public tasks via the Internet are presented in the catalog of cases, which was structured according to various criteria. They are grouped by category, but also alphabetically and according to territorial classification. The user should not encounter much difficulty when searching for an appropriate reference.

Catalog of e-PUAP shows the basic categories of cases which may be available. These are: work and employment, entrepreneurship, education, taxes, fees, duties, citizenship, health, agriculture, law and judiciary, automotive and transport, construction and housing, social services, surveying and mapping, environmental protection, culture, sport and tourism, national security, infrastructure and statistics. [4]

For tangible benefits of the solutions in the administration can be considered: direct access to documentation, continuous contact with the office, the possibility of obtaining reliable information, the ability to perform various operations with a single window, optional automatic verification of the correctness of filling in forms, the ability to control the course of the case, automate the process of notification, the simultaneous handling of many issues, universality of offices, public electronic shopping, electronic communication channels, option to express their opinion electronically, no need for repeated administration of the same data, because they are placed on the registry and automatically retrieved from there. [5]

There is great interest in the phenomenon of e-government among researchers, resulting in numerous publications on this topic. Unfortunately, many of them is rapidly becoming obsolete. The continuous emergence of newer and newer technology makes some systems being replaced by others, and the number of services delivered electronically continues to grow. Nevertheless, even obsolete publications may provide information on computerization in the historical process, which may prove to be valuable in a study of general trends and directions in the development of e-government.

## References:

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4. *Elektroniczna Platforma Usług Administracji Publicznej*, [online] [www.epuap.gov.pl](http://www.epuap.gov.pl), dostęp dnia 12.03.2012 r.
5. J. Janowski, *Administracja elektroniczna. Kształtowanie się informatycznego prawa administracyjnego i elektronicznego postępowania administracyjnego w Polsce*, Warszawa 2009., s. 59-61.