PROJECTS OF THE IMPLEMENTATION OF
E-ADMINISTRATION IN POLAND

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In the article based on the data and information acquired during the desk/Web research and Case Study the analysis of projects of e-administration implementation in 16 Polish provinces has been conducted. Based on examining the publications legislative activities aimed at implementing e-administration in the European Union and in Poland have been demonstrated. The diagnosis and project analysis in individual provinces has been done against technical feasibility, i.e. platforms providing public e-services as well as against financial feasibility, financial source analysis, with particular interest in external sources, i.e. financial means granted by the European Union.

Keywords: electronic administration, e-government, e - payment services

1. Introduction

Dynamic development of modern technologies on the scale which until now seemed inconceivable, growing significance of the Internet and telecommunication in our daily lives make us witness to a new reality. There has been created a new approach in communication of citizens with the state (office) and new solutions, models and services provided by public electronic administration introduced in this matter.

In the article the projects of implementing e-administration in 16 Polish provinces were the object of the research. The subject of the research was the Polish province offices. Time period presented in the research covered the years 2007 – 2011. As part of the research desk/ Web analysis has been used to provide the review of scientific publications and interpretations concerning the implementation of e-administration in Poland and in Europe, as well as to identify and analyse projects of implementing e-administration in Polish provinces against sources of financing with particular interest in the subsidies granted by the European Union, and also against the subject matter of the projects.

2. Matter of e-administration and preconditions of its creation

Public administration is a system of activities, actions, organizational and executive undertakings being conducted to sustain public interest by means of different entities, authorative bodies and institutions according to the appropriate legal act and within the law [1].

Public administration are administrative authorities along with offices that provide services for them the activity of which encompasses nearly all spheres of our lives. Public administration is subdivided into governmental and local government administration [9].

Electronic administration (e-administration, e-government) according to the definition of the Committee of the European Union is understood as using Information and Communication Technology (ICT) in public administration in a close conjunction with organizational alterations and new skills of public service, which lead to the improvement of the services provided by the administration and reinforce the process of democratization [13]. As planned by the European Union e-administration is part of a larger concept – the development of information-based society and economy based on knowledge – that inscribes into the postulates of Lisbon Strategy.

E-Government is a continuous process of improving the quality of governing and providing administrative services through remodeling the internal and external relations using the Internet and modern means of communication.

Public information is oriented at specified groups of audience; most usually the system of flow of information streams is run in three directions: to citizens (government to citizens G2C), to entrepreneurs (government to business G2B) and to other units of public administration (government to government G2G).

Electronic administration is regarded also as the factor changing the "philosophy" of administration activity through directing it at the citizen. This raises the question of the importance of e-administration in the context of reacting to the emerging needs of an individual user who is simultaneously a citizen and customer.

To sum up, the difference between traditional administration and E-Government consists in the shift of the role of administration – body governing over the citizen has become rather an institution providing administrative services available from any appliance with the access to the Internet (information kiosk, television set, computer, cellular phone with WAP, etc.).

The creation of E-Government required both providing of the appropriate legal regulations as well as appropriate platform for carrying out the tasks of public administration. The Internet, the global computer network that links the local, city, corporation, private etc. [2] networks together has become the platform of E-Government [19].

In Europe the first discussions over the E-Government have been started with the report published in 1994 by the Committee of the European Union, entitled "Europe and the Society of Global Information. Guidelines for the European Council (Bangemann's Report). In 2000 at the EU summit the "Europe" initiative was undertaken which was aimed at transforming the European community into the information-based society. Course of Action Plan: "Europe 2002 – Information-Based Society for Everyone"[4] indicated basic directions of transformations determining the development of information-based society. The development of electronic administration is guaranteed also in the documents extending the "Europe 2002", namely – "Europe 2005: Information-Based Society for Everyone" [5] and "i2010 – The European Information-Based Community for Growth and Employment"[6].

In the case of Poland we should take the year 2000 as the beginning of E-Government. At that time the Committee of Scientific Research on the basis of seven expert opinions produced a document which was published under collective title "The Society of Global Information in the Circumstances of Poland Joining the European Union". Now it is known as the official document of the Committee of Scientific Research and Ministry of Communications, entitled "Objectives and Directions of the Development of Information-Based Society in Poland" [3].

The first document that provided the basis for the creation of the information-based society in Poland was the Polish Parliament Decision from 14 July 2000 [14]. The first legal act in which the regulations concerning the idea of electronic administration being introduced into the Polish law was the Act from 06 September 2001 on the access to public information [16], which precluded the obligation of issuing the Public Information Bulletin [BIP] in the form of ICT publication. On the 18 September 2001 as the Act on electronic signature [17] was coming in force there emerged the legal bases for applying electronic communication on a greater scale while tackling office-related matters. Finally, the frameworks of functioning of e-government were supplied with the Act from 17 February 2005 on the application of Information Technology in the activity of entities responsible for public tasks [15]. The regulations enclosed in the Act specify such issues as

principles for stating minimum requirements that would guarantee openness to IT standards for ICT systems and public registers and electronic information exchange with public entities.

The next step in the development of E-Government was the production of the document "ePoland" that contained the plan of actions for the development of the information-based society in Poland for the period of 2001-2006, the pattern for which has been the European development plan "eEurope2002". In the adopted in December 2003 and amended "Strategy for the Application of Information Technology in the Republic of Poland – ePoland for the period of 2004-2006" [11] one of the objectives of the development of information-based society and e-administration was transferring selected public services on the electronic platform. The response of the Polish government to the initiative "i2010 – The European Information-Based Community for Growth and Employment" [6] was the production of "The Plan of Actions for the Development of Electronic Administration for the period of 2005-2006" . The plan enclosed the assumptions of the European document and in a detailed manner specified the tasks aimed at carrying out the European provisions. In the effect of adopting this document the Committee of Scientific Research has prepared an initial concept of the project "Polish Gateway" [18], that is the central IT system the task of which was to provide administrative services for the citizens and economic entities, electronically.

E-activity of the Polish public administration is possible because of the Act on the application of information technology in some entities responsible for public tasks [15]. This act triggers off the horizontal and infrastructural programmes for all sectors of public administration and sets common standards of interoperation for IT systems. The act has been the basis for producing "The Plan of Application of Information Technology in the Country for 2006" which presents the status of works at the application of Information Technology in Poland and was the prelude to the preparation of the Ministers' Council Regulation regarding this plan[8]. Thanks to providing the definitions and juxtaposing in the plan for 2007-2010 [7] over twenty sector-related and five supersector IT projects a new form of management has been introduced – management through supplying projects for the public administration sector.

In addition to the Plan of Application of Information Technology "The Programme of Action concerning Information-Based Society" determining public services for individual citizens and entrepreneurs which will be provided electronically as e-services is an element of that programme. In October 2008 another document - the project of "The Strategy for the Development of Information-Based Society in Poland to the Year 2013" [10] became the extension of that plan. It provided the summary of the contemporary status of development of the information-based society in Poland and included the provision: "The level of

the 20 basic public administration services" recommended by the Committee of the European Union, which should be fully accessible on-line.

3. Projects of implementing e-services into the polish administration

The development of E-Government in Poland and providing of the basic e-services require stimulating actions on the part of the European Union as well as the Polish government.

Plan and projects stimulating the development of information-based society have been created. Prognoses are being made as far as to the year 2020, with a particular interest in the period of 2007-2013 in which the breakthrough concerning the implementation of the new IT and ICT solutions is expected. Linking all of administration offices together in order to provide public services for the citizens and organisations is also possible.

The following projects belong to the sector-related and supersector projects aimed at implementing the most important e-services:

- Public Administration Service Electronic Platform (ePUAP),
- Public Administration Service Electronic Platform (ePUAP2),
- Public Administration ITC Network (STAP)
- Polish ID Card,
- Central Node of the Polish SIS II and VIS components,
- Electronic Fiscal Declarations of Entrepreneurs (E-Declarations I, E-Declarations II),
- Government Registers (PESEL2),
- Central Register for Vehicles and Drivers (CEPiK),
- Subject-related Electronic Platform of the Treasury [MS],
- Information Website for Notaries, Legal Counsellors, Bailiffs and Lawyers,
- And other.

Taking into consideration the object of the research presented in the article the project ePUAP as well as "Polish Gateway" seem to be of particular importance.

Project "Polish Gateway" [18] is the first endeavour to carry out the recommendations of the European Union announced in the programme "eEurope 2005" which was aimed, among other things, at the development of electronic services, such as E-Government or the access to broadband Internet. The "Polish Gateway" has been proposed as the name for an integrated IT system allowing for providing public services, and in a broader sense, as the name for the project symbolic of the Polish openness to modern technologies, cooperation with other countries and openness of the government to the needs of the citizens. All of the services indicated by the European Union as the most important and three new

services resulting from the preconditions of the Polish legal system have been placed on the list of the project services.

On the other hand, **the project e-PUAP -** Public Administration Service Electronic Platform [20], is the basic project concerning the Plan of Application of Information Technology in the Country for the years 2007-2010. It is aimed at integrating all public registers using the platform that would support majority of e-services. As is assumed, the project ePUAP transforms the idea of "Polish Gateway" that was introduced in 2002 in Poland into a detailed and systematic plan of providing full access to electronic services across the country. The main objective of ePUAP is the creation of: a uniform, secure, compliant with the law electronic channel facilitating availability of public services by the public administration. The services are supposed to be available for the citizens, entrepreneurs and public administration itself. The reduction of both the time and cost needed for giving the access to information and functionalities is also important.

The cost of creating ePUAP was about 32 mln PLN. 75% of the project was financed from the subsidies of the European Fund for Region Development (as part of the Sector-related Operational Programme "Growth in Competitiveness of Companies" for the years 2004-2006**,** and the other 25% of the costs was co-financed by the Polish government.

At the beginning of 2011 a new version of the website WWW.epuap.gov.pl, which is supposed to facilitate providing of public services electronically, was launched. As part of ePUAP and ePUAP2 there are over 60 services available. The ePUAP platform is being continuously extended with new functionalities. The works at providing more public services using the platform are in progress. These actions are performed as part of the project ePUAP2 co-financed from the means 7. of priority axis of the Operational Programme "Innovative Economy"**.** The subsidy granted for carrying out the ePUAP2 is 140 mln PLN (85% of qualified expenses are the means from the European Fund for Region Development, 15% is co-financed by the Polish government). The time period for the project is 2009 - 2013.

It may be inferred from the analysis of the projects of implementing E-Administration in the individual provinces that every province gives the citizens and entrepreneurs access to e-services using the ePUAP platform.

Thirteen provinces (i.e. podkarpackie, świętokrzyskie, lubelskie, opolskie, podlaskie, wielkopolskie, pomorskie, lubuskie, łódzkie, kujawsko-pomorskie, małopolskie, dolnośląskie, zachodniopomorskie) make their services available using **platform province e-office**, that is the Integrated Platform of Services for Entrepreneurs and Customers provided by province offices. Thanks to the platform also the customers can easily and in a friendly manner tackle their matters which until now required them to personally appear in the given office. The application of

modern mechanisms of Public Key Infrastructure [IKP] guarantees that the data transferred are secure, coherent and unaltered [20].

Some provinces provide their services electronically using the website Digital Office which enables local government administration units to provide public services via the Internet. Communication and document exchange between the citizen and the office is done on account of electronic forms. Every citizen having their own profile in the SIDAS Digital Office or the ePUAP system made available by the Ministry of Interior and Administration may tackle their matters using the website; there is no need to appear in the office personally. In the case of the Digital Office a paper form has been replaced with an electronic form. In the electronic form the customer is supposed to enter their data, content of application and other data required by the system. The completeness, type and accuracy of the data entered into the form have to be authorised. Every matter received in the system is given a unique number so that the customer can monitor the status of their application. By creating an account on the Digital Office website enables us to automatically enter the customer data into the electronic forms while filling in and to archive electronic documents sent in both directions [20].

4. Project analysis of the implementation of e-administration in polish provinces

Below we will present selected projects of implementing e-administration in the Polish provinces.

4.1. SEKAP - project in the Silesian Province

SEKAP – Public Administration Electronic Communication System [20] is an innovative project carried out jointly by local governments of communes and counties of the Silesian Province which is strategic for the development of the region. The project was carried out during 2006 - 2008 and co-financed by the European Union from the means of the European Fund for Region Development as part of the Integrated Operational Programme for Region Development. The project being carried out presently is entitled: "Extending and Giving Access to the Public Administration Electronic Communication System in the Silesian Province – SEKAP2" and co-financed by the European Union from the European Fund for Region Development as part of the Regional Operational Programme of the Silesian Province for the years 2007-2013. The Silesian Province is the beneficiary of this project. The time for the project SEKAP 2 encompasses the period from January 2009 to March 2012 and the total cost of the project is: 9 089 000,00 PLN, whereby the level of co-financing is 85% which amounts to 7 725650,00 PLN. SEKAP has been created in order to provide organisational and technical conditions for providing public services electronically. The services available using

SEKAP is subdivided into 18 categories: ID cards, residence certificates, elections; economic activity; geodesy, cartography; communication, road service and transport; culture, sport, tourism, education; environment protection; taxes and fees; agriculture, forestry, hunting, fishery; citizen matters; health and social issues; regional development,; promotion and information about the region; technical and other services; construction industry, architecture and city planning; use of waste and sewage; immobilities, flats and function spaces, and births, marriages, deceases. For each category there are service cards containing forms, description of service, list of documents which must be submitted in order to provide a service, the way the documents are submitted, the way and deadlines for tackling a matter, amount of payments, and also information on the possibility to appeal, make complaints and submit applications. Individual public entities which have joined the SEKAP and give access to their services through ePUAP can be found in the tab "Offices". Petitioner-customer in an office can select the office which they would like to have their matter tackled in. In SEKAP public services are offered by commune, city and county offices, the Silesian Centre of Information-Based Society and the Marshall's Office of Silesia.

4.2. The project "Lublin Region Gateway" - Application of Information Technology in Administration in lubelskie Province

The objective of the project is to enable the people of the region to tackle various matters in the offices in lubelskie Province using the Internet. What is meant is mainly downloading of different forms, filling in different applications and sending them to the office. The system will also facilitate electronic circulation of documents between offices. The project is directed at all city, commune and county offices in the Lublin Region. So far there have been 149 contracts concluded with local government units, but approximately 200 of them have already declared their participation in the project. The total value of the project is 44,587,389.80 PLN. The project is co-financed with the means from the European Fund for the Region Development as part of activity 4.1. Information-based society of lubelskie Regional Programme. The value of co-financing is: 37 898 431.33 PLN [20].

4.3. Lubuskie E-Office Project in lubuskie Province

The project is aimed at reducing the number of visits paid by the citizens in offices, transferring such contacts to the Internet and an easy access to public information. The project facilitates using information technology and the Internet by the citizens, business people and interaction between them and public administration. The results will be lower expenses for public administration and an easy access to the data being in the possession of public administration. All local government units at the level of province, county and commune and the units

subdue to them (e.g. hospitals, schools, kindergartens, etc.) will be provided with uniform and modern tools for the development of public services for the citizens and entrepreneurs provided electronically, as part of the project. Other public units located in the lubelskie Region will also be able to take advantage of these region-related benefits. The estimated total cost of the project is 25 mln PLN, whereby 3.75 mln PLN is the beneficiary's own means and 21.25 mln PLN is granted by the EU as part of the European Fund for Region Development [EFRR]. Activities 1.3. The development of information-based society as part of the lubuskie Region Programme [20].

4.4. Project "łódzkie Region Gateway" in łódzkie Province

The project "Structuring the Integrated System of E-Services of łódzkie Province" has been carried out in łódzkie Province since 2009. Łódzkie Province represented by Marshall's Office in Łódź is the leader of the project. The works connected with the preparation and carrying out of the project have been undertaken by the Department of Information-Based Society in Marshall's Office in Łódź in close cooperation with 109 partners: communes and counties of łódzkie Province, including of course Widawa Commune. The project is co-financed from the means of the European Fund for Region Development as part of the Regional Operational Programme of łódzkie Province for the years 2007-2013, Priority Axis IV: Information-Based Society, Activity IV.2 – E- Public Services. The total cost of the project is 21,533,000.00 PLN, 85% (18,303,050.00 PLN) of it is covered from the European Fund for Region Development, the rest (3 229 950,00 PLN) is own contribution. In Widawa Commune the calculation was as follows: 28,589.30 PLN was own contribution, approx. 162000.00 co-financing from the European Fund for Region Development, project total value was approx. 190600.00 PLN [20].

4.5. Project "Podkarpackie Gateway" and Project "Podkarpackie Public E-Administration System" PSeAP in podkarpackie Province

The Project "Podkarpackie Gateway" carried out by Podkarpackie Province Office, County Office in Rzeszow and the Office of the City of Rzeszow. It is one of the elements of the Programme of the Application of Information Technology in podkarpackie Province and at the same time it inscribes into the concept of "e-Government – Polish Gateway" initiated by the Ministry of Science and Information Technology Application. The "podkarpackie Gateway" is a regional information website provided with two additional modules: Integrated Regional Public Information Bulletin and Digital Office. Its main objective is to ensure the citizen the possibility of tackling their daily matters without the need to appear in the office personally. Extending of the podkarpackie Gateway website has been carried out as part of the project entitled "Extending the Podkarpackie Gateway Website and Integrating it with the Electronic Document Circulation System". The

total value of the project was 2 880 000 PLN. The project is co-financed from the European Fund for Region Development as part of the Integrated Operational Programme for Region Development (value of co-financing was 2,078,250 PLN).

Project (PSeAP) "Podkarpackie Public E-Administration System". PSeAP is an efficient tool designed for the citizens to give them access to public sector information which is supposed to enable citizens to communicate with public sector using ITC systems, and also to guarantee the improvement of efficacy of activity of local government administration in podkarpackie Province. The principle objective of the project is ensuring the people living in the Podkarpackie Region the possibility to use a wide range of public services available electronically thanks to the creation of regional E-Administration environment, introduction of defined operation procedures and information technology standards and modernisation of ITC infrastructure of local government administration offices. The project is directed at:

- the improvement of efficiency of activities of public administration and the quality of public services for the citizens.
- creation of - cooperative network of local governments concerning the development of information-based society in the Podkarpackie Region, based on the project being carried out,
- creation of base regional and local ITC infrastructure of local government administration of the Podkarpackie Region that will facilitate implementing information-based society projects in the region,
- compliance with the legal obligations with reference to the obligations resulting from the regulations to the legal act on the application of information technology in the activity of entities responsible for public tasks, such as submitting applications electronically, electronic application box, office certification of receipt, repositories for electronic forms, electronic signature.

The total value of the project is 103,725,387.00 PLN The source of co-financing the project is the European Fund for Region Development as part of Podkarpackie Regional Programme. Activities 3. Information-based society in the amount of 87,110,042.54 PLN [20].

4.6. Project "Warmia and Mazury Gateway" in warmińske-mazurskie Province

The Project "Warmia and Mazury Gateway – Electronic Platform of Functioning of Public Administration and Providing Public Services" carried out as part of activity 1.5. Information-Based Society Infrastructure of the Integrated Operational Programme for Region Development, co-financed from the means of the European Fund for Region Development. This project the value of which is 21 mln PLN assumes a complete software to implement E-Office for communes, counties and Marshall's Office, necessary computer equipment and full training

support. The objective of the project is to replace the paper documents with the electronic circulation of documents, fully digitalised archive for the documents, introduction of customer service using the Internet and the increment in public services provided electronically [20].

5. Summary

The analysis of the projects of implementing E-Administration in the Polish provinces has shown that in the recent time there have been made considerable changes in the way public services are provided, i.e. the changes aimed at replacing traditional paper method with its electronic counterpart.

The development of the Polish E-Administration is dependent of carrying out many sector-related and supersector ICT projects, such as ePUAP.

Every province facilitates contact of its citizens with governmental institutions, electronically (with the use of ePUAP and Electronic Application Box [ESP]). The citizens and the tourists have the opportunity to acquire information on the desired province electronically using information websites, such as Lublin Region Gateway, Podlasie Region Gateway, Minor Poland Gateway.

The Case Study research demonstrates that in two provinces - Silesian and Podkarpackie the systems of electronic administration available for these provinces, that is SEKAP and PSeAP have been implemented.

Financial support of the European Union has become an additional impulse for the development of E-Administration in Poland, for every province has taken advantage of the EU subsidies for carrying out actions regarding this matter.

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