

e-solutions and e-problems: Polish local governance e-performance

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Electronic governance

- application of information and communication technology for
 - delivering government services,
 - exchange of information,
 - communication transactions,
 - integration of various stand-alone systems and services
- between
 - government-to-citizen,
 - government-to-business,
 - government-to-government,
 - government-to-employees
 - back-office processes and interactions within the entire government framework

Poland's

National Development Strategy 2020

- Creation of a single IT centre for the whole government in order to implement uniform rules for eGovernment, such as ordering the equipment centrally, and concerning the type of software used as well as the exchange of information and communication.
- Digitisation of public administration to simplify administrative processes and create structured digital knowledge resources; it will also make auditing the quality of public information possible, with a view to create a platform for information flow.
- Electronic access to the widest possible range of public services, allowing full interaction with the office, and making it possible to handle matters at a distance.

Strategic Action Priorities in computerization of public services

- The Poland's Minister of Digital Affairs put together in 2016 guiding principles as reference point to any e-government actions to be taken:
 - the state should serve the citizen. Thanks to digital technology the state should connect dispersed institutions and change complex procedures into consistent and simple services;
 - Access to the public network and services must be safe for our data and all types of transactions conducted in the network;
 - In order to pursue e-administration targets, but above all, to achieve social and economic goals, it is necessary to accelerate the development of modern telecommunications infrastructure;
 - Development of the desired innovative economy needs permanent and easy access to data gathered by public services;
 - We need to constantly – regardless of age – improve our digital competences to effectively benefit from digitization and compete on the global market.

Areas of particular interest

- Public administration heading toward digital services
- One portal of information and services of government administration, BIP –Public Information Bulletins
- Gate to services and Integration and development of public registers
- Adopting a unified standard of digital identification of citizens
- Providing safe access to the network and services of e-administration
- Stock-taking and monitoring e-administration systems
- Implementing the organizational and decision making order & Institutional solutions – setting up the coordination structure
- Developing the cooperation between Government and local governments
- Developing e-administration data processing centres
- Improving competences on the part of administration
- Adopting the standard of electronic circulation of documents in administration
- Improving the effectiveness of disbursement of funds from POPC 2014-2020
- Public consultations and citizen participation in the legislative process
- Digital education of society ☐Being more effective in the EU and other international institutions

e-implementations

- Ambitious governmental and local goals
- Troubled implementations
- e-trust and e-distrust
- Successful e-taxes
- Many e-applications, less paperwork and (usually) faster services
- Innovations, openness, access and creativity
- Poor back-up plans, limited resilience, chaos with unfunctional system
- Municipal service halls are still full of waiting people

Few challenging questions

- e-tools or e-goals?
- panacea or placebo?
- Where are the limits of e-inclusion and e-exclusion?
- How to catch up fast changing technologies and procedures?
- How much can algorithms tell / decide?
- How resilient is the system?
- The role of ,social' media:
 - Direct contact
 - Empty shell
 - Promotion and marketing
 - Influencers and trendsetters
 - Trolls and elfs
 - ,social' participation and responsibility