

Development of e-government in Russia: advantages, barriers and prospects

Anna E. Kurilo, Dr. of Sci. (Econ.), Associate Professor
e-mail: akurilo@mail.ru

Egor A. Prokopyev, Cand. of Sci. (Econ.)
e-mail: e_prokopiev@mail.ru

Abstract

Subject/topic. The article discusses the development of e-government in the context of digitalization of the Russian economy. **Goals/objectives.** Show the stages of development of e-government and to assess the effectiveness of its development in Russia. **Methodology.** A review of scientific sources on the development of e-government and considered the stages of its formation. The analysis of statistical information is applied and the indicators reflecting staffing of state bodies, loading on service of the population, labor productivity in sector of public administration and the Russian economy as a whole, and also functioning of a portal of public services are calculated. **Results.** Labor productivity in the public administration sector is determined, on the basis of which the efficiency of e-government development is evaluated. The advantages of the development of e-government, manifested through increasing the efficiency of public administration and service, satisfaction and trust of citizens, transparency of government agencies and increased participation of citizens in decision-making. Barriers (technical, economic, organizational, strategic and social) and prospects for the development of e-government are identified and the formation of the transactional stage in Russia is justified. **Conclusions/significance.** The study showed the presence of disproportions in the development of e-government in the North-Western Federal district. At the Federal level, the transactional stage of e-government is actively being formed, the main feature of which is an exponential increase in the volume of transactions on the public services portal. It is determined that the technology of e-government is a complex multidimensional process formed by the institutional motivation of the authorities and the population of the country. The processes of deployment of e-government at the Federal level are quite active, which contributes to the transparency of authorities. **Application.** Should be systematic work on technology penetration e-government at the level of regional and municipal authorities that will enhance openness and accessibility of authorities and deployment of the integration stage of e-government. The results of the study can be applied in practical decision-making of authorities on the development of e-government.

Keywords: *digital economy, e-government, public services, labor productivity*

References

1. Yevtushenko V.I., Reznichenko M.O. Mechanism of providing state and municipal services in electronic form: concept, principles, directions of development //Vestnik of Putilin Belgorod Law Institute of Ministry of the Interior of Russia. - 2018. - Vol. 4. – P. 50-53 (In Russian).
2. Kiselev A.S. Basic concepts and categories of the electronic state //Derzhavin forum. - 2017. - Vol. 1, P. 17-25 (In Russian).
3. Kurilo A.E., Prokopyev E.A. Development of digital technologies in the system of state and municipal management //Market Economy Problems. - 2019. - Iss. 2. - P. 35-44. URL: <https://doi.org/10.33051/2500-2325-2019-2-35-44> (In Russian).
4. Melnikova T.S., Mityaeva N.V. Mechanism of formation of public demand in the sphere of e-government and e-democracy //Bulletin of the Saratov state socio-economic University. - 2015. – Iss. 4. - P. 120-124 (In Russian).
5. The passport of the national program «Digital economy of the Russian Federation» is published by Government of Russia. [Electronic resource]. URL: <http://government.ru/info/35568/> (Access date: Sept. 10, 2019, In Russian).
6. Okhotsky E. V. Information and communication technologies in public administration: state, plans, prospects //Communicology. – 2017. – Vol. 5. - No. 1. - P. 195-203. URL: <https://doi.org/10.21453/2311-3065-2017-5-1-195-203> (In Russian).

7. Regions of Russia. Socio-economic indicators /Federal state statistics service [Electronic resource]. – URL: http://www.gks.ru/wps/wcm/connect/rosstat_main/rosstat/ru/statistics/publications/catalog/doc_1138623506156 (Access date: Sept. 10, 2019, In Russian).
8. The Russians named the most popular digital public services /«RosBusinessConsulting» [Electronic resource]. URL: <https://www.rbc.ru/society/13/03/2019/5c87d2ae9a794743baad4ef6> (Access date: Sept. 10, 2019, In Russian).
9. Talapina E.V. Public administration in the information society (legal aspect). - M.: IDL «JURISPRUDENCE», 2015. - 192 p. (In Russian).
10. Satisfaction of Russians with the quality of public services /Ministry of economic development of the Russian Federation (reports for 2011-2017) [Electronic resource]. – URL: <http://economy.gov.ru/minec/press/news/201809021> (Access date: Sept. 10, 2019, In Russian).
11. Federal law of July 27, 2010 No. 210-FZ (ed. at April 01, 2019) «On the organization of state and municipal services» [Electronic resource]. – URL: http://www.consultant.ru/document/cons_doc_LAW_103023/dc7967099816debe7736be1cefa6baeb2fd1c02e/ (Access date: Sept. 10, 2019, In Russian).
12. Yurieva A. A. Development of regional socio-economic policy in the context of the formation of competitive inter-regional clusters. *Economics & Society: Contemporary Models of Development*. – 2019. - Vol. 9. - No. 1. - Pp. 38–50. URL: <https://doi.org/10.18334/ecsoc.9.1.40536> (In Russian).
13. Affisco J., Soliman K. E-government: a strategic operations management framework for service delivery //Business Process Management Journal. - 2006. - Vol. 12. - No. 1. - P. 13–21.
14. Bhatnagar S. E-Government: Lessons from Implementation in Developing Countries //Regional Development Dialogue. - 2002. - Vol. 23. - No. 2. - P. 164-173.
15. Cook M.E., LaVigne M.F., Pagano C.M., Dawes S.S., Pardo T.A. Making a Case for Local E-government. Center for Technology in Government. State University of New York. - 2002. - 16 p.
16. Danila R., Abdullah A. User's Satisfaction on E-government Services: An Integrated Model / Procedia - Social and Behavioral Sciences, International Conference on Accounting Studies. - 2014. - Vol. 164. - P. 575-582. URL: <https://doi.org/10.1016/j.sbspro.2014.11.148>
17. Heeks R., Bailur S. Analyzing e-government research: Perspectives, philosophies, theories, methods, and practice. *Government Information Quarterly*. - 2007. - Vol. 24. - No. 2. - P. 243-265. URL: <https://doi.org/10.1016/j.giq.2016.04.006>
18. Kanaan R.K. Making sense of e-government implementation in Jordan: A qualitative investigation. Doctoral dissertation. De Montfort University. Leicester. UK. 2009. 268p. [Electronic resource]. URL: <https://www.dora.dmu.ac.uk/handle/2086/2415>
19. Kumar R., Sachan A., & Mukherjee A. Qualitative approach to determine user experience of e-government services //Computers in Human Behavior. - 2017. - Vol.71. - P. 299–303. URL: <https://doi.org/10.1016/j.chb.2017.02.023>
20. Layne K., Lee J. Developing Fully Functional E-government: A four Stage Model //Government Information Quarterly. - 2001. - Vol. 18. - Iss. 2. - P.122-136.
21. Li Y., Shang H. Service quality, perceived value, and citizens' continuous-use intention regarding e-government: Empirical evidence from China //Information & Management. - 2019. In press. URL: <https://doi.org/10.1016/j.im.2019.101397>
22. Mahmoodi R.K., Nojedeh S.H. Investigating the Effectiveness of E-government Establishment in Government Organizations / Procedia - Social and Behavioral Sciences, 3rd International Conference on New Challenges in Management and Organization: Organization and Leadership. - 2016. - Vol. 230. - P.136-141. URL: <https://doi.org/10.1016/j.sbspro.2016.09.017>
23. Meijer A.J., Zouridis S. E-government as Institutional Transformation. In: Innovations through Information Technology. Information Resources Management Association, USA. - 2004. - P. 565-568. URL: <https://doi.org/10.4018/978-1-59140-261-9.ch145>
24. Nam T. Suggesting frameworks of citizen-sourcing via government 2.0 //Government Information Quarterly. - 2012. - Vol. 29. - No. 1. - P. 12–20. URL: <https://doi.org/10.1016/j.giq.2011.07.005>
25. Porumbescu G.A. Linking public sector social media and e-government website use to trust in government //Government Information Quarterly. - 2016. - Vol. 33. - No.2. - P. 291–303.
26. Reddick C.G. Information resource managers and E-government effectiveness: A survey of Texas state agencies //Government Information Quarterly. - 2006. - Vol.23. - P. 249–266.

-
27. Santa R., MacDonald J.B., Ferrer M. The role of trust in e-Government effectiveness, operational effectiveness and user satisfaction: Lessons from Saudi Arabia in e-G2B //Government Information Quarterly. - 2019. - Vol. 36. - No. 1. - P.39-50. URL: <https://doi.org/10.1016/j.giq.2018.10.007>
28. Shareef M.A., Kumar V., Kumar U., Dwivedi Y.K. E-Government Adoption Model (GAM): Differing service maturity levels //Government Information Quarterly. - 2011. - Vol. 28. - P. 17–35.
29. Singh M., Sarkar P., Dissanayake D., Pittachayawan S. Diffusion of e-Government Services in Australia: Citizens' Perspectives /European Conference on Information Systems. Ireland. Galway, 2008. 13 p. URL: <https://doi.org/10.13140/2.1.1964.8801>
30. Stoltzfus K. Motivations for implementing e-government: an investigation of the global phenomenon. In: Proc. of the national conference on Digital government research, USA, Atlanta. - 2005. - P. 333–381.
31. United Nations E-Government Survey 2018. United Nations. New York. 2018. - 270 p. URL: <https://publicadministration.un.org/egovkb/en-us/Reports/UN-E-Government-Survey-2018>
32. Verkijika S.F., Wet L.D. A usability assessment of e-government websites in Sub-Saharan Africa //International Journal of Information Management. - 2018. - Vol. 39. - P. 20–29. URL: <https://doi.org/10.1016/j.ijinfomgt.2017.11.003>

About authors

Anna E. Kurilo, Dr. of Sci. (Econ.), Associate Professor, Leading Researcher, Institute of Economics, Karelian Research Center of RAS, Petrozavodsk.

Egor A. Prokopyev, Cand. of Sci. (Econ.), Researcher, Institute of Economics, Karelian Research Center of RAS, Petrozavodsk.

For citation

Kurilo A.E., Prokopyev E.A. Development of e-government in Russia: advantages, barriers and prospects //Market Economy Problems. 2019. No. 4. Pp. 15-27.

DOI: <https://doi.org/10.33051/2500-2325-2019-4-015-027>