

TURKEY'S E-GOVERNMENT EXPERIENCE, SITUATION AND PROSPECTS

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ABSTRACT

Information society to produce enough of the information society strategy can be considered one of the disadvantages of mania and strategy it has been exceeded by said Turkey would import status. E-government is the most important information society strategy being able to count. Turkish people indulging technology and advanced technology of our country desire to use the latest technologies and modern management techniques in the world is caused to be transferred soon. In this study, the electronic government applications to be defined, the utilization rate of e-government applications by measuring will provide information on the development process in Turkey and knowledge on e-government employee working in a city have been identified. As a result, the heaviest users of e-government among those surveyed and the most widely used project will be studied to determine. In addition, the participants for the use of e-government applications will be revealed changes related to demographics and attitudes.

Keywords: Public Administration, Electronic Government, Information Technology, Public Services

INTRODUCTION

Considering that the daily use of social networks increases day by day, this virtual world of civil society organizations and political parties brings a different aspect to the use of effective political participation. Previously kept its distance from the selected social networks are no longer observed that an increase in the number of social media use. Social networks, especially in election period, political parties and candidates to introduce themselves to effective use to be more successful is overlooked. When we look at the social media emerged in the US In this respect, there are many social media application of the White House. On a daily basis on social networks made by the US president talks, the United States considered the implementation of public policy briefings and images about the civil life of the president are also included. Shared the views of the citizens of this information has the freedom to express a positive or negative way. In this context, social networks, partly with individual citizens can ensure that there is political interference. In this regard, the Republic of Turkey is very important to use social media tools to the President.

Consequently, public policy-making and the planning of the different models in the implementation of the application process for the concept of e-participation in this study different aspects of e-government, focuses on design and functionality.

E-GOVERNMENT APPLICATIONS IN TURKEY

Globalization has become an opportunity for all countries and disadvantages. Countries that have the necessary infrastructure and foresight, the process of managing and healthy means enjoying the opportunities that many other countries are faced with the disadvantage of being unprepared for developments. Although Turkey is located in a relatively obvious point, one way is to take the lead with considerable infrastructure and applications in the last decade. The desire to benefit from information technology to the public, but not in terms of e-government in Turkey is based on very old. Mass population management information which has functioning institutions decided to launch a project in order to be transferred to electronic media operations in 1972. The Internet is not yet considered to be a time and in such a project is available from corporate computers, but can

be quite interesting. However, this application stack to store information intended only as an e-government project is aimed automation and easy to handle in terms of (Karakılıçık, 2013: 2).

One of the first major project to be considered in Turkey, which was developed in 1993 with World Bank support, "Turkey Informatics and Economic Modernization" project. In 1993, Turkey was introduced to the Internet via ODTÜ (Çarıkçı, 2009: 55).

Premiership

Turkey's Prime Minister carried out under the coordination of e-work and public-Net Technical Committee work, one of the first studies in Turkey. Turkey held June 15-16 summit of European Union leaders in the e-Europe + project after the signing of the e-Turkey Prime coordination work has started. However, regarding the generated site's name, (www.bybs.gov.tr).

Information systems

Law will be published in the Official Gazette, the Decree Law, Regulation, Council of Ministers decree, promulgated the Regulations, the Official Gazette and after published from the date of entry into force of Legislative Information System (MBS), which can be seen up to date with changes in and improving access to legislation (Celikkol, 2008 : 76).

Official Journal of Information Systems

To accelerate access to newspapers to be presented in the Official Gazette of the electronic media and can be followed on a daily basis. All information required for official papers will be obtained from the Internet. Newspaper archives can be accessed or generated on questioning criteria (Eroğlu, 2013: 21)

Prime Minister's Communication Center (BIMER)

BİMER scope of application; No. 4982 Right to Information Act, 3071 Right to Petition Act, 5176, the Ethics Committee Establishment and Some Amendments to the Law on Human Rights and the Law on Administrative Districts for the application related to violations in all of the Governorate and the Ministry of "Public Relations Application Offices" were established. At the same time, "Alo 150" line are located only in the governor's office to answer the call centers. "Alo 150" If the application concerns any Ministry or the Prime Minister had again made governor and sent to the Prime Minister's public relations through the system using a web page through the Prime Minister's officials. Authorized by the Ministry of application of interest here during the evaluation unit sent over the system to the Ministry again, recourse will be answered through the relevant departments and citizens are given the answer. When details of the responses recorded in the system and save money. BİMER application, even actions taken on the applications made from the remotest corners of our country to the software via the web with the Prime Minister and can be coordinated easily follow (Tarhan, 2010: 174).

Customs and Trade Ministry

Modernization Project of Customs Administration (GIMOP)

GIMOP, while providing information about the institution over the site to the relevant Ministry, the Customs process, late payment penalties and interest of the products can be calculated. A summary declaration can be made on site and detailed statement of the e-customs registration, it can be registered in the output of return. Without coming to the customs authorities of the incumbents with the application of electronic signatures and take the opportunity has arisen to perform operations without establishing relationships with customs staff (Metin, 2012: 29).

Customs Door Security Systems Project (GÜMSİS)

With this project, the customs gate, be equipped with possibilities of technology and the creation of a strong infrastructure, as well as in terms of our national security is important significance in terms of economic and geopolitical factors(Eroğlu, 2013: 22)

Customs Data Warehouse System

Gouache Project Data Warehouse created by our Ministry through efficient decisions can receive and customs administration in a complex structure to achieve effectively the right information is a Decision Support System has been established (administrative activities report, 2011: 17).

Ministry of Finance

In our country, the Ministry of e-government projects and projects starting first among the agencies that operate effectively.

Central Access Rural Automation Project (Metop)

Providing a connection between the Metop project centered in rural and to strengthen the rapid electronic communications, the treasure is to conduct a trial involving more quickly with the center-provincial link. Also cry business processes and documents to be in uniform, to ensure total quality management, make the center of the control faster is to keep the case of the treasury daily statistics in a detailed manner (Eroğlu, 2013: 23).

National Real Estate Automation Project (MEOP)

National Real Estate Automation Project, the general manager of the central and provincial organizations of the system analysis prepared by an increasing corporate employees in 1996 to alleviate the workload of the initiating organization's human resources and the design work is completed in 2001. 81 provinces and 923 districts of the hardware, software, and it works by making the purchase has been made communication peripherals. Thirty composed of two sub-systems and all transactions are conducted via computer with software implemented in the entire organization (DPT, 2013: 77).

Accounting Office Automation System (SAY2000 a)

Ministry of Finance, General Directorate of Turkey throughout the 1457's the accountancy including daily stolen present throughout the 1536 unit, the state canceled the accounts of the computer tapping and all data say2000i to monitor on a daily basis maintaining a database on the central web-based brought the accountancy automation project to life. Then comes across Turkey in 1668 by accountancy configured project was completed in 2001 (Metin, 2012: 30).

Tax Office Full Automation Project (VEDOP II)

Starting from the entrance to the project documentation, assessment, collection, debt inquiries accounting is monitored on computer operations such as confiscation of all tax offices (Directorate General of Income, 2004: 74).

VEDOP-II

Which began in 2004 VEDOP II project, increasing the number of automated tax office, taking over the internet of declarations Turkey Tax Office, Audit Automation, data warehouse creation, which comprises the creation of applications for the infrastructure that enables the sharing of data with other institutions and organizations (DPT, 2013: 78).

VEDOP III

VEDOP II is a continuation of the practice which began in 2007 VEDOP III. E-VDO with the realization of the project (Internet Based Tax Office Automation) application has reached the 301 tax offices and property directorates of revenue service 585. Likewise, if taken in the automation of the commission, the tax office of presidency, transports tax authorities, discontinuous obligations the tax authorities and to meet the additional hardware requirements of revenues directorate, strengthening the infrastructure for increased capacity in line with the server has been completed (Bilginli 2011: 175).

Ministry of Interior

General Directorate of Security

Said general manager, the website provides information on the task force and various matters within the jurisdiction of the police with information regarding the next contact info. For example, the fight against terrorism and drug on the website, ways and methods to be followed in criminal cases against children for sexual purposes, exploitation, extortion and protection against robbery, contains information about the measures to be taken in the fight

against theft. In addition, asylum, immigration and citizenship processes, measures for the residential security, payment card fraud, are also included information about precautions against car theft (DPT, 2013: 67).

POLNET Project

Since the beginning of 2002 as part of an POLNET 39 main applications for the use of safety organizations, 51 queries program, 20 local implementation and has introduced a number of statistical software applications nowadays.

General Directorate of Population and Citizenship Affairs

The project was prepared in 1976 by the DPT. This project is one of the first e-government projects implemented in the world. Services on the website of the directorate general population, citizenship services and provides information about the organization. In addition, legislation and statistics can be accessed. Contacts in the space provided on page TC ID query can be made (Çarıkçı, 2009: 65).

Central Population Management System Project (CCMS)

With the completion of this project it has been a number of every citizen. Thus, facilitated access is eliminated problems arising from the similarity in names. At the same time the process from anywhere in the country has been planned for the citizens quickly and efficiently (Koçel, 2013: 87).

Identity Sharing Project

Sharing Project MERNIS identity 'is a continuation character. With this system, institutions and citizens in the information they want to reach quickly if desired. This way, the institutions, the Internet network will provide access to the MERNIS database. Institutions and organizations, the results of the query in the database will be able to transfer them to their own side. This information will be determined by legislation and institutions with how to use the principles to be determined by the contract, so the information in the database will not MERNIS reproduced by different institutions (DPT, 2013: 66)

Ministry of Education

Information is given in place on the website of the ministry organization and duties of the Authority. Located on the banks of the legislation, the information can be accessed on a variety of statistics and outdoor education institutions, the project can be accessed through a variety of training software (DPT, 2013: 83).

Ministry of Education Integrated Management Information System (MEBSİS)

The National Education Development Project, the implementation of e-government and one of the most important steps to achieve "the Ministry of Education Integrated Management Information System (MEBBİS). PERSISrealizing MEBBİS in 1987 (Personnel System) began with. Thus it was created the service of the various subsystems and ministerial departments. The most important of these subsystems "Provincial and District Directorate of National Education Management Information System" project. All of the programs they use to carry out operations of the unit under the ministry moved to electronic media, more user-friendly, there is provided a fast and reliable way to perform tasks. (<http://www.meb.gov.tr> The DPT, 2013: 84).

E-school

Designed in 2005, and with the approval of the relevant ministry started work on the project has been implemented to school in the 2007-2008 academic year. The purpose of the internet made this project student enrollment; continued absence of parents for their children, while data such as grades in viewing possibilities, providing the school with our business and operations to be performed more quickly away from state bureaucracy. This project with elementary school students before school with the introduction made electronically to all business and operations, related to students (identity, address, parents, notes, score, continuity, books he had read, weekly courses, such as an announcement and the received document information) all information functional led to the emergence of instant and real

data. E-creating a standard structure for all elementary schools in the school system with application error occurred largely eliminated (<http://mevzuat.meb.gov.tr/>, 2008)

The Ministry of Labor and Social Security

Each individual has its own web page on the social security institutions and serves a large segment of society. Thus, institutions and services of the requested information has to be accessible to the person next to it are also utilized certain services. Social security and health insurance system in Turkey has been subject to reforms in 2003 (Çakıroğlu, 2005: 75).

Retirement Fund Health Project

Retirement Fund General Directorate of the nude's health by checking the commissioning process automation and expenses, people walked the health project to provide the level of monitoring is emerging as an important e-government applications. Retirement Fund structure, pharmacies, opticians, hospitals, and 14 thousand pharmacies in the project that created the process with the institution using the online environment of public organizations, 1700 has been optics company and 333 hospital procedures related to Retirement Fund records (Saraçbaşı, 2010: 71).

Social Security Institution

Institutions, about 65-70% of the total population in Turkey 'offers of services. This ratio is large enough not to be underestimated. The effectiveness of the services provided by the Authority, to get to the top level of productivity on 1 May 2004 te "Social Security E-Statement" has opened its portals. In this connection the creation, Ebilding project and employers of the workers they employ to provide insurance declarations and notifications will be possible over the Internet and pay the fees incurred by internet banking. This project organization will provide benefits to all workers and employers and the short side is an application to facilitate the work (Çarıkçı, 2009: 77).

E-Insurance Project

E-Insurance Project, insurance offices held by all kinds of information on the latest situation of the centers, which provide access to the general Turkey. SSI is not limited only to this feature, in particular the Ministry of Finance, SIS, Ministry of Labour and Social Security, Directorate General of Labour, the General Directorate of Turkey Business Association employers etc. employers, including public procurement authorities. is a comprehensive management information into the required fields in institutions such as the automation project. This project is covered by provincial insurance and 85 insurance offices dealt with over the hardware infrastructure and equipment were handed over new programs began operating centers in developing legislation compatible (DPT, 2013: 104).

Bag Kur Pharmacy Automation System (BeOS)

Bag Kur; Pharmacy Automation System; between online pharmacies has established a prescription. Control while patients insured with information regarding whether these practices; Entering the prescribing information and billing procedures are performed. The purpose of this system is to raise the quality of services, saving time and labor, prescriptions, check patient records and expenses, are targets as to store the data for later use. (DPT, 2013: 105).

Ministry of Justice, the National Judicial Network Project

UYAP with the Ministry of Justice Ministry's Central Organization with all the court together, the Republican Attorney General of Forensic Medicine, criminal, and to cover the Detention Executive Office of the houses, carrying computer network by establishing the Ministry of the Central and Provincial Units exchange of information between the electronic media, citizens are provided services through the Internet (DPT, 2013: 57).

Land Registry and Cadastre Information System (TAKBİS)

One of the projects that provide the greatest benefit of e-government applications over the network is made of the land legalization process. Accordingly, not only the land registry offices of the files in the registry of the land registry information is accessible in a computer network environment (Koçel, 2013: 101).

Ministry of Foreign Affairs Project

To provide for general information and contact details on the ministry organization and duties from the website of the Ministry, development and reports on foreign policy is published on the website, publications related to foreign policy through the library title can also be accessed (Eroğlu, 2013: 26).

Industry Net

Industry-net automation projects within the framework of the organization's business processes have been implemented by the Ministry of Trade and Industry. This project consists of many systems. In some of these systems; Clerk Information System, Data Processing Center Information System, Supervisory Board Information System, Library Information System, Small Industrial Sites and Organized Industrial Zone Information System, consists of systems such as the General Documentation Information System (DPT, 2013: 107).

In Local Government E-Government Applications

Presented in electronic platforms by local governments, the development of services, the creation of their associated standards and ensuring sharing of data will reveal synergy opportunities in the provision of these services, BIT in benefiting from the opportunities provided will allow public administration effective participation (Local Government Headquarters, 2011: 2).

MATERIALS AND METHODS

Subject of Research, Purpose and Importance

The subject of this research is to investigate the development of an overall e-government applications in Turkey in a city which is an important indicator of the public service transformation in Turkey. The main purpose of the research; the city also found that public institutions in electronic government applications and projects in what level of recognition rate, the implementation of projects and the extent to which use interest attitude with applications and projects, the differences between certain attitudes, used by the employee to investigate the relationship between electronic government applications and projects. At the same time the relationship between the public servants in the city's districts work computer and internet usage rates of e-government utilization of electronic government applications and the relationship between demographic characteristics and utilization of the project, which implementation and the project is less used, and this is because such questions in the field of research It enters. The success of this operation is very important also in terms of increasing the efficiency and effectiveness of public services. Turkey's application to be adopted to be effective and must be spread all over every place.

Method of Study

This section selected for the study population, sample and sampling, utilizing the techniques used to analyze the scale and transferred.

Universe Research

The study population are public institutions in the district of a city in Turkey.

The Sample

The sample of the study is the relationship between public servants is one of the fundamental objectives of e-government research preferences and frequency of use.

Data Collection Tools Used in Research

A questionnaire consisting of 3 parts and a total of 36 questions were prepared for research.

Statistical Methods Used in Research

SPSS 19.0 software package was used for data analysis. Besides frequency distributions and descriptive statistical methods were used. The relationship between various demographic variables and e-government applications and the utilization rate of the project was used to determine comparative tables.

RESULTS

Table 1. Distribution of the demographic situation of the people surveyed

	Groups	Frequence	Percent	Cumulative percent
Gender	Woman	72	60,0	60,0
	Male	48	40,0	100,0
	Tota.	120	100,0	
Age	21-25	3	2,5	2,5
	26-32	39	32,5	35,0
	33-40	40	33,3	68,3
	40 and over	38	31,7	100,0
	Total	120	100,0	
Educational status	Elementary school	14	11,7	11,7
	Middle School	44	36,7	48,3
	High School	40	33,3	81,7
	University	22	18,3	100,0
	Total	120	100,0	
Monthly income	1000-1500 TL	8	6,7	6,7
	1501-2000 TL	17	14,2	20,8
	2001-2500 TL	57	47,5	68,3
	2501-3000 TL	21	22,5	90,8
	3000 TL and over	11	9,2	100,0
	Total	120	100,0	
Working sectors	Special	21	17,5	17,5
	Public	99	82,5	100,0
	Total	120	100,0	
Positions	Provincial	31	25,8	25,8
	Central	89	74,2	100,0
	Total	120	100,0	

Of those surveyed (n=72) 60% of women (n = 48) is composed of men and 40%. The employment rate of women to be seen in the table are understood to be very high.

Among the participants in this study is the largest group 33-40 age group. When this age group 26-32 and included over 40 years shows that take place in the working life of the active form 97,5'n%. According to the age distribution of respondents to the survey are given in Table 1.

The participants (n = 44), 36.7% of secondary schools, 48.4 percent of total primary and secondary types of graduates. (n = 40), 33.3% of high school graduates (n = 22), while 18.3% are college graduates.

The participants (n = 57), 47.5% stated that they had come between 2000-2500 TL. (n = 8), 6.7% stated that they have achieved a monthly income between 1000-1500 TL, the participants in the study (n = 11), while 9.2% said that they have a monthly income of 3000 TL and over. Overall experience high monthly income of those surveyed.

The participants (n = 99) were working in the public area of 82.5% (n = 21) stated that they worked in the private sector is 17.5%. Overall it serves in most public areas of research participants.

The participants (n = 89) were working in the center of 74.2% (n = 31) makes

Table 2. Use of the person surveyed has their own computer / distribution related to that

Computer and community purpose	Groups	Frequence	Percent	Cumulative percent
	Acquisition news	100	0,4	20,4
	Communication	72	4,7	35,1
	Entertainment	33	6,7	41,8
	Commercial activities	8	1,6	43,5
	Government (e-government services) to use the service	88	18,0	61,4
	Information search / academic research	78	5,9	77,3
	Banking	55	1,2	88,6
	Shopping	26	5,3	93,9
	All of them	30	6,1	100,0
	Total	490	100,0	

25,8% of the provincial organization.

Table 3. Breakdown of internet usage according to people who participated in the research purpose

Computer ownership	Groups	Frequence	Percent	Cumulative percent
	There home	69	57,5	57,5
	There workplace	4	3,3	60,8
	There in the workplace and at home	47	39,2	100,0
	Total	120	100,0	

The participants (n = 69) using a computer at home and 57.5% (n = 47) and 39.2% stated that the computer uses both at home and in the workplace. That there is a computer used by all participants have the opportunity to research and access to e-government applications.

The participants (n = 100) to obtain news of 20.4% (n = 88), 18% intended to take advantage of public services, and then respectively information search / academic research that they had banking purposes connected to the Internet. Of those surveyed it increased the number of frequencies due to the multiple marking options.

CONCLUSIONS

Information technology has marked the last few years, the people's daily life, working life, as their relationship with the state of family relationships has an impact in many areas. This situation has led to faster and higher quality services to fulfilling the role of the public sector. Turkey has faced a number of problems in the transition to e-government. Internet and the low use of computers, e-government related to lack of education, while the use of internet and computer security concerns, the functionality of the corporate website and be away from actuality, in other words, is not completed, the e-government infrastructure, the problems have been encountered in the transition to e-government. Today, thanks to the national need internet and computer use, as well as reduced costs of local government, improving the quality of services and the development of citizenship, the results showed improvements in effective e-government applications. Thanks to the fact that the trust felt towards society's e-

government eliminated the loss of doubt and faith that can occur against the activities of public institutions and public institutions.

Findings of this study surveyed and 60% of women of public servants, 65% of the 33 years and older, 88.3% 'are secondary and higher school graduates, 79.2%' of TL 2000 and above the monthly income, 82% 5 'the public agency employees, 74.2%' s head office is understood that they served in public institutions. 57.5% were identified where the computer at home. 20.4% of employees in public institutions are computer purpose of news acquisition, 17.9%'s government (e-government services) to benefit from services, 15.9% the search for information and to make academic research, 14.7% the communications, 11.2% 's banking services, 6.7%' s entertainment, 6.1% 's more, 5.3%' are shopping, commercial activities were found to be the 1,6%'s.

In 100% of the employees in public institutions surveyed, the Internet and know the use of computers has shown that the state of e-government awareness about the applications demonstrated that full and found the personal computer to the internet connection in proportion with higher income levels.

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