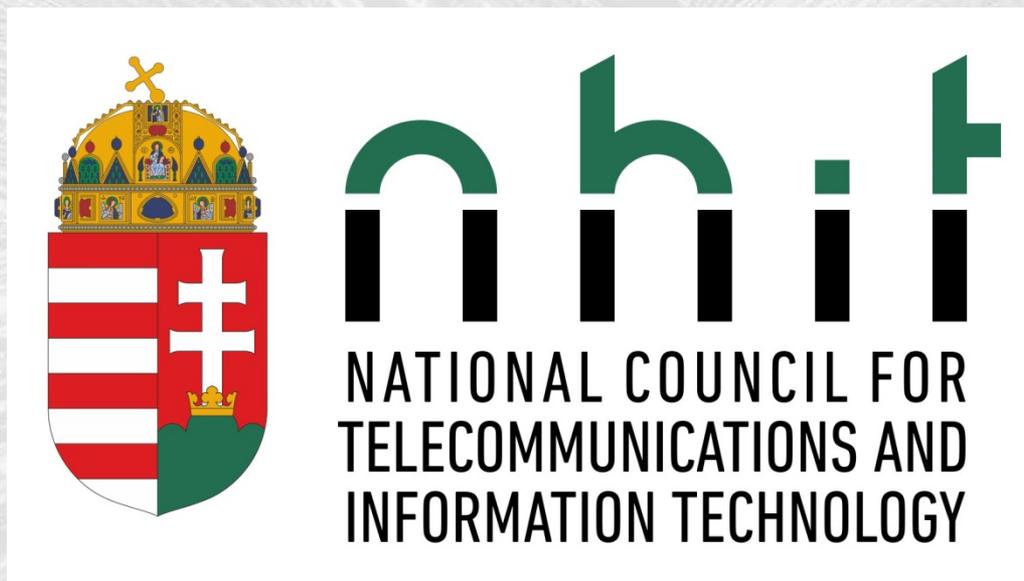


# Experience of Digitisation Process in Hungarian Public Administration

*Studying Georgia and V4 experience  
in field of administrative reforms  
to facilitate economic development  
in Belarus*

*February 11-12 2016 Minsk, Hotel Renaissance*

# Where am I from?



The National Council for Telecommunications and Information Technology is the advisory body to the Hungarian government in the field of information technology, communications and media related matters.

The tasks, fields of competence and core activities of the NHIT are currently defined in the Sections 120-122 of the Act No CLXXXV of 2010 on Media Services and on the Mass Media.

# Main topics

- Introduction - the governance of eGovernment
- What is eGovernment and what not
- The role of public services in competitiveness of a country
- Short history of eGovernment in Hungary
- From the silos to the paneuropean services - actual challenges

# What is eGovernment and what not?

- eGovernment is the use of information and communication technologies (ICTs) to improve the activities of public sector organisations.
- Governments have been practising e-government for more than 50 years: using that first mainframe in the Statistics Office was also "e-government". We just didn't give it that name 50 years ago.
- eGovernment is a temporary phenomenon hopefully shortly it will be the normal way of operation of public administration.
- eGovernment itself isn't the appropriate lever for the digitisation of the society the usage isn't frequent enough for this purpose - the negligence of this fact directed to many pitfalls



# The Role of Public Services in Competitiveness of a Country

- Traditionally the public services are deemed as stable element of non-competitive sector
- It is even today the case from internal point of view, that is, why the inertia of the public administration against the changes is so effective. The citizens and businesses don't have options, by whom they can fulfil their official (legal) obligations.
- On the other hand the service level of public administration is an important element in selection of targets of foreign direct investments
- The Doing Business reports mainly based on service level of public administration.

# Doing Business Index

2004

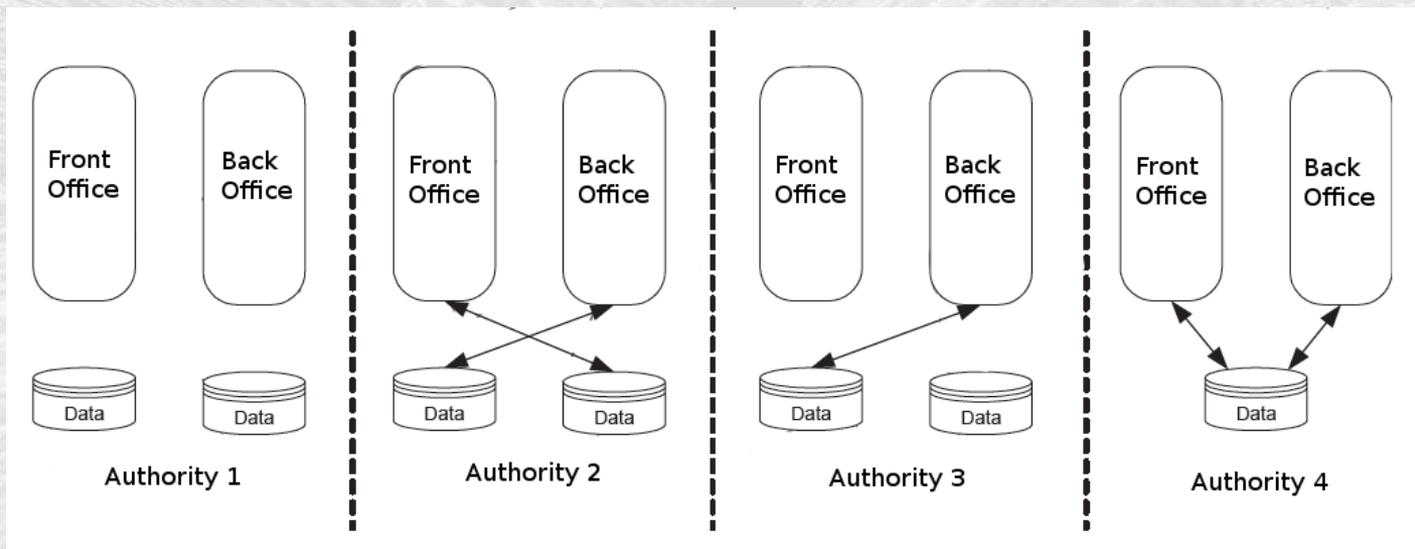
- Starting a Business
- Hiring and Firing
- Enforcing a Contract
- Getting Credit
- Closing a Business

2016

- Starting a business
- Dealing with construction permits
- Getting electricity
- Registering property
- Trading across borders
- Enforcing contracts
- Resolving insolvency

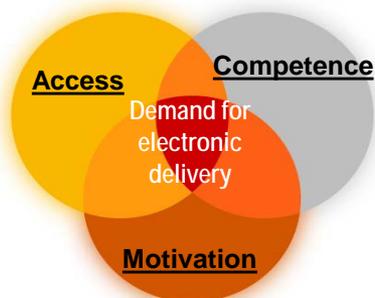
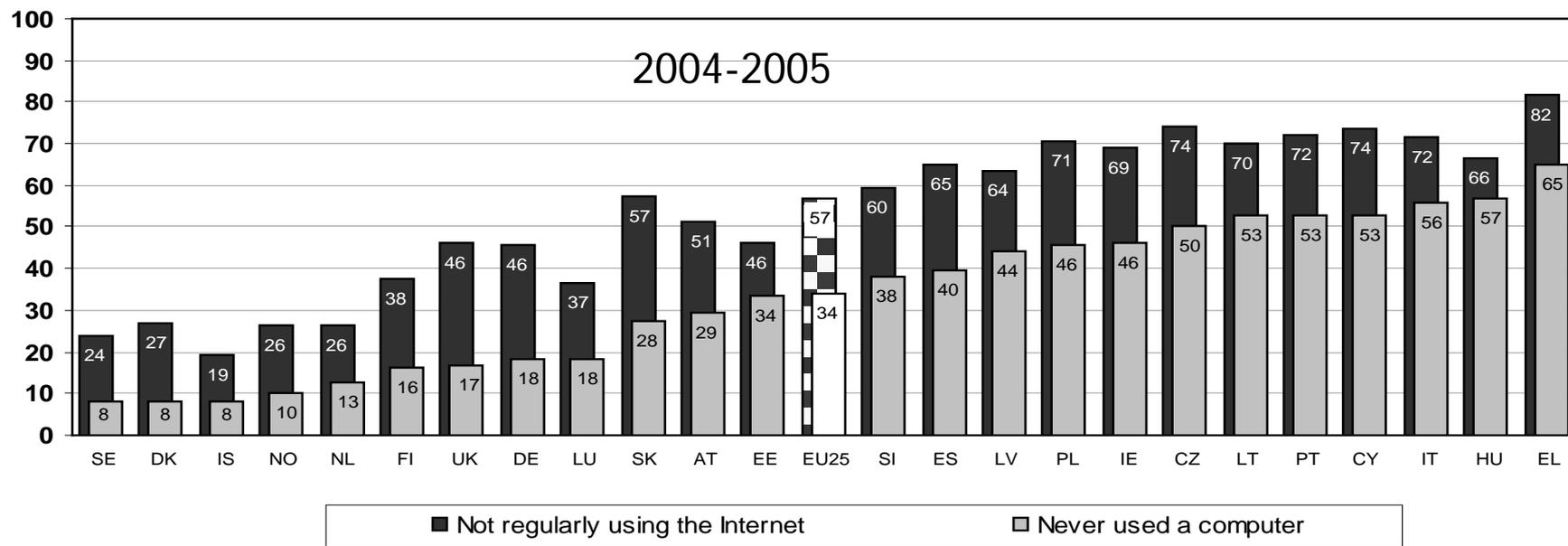
We are now very close to each other (42, and 44. among 189 economies)

# Starting Position from Public Administration Point of View



- Public administration organizations provide their services without regard to the others. Services and administrative procedures are separated by „walls”.
- The data-transfer is provided by the clients which is ineffective, time, and resource consuming for all partners and inaccurate

# Starting Situation from Users Point of View



Factors	%	Factors	%
Access+ competence+motivation	20,0	Only access	13,0
Access + competence	8,8	Only competence	3,1
Access+motivation	3,9	Only motivation	4,8
Competence+motivation	5,9	Neither access nor competence or motivation	40,7

# Core eGovernment Legal Framework

- E-government legislation
  - The legal environment is currently in process of change. The newly adopted Act on electronic administration and trust services (2015) is now only partially in force. There are several governmental decrees in force in this area, however in this year all these must be revised. Currently the main rules are laid down in Act on General rules of administrative procedures and services (2004)
- Data protection and freedom of information legislation
  - Act on Informational Self-Determination and Freedom of Information(2011)
- eCommerce legislation
  - Act on Electronic Commerce and Information Society Services (2001)
- eCommunications legislation
  - Act on Electronic Communications (2003)
  - Act on Media Services and on the Mass Media (2010)
- eSignatures legislation
  - Act on Electronic Signature (2001)
  - eIDAS regulation comes into effect in summer
- eProcurement legislation
  - Government Decree on Electronic Public Procurement (2004)
- eldentity legislation
  - Act on electronic identity card (2015)

# eGovernment Related Operative Programmes in Planning Period 2007-2013

## General objective

### To enhance administrative efficiency

#### Specific eAdministration OP objectives

Improving effectiveness of public services

Increasing the efficiency of operation

#### Priority axes

Renewal of the internal procedures and services of public administration

Infrastructure developments aimed at improving access to public services

Preferential developments

#### Specific State Reform OP objectives

Enhances the social outcome (growing effectiveness)

Spares the social resources (optimised efficiency)

Better meets the requirement of the public service attitude

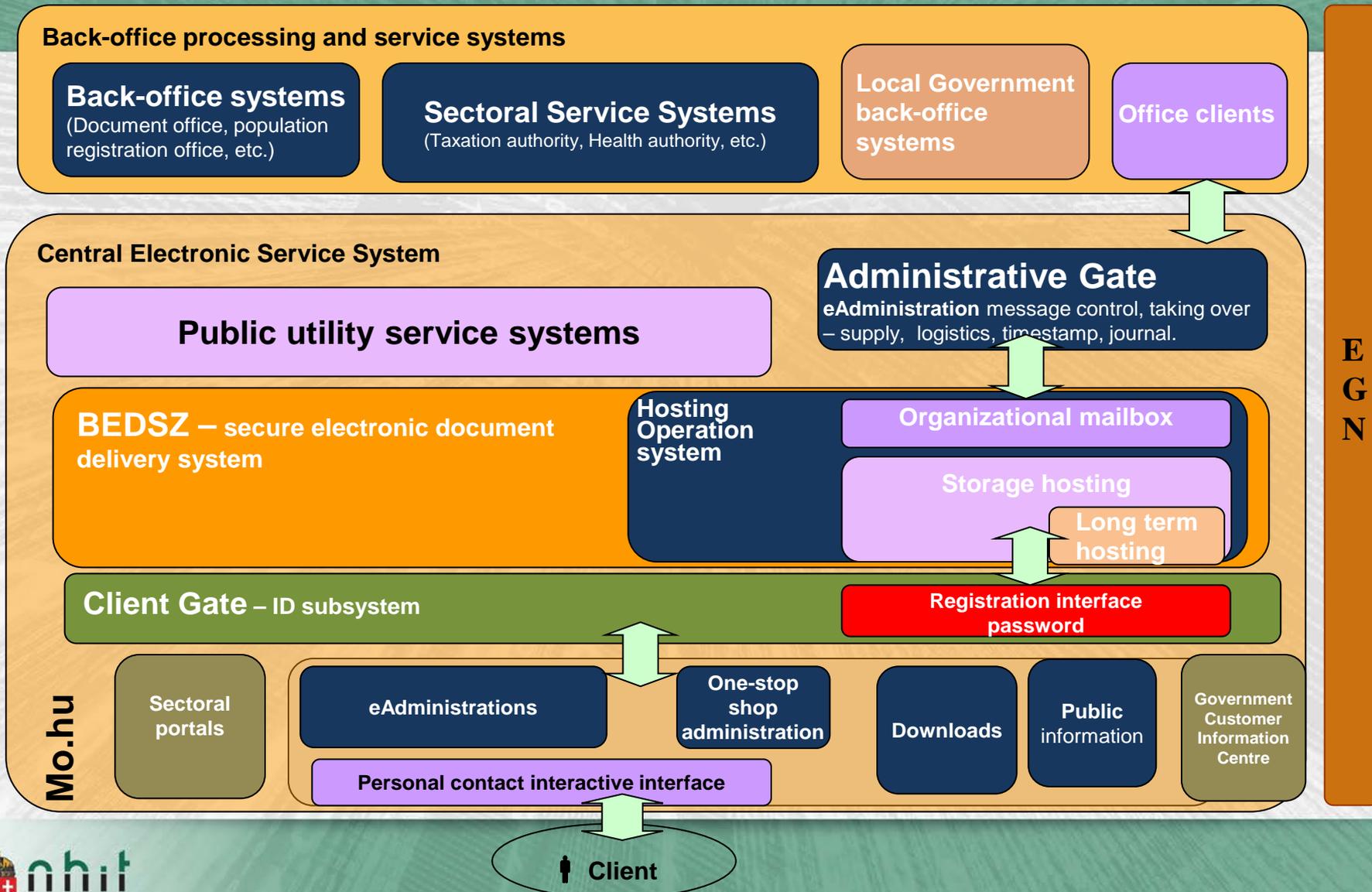
#### Priority axes

Renewal of processes and organisation development

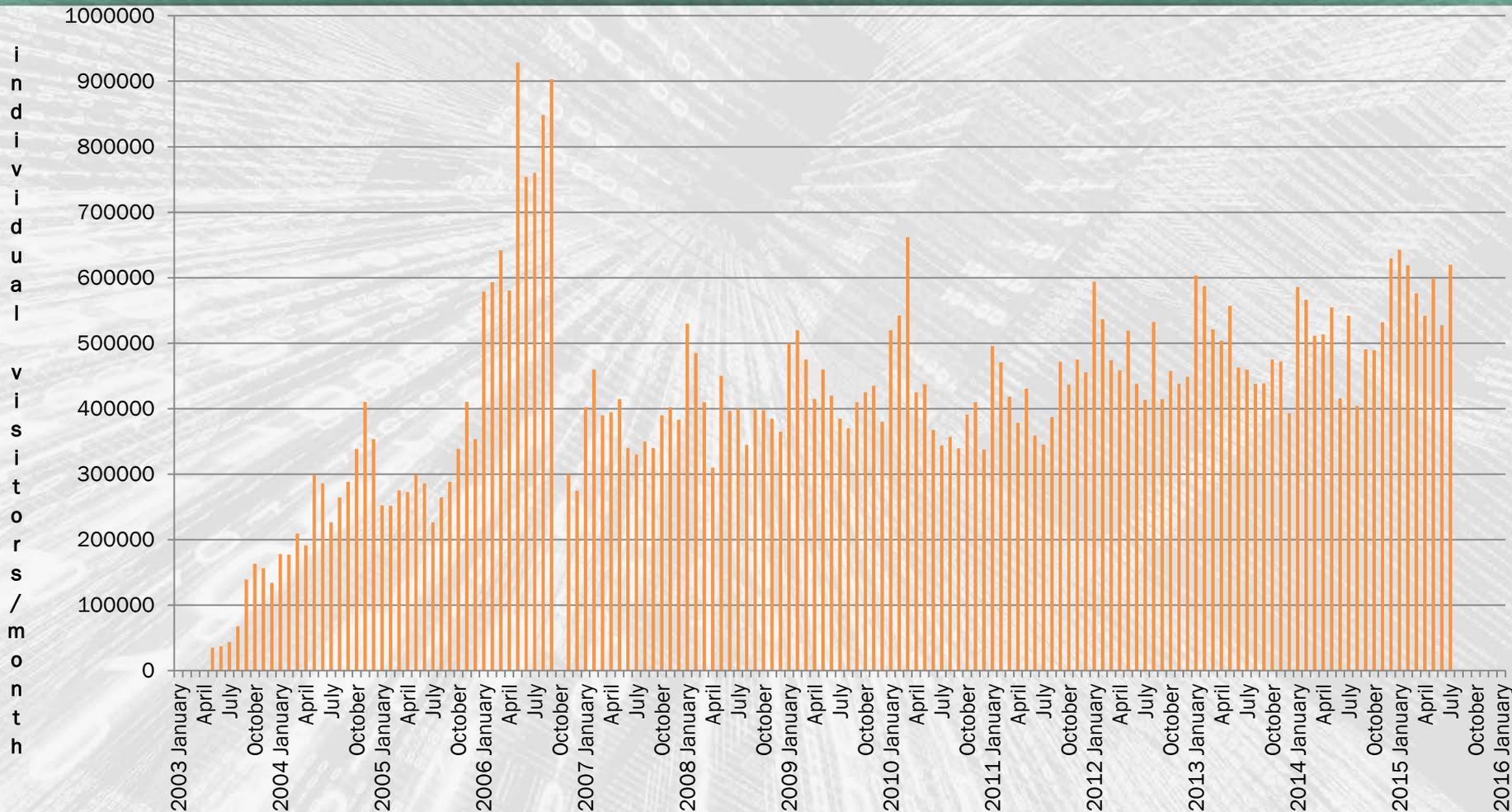
Improving the quality of human resources

Improving the capacities of governance and renewal

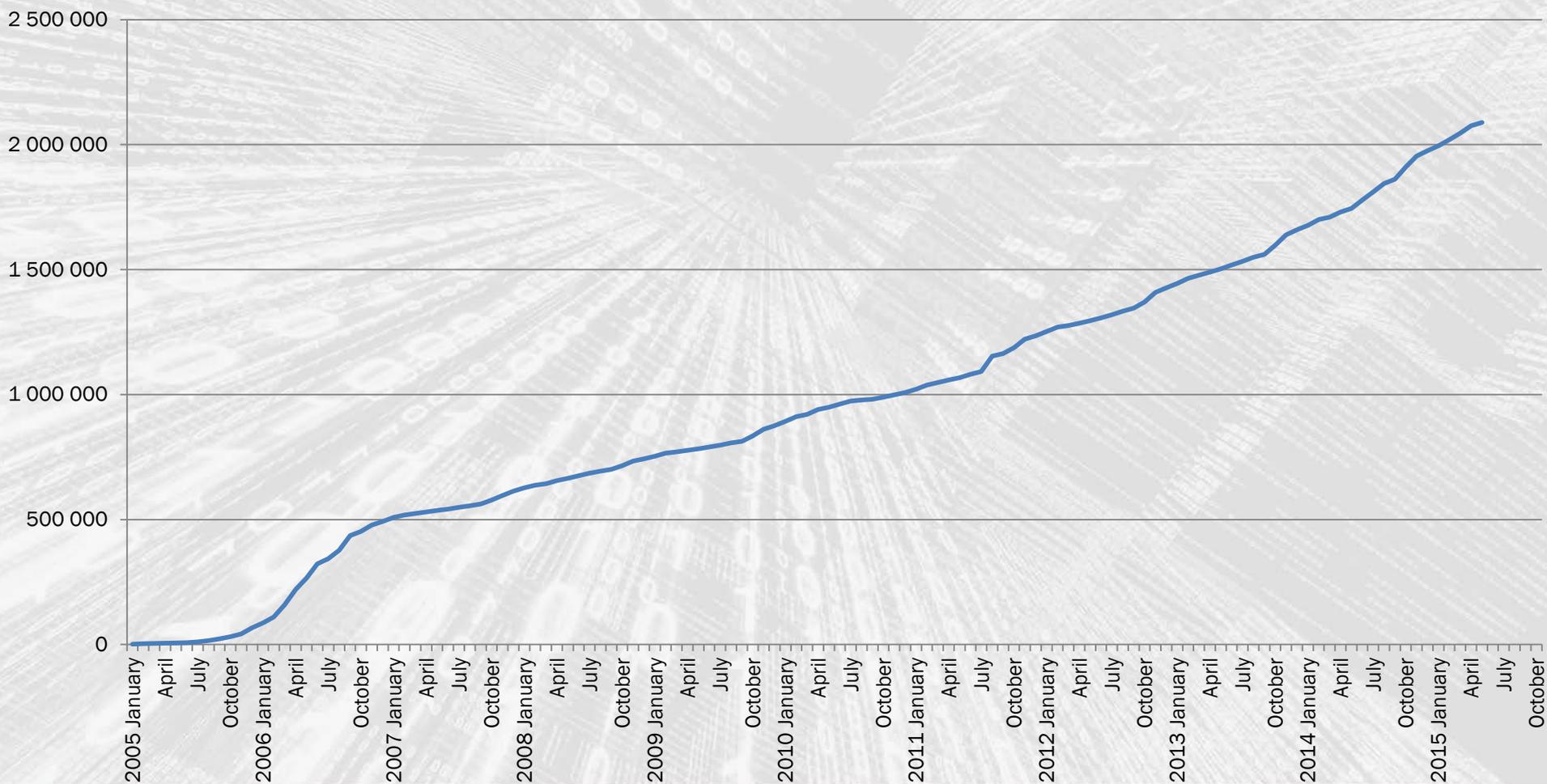
# Central eGovernment Service System in 2010



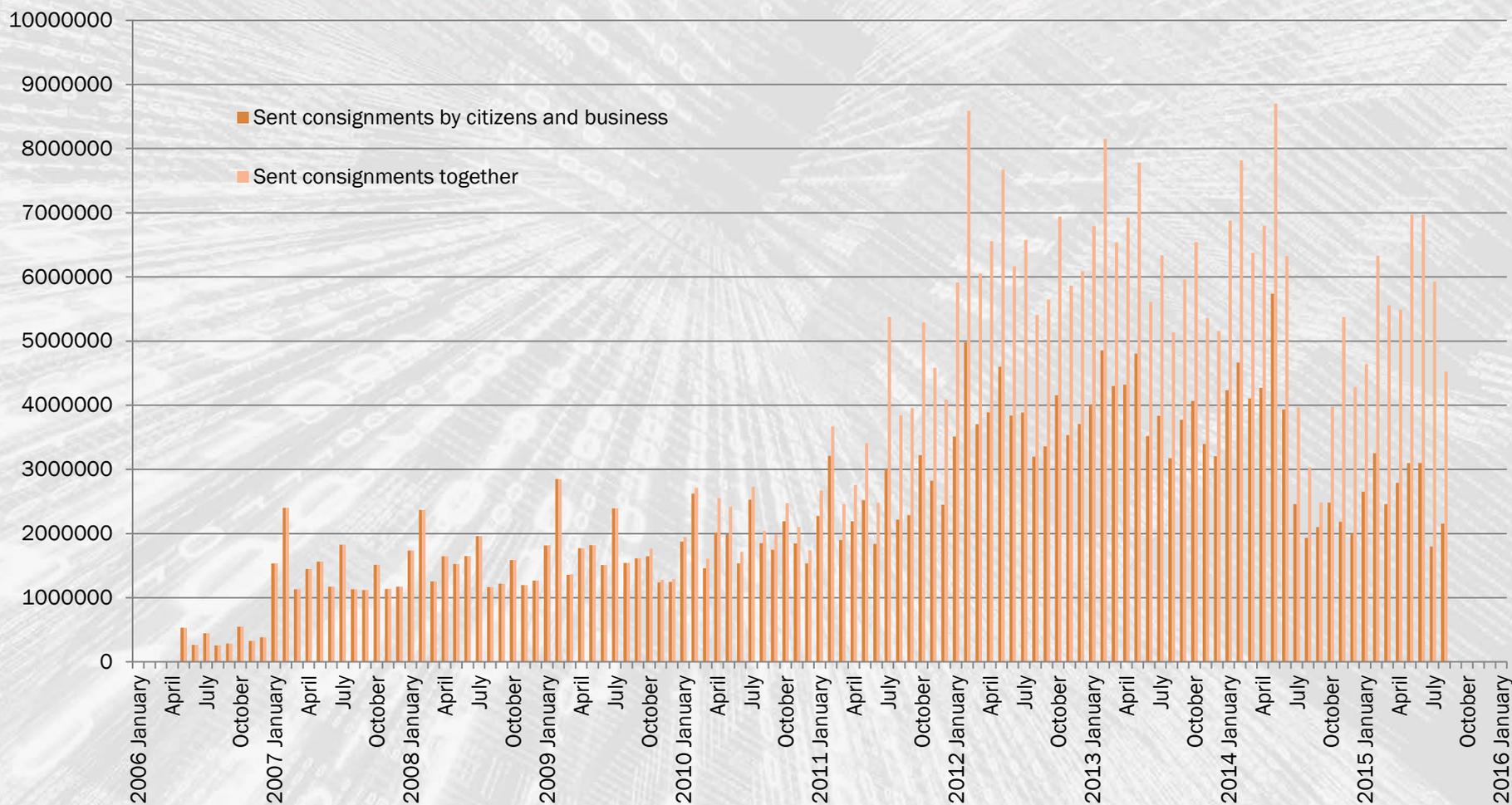
# Number of Visitors of the Government Service Portal



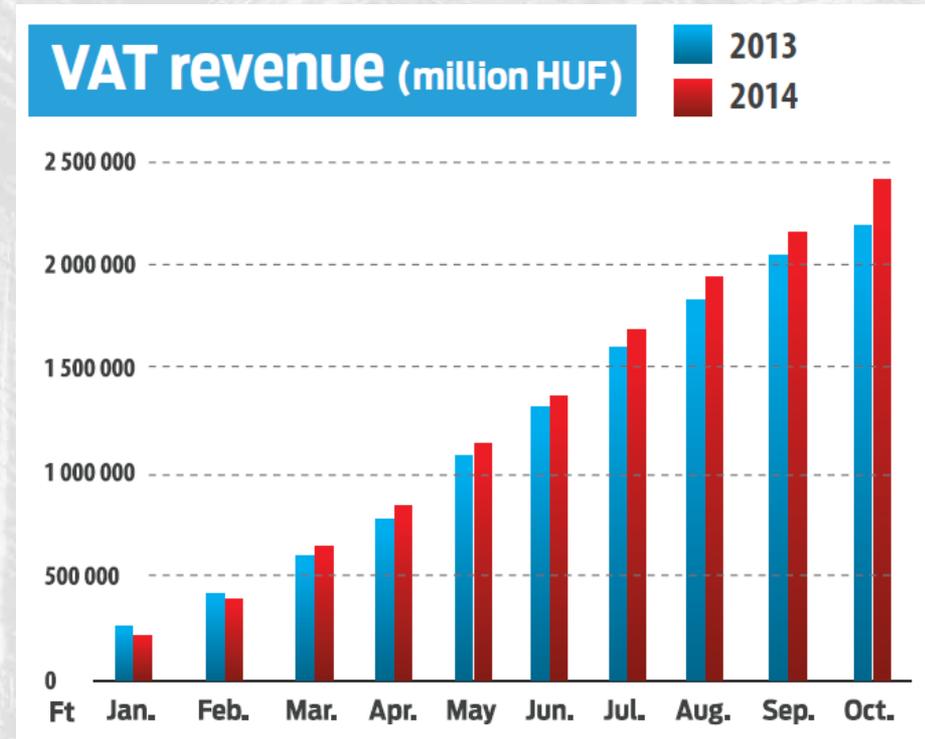
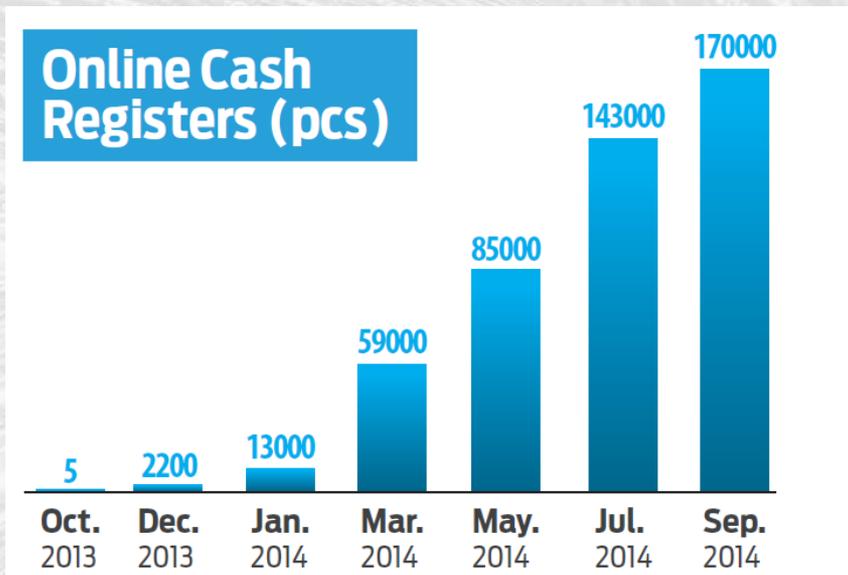
# Registered Users of the Client Gateway



# Document Turnover via Government Service Portal



# The role of eGovernment in cleaning of economy



Detailed case studies on

[http://nhit.hu/dokumentum/81/IVSZNHIT\\_innovationinpublicadministrationanoperatingestate.pdf](http://nhit.hu/dokumentum/81/IVSZNHIT_innovationinpublicadministrationanoperatingestate.pdf)

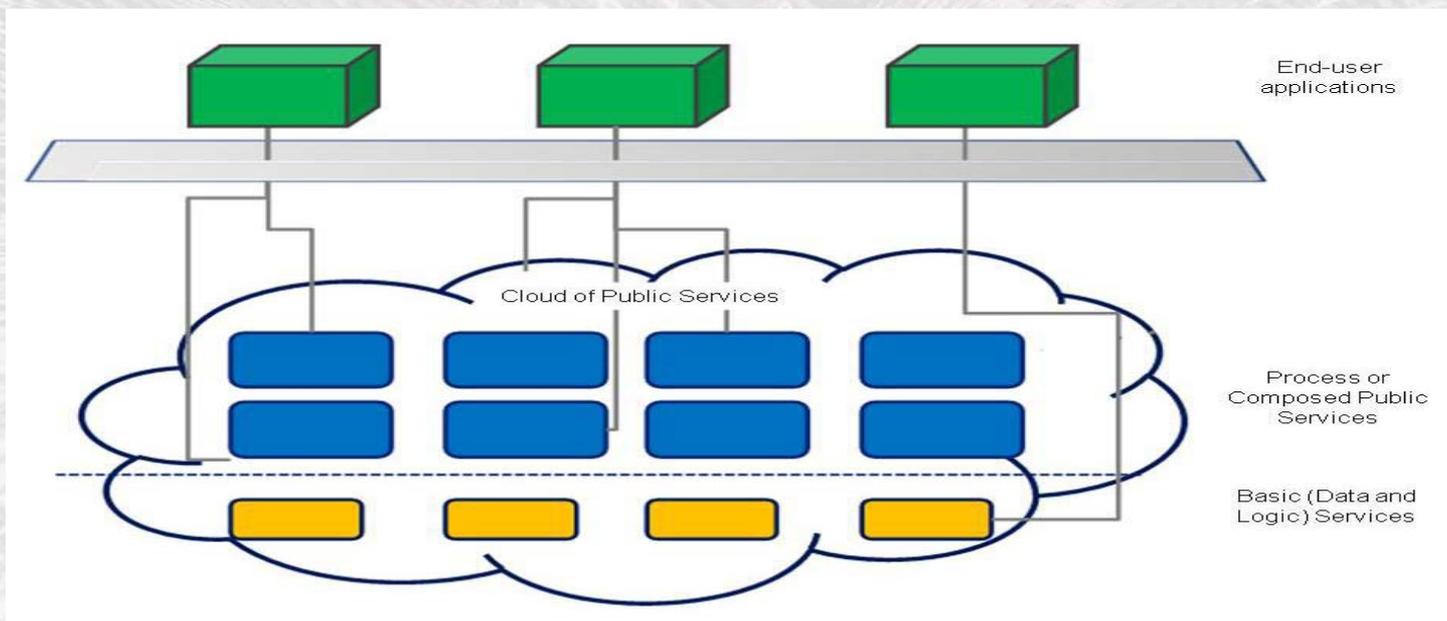
# Most used services

Service [service provider]	Service start date
Document services [Office of the Central Office for Administrative and Electronic Public Services - KEKKH]	2005-2006-2010.
Notice of the expiry of the personal ID-documents [KEKKH]	2008.
Electronic auctions [ Taxation Authority - NAV]	2008-2009.
Taxes and levies - services [NAV]	2005-2009.
Electronic company procedure [IM]	2005-2006-2008.
Electronic balance report [IM, NAV]	2009.
Agricultural subsidy eRequest submission [MVH]	2008.
Agricultural data providing [MVH]	2009.
General Form filling Service [NISZ-NAV]	2009.
eAdministration regarding Police related Cases [ORFK]	2009.
Excise and energy tax report [NAV]	2007.
Customs eAdministration [NAV]	2007.
Social insurance, patient's life query [OEP]	2006.
Pension eAdministration [ONYF]	2007.
Private Pension eAdministration data providing [MNB]	2009.
University enrolment (EMMI, OH)	2004.
Casual employment [EMMI]	2010.

# Current Internet Usage

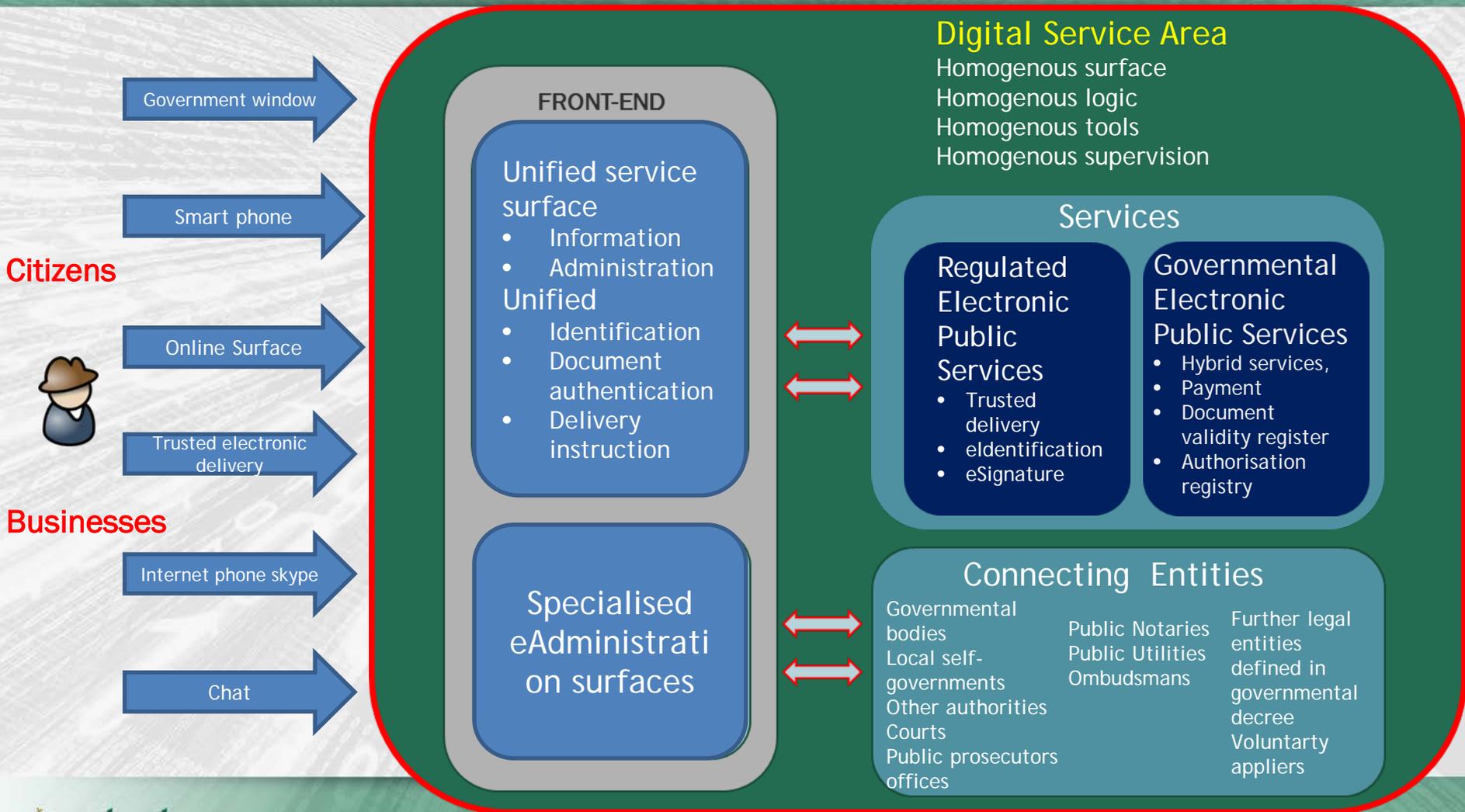


# Targeted Service System Structure

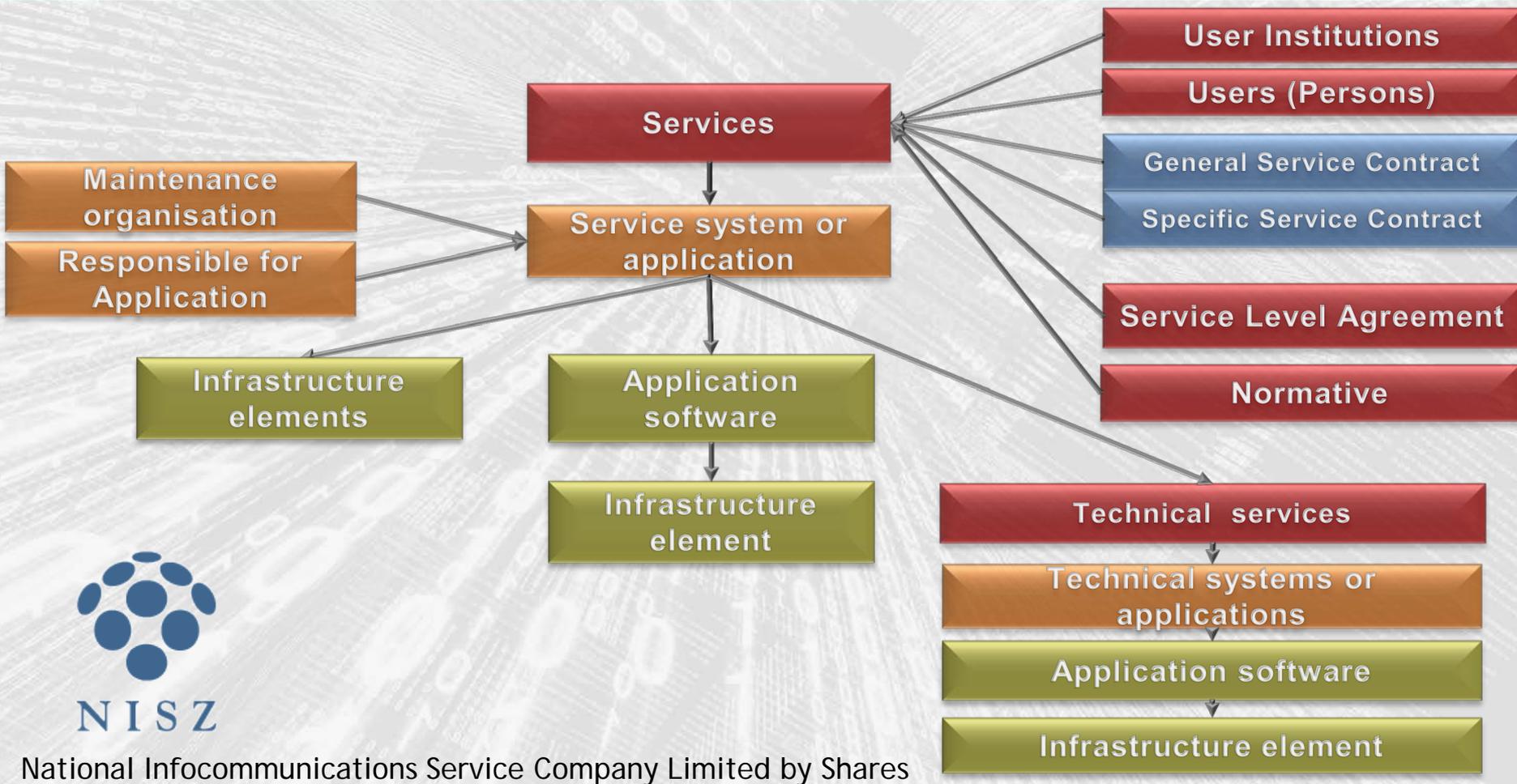


- Public administration organizations are using and providing citizen-centric services, which are built from reusable elements of different public bodies based high quality, well maintained and authentic databases
- The data transfer is ensured electronically in accordance with data protection requirements. Citizens do not need to provide information stored by any public institution

# New Approach of the Regulation of eAdministration



# Common Services for Public Administration Bodies



National Infocommunications Service Company Limited by Shares

*Thank you for your attention  
I'm waiting your questions and  
remarks!*

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