THE DIGITAL GOVERNMENT MODEL: IN SEARCH OF SOLUTIONS

ORCID ID: 0000-0003-1176-3292

Valerii Logvinov
PhD in economy, Ass. professor of information policy and digital technology department
National academy of public administration under the President of Ukraine
UKRAINE

When looking for solutions to the digital government model, the first question thing to answer: what is digital government? The concept of digital government it is a fundamental change from administrative activity to improving public service delivery, from ensuring greater accountability and transparency within e-Government to building greater public trust when governments are leveraging the assets of information technologies for formation new government system and relationship with society.

At this case, governments no stopped at the technological development way, and more importantly that using all technology instruments to turned the government activity into a many-sided relationship, in which governments, citizens and business actively engage with one another (Digital Government, 2016).

Digitizing and digitalization a government requires attention to two major considerations, which make up a framework for setting digital government priorities: it is the core capabilities for engaging citizens and businesses, and the second, organizational enablers that support those capabilities. These elements make up a framework that governments can use to set their priorities for a comprehensive digital government transformation that boosts the efficiency and quality of government activity (Digital by default, 2015).

McKinsey & Company experience emphasizes that a governments typically begining digitization their activity by using a fundamental capabilities advanced technologies. However, at the next step, they can broaden digitization areas, used world digital experiences to needs all users of government services. As a result (Digital by default, 2015) government activity were grouper into four categories - services, processes, decisions, and data sharing. This give possibility of governments to generate substantial benefits based on the citizen-centric perspective in digital government models.

To address this, in the EU (The future of government, 2019) started a Citizen Centric Perspective on New Government Models project. The objective of this project were to explore the emerging societal challenges, analyze world trends and start EU-debate on the possible future government models.

This project approach are combining Foresight, Design and Citizen Engagement. Foresight is a discipline that offers a structured, systematic and systemic approach to gain valuable insights into the mid- to long-term future possibilities. Design and other design-based thinking approaches are increasingly being used within policy making, government services and social innovation Citizen engagement is a concept that emerged from Science and Technology Studies. It is a participatory process, with the goal of empowering citizens by involving them in decision-making.
Considering today this topic we can say that initially, the focus in the government model were on the technological side (Kosorukov, 2017), while later models focused on the institutional aspects beyond technology. The shift of public value focus from efficiency toward the “effective” achievement of sustainable development goals it's evident that the current government model does not suffice in guiding future development of digital government. So, a future-oriented model of digital government guiding further efforts in the socio-technical transformation of governments and society is needed.

A new model of digital government for development sustainability and public participation (DSPP) should be coordinate with a public-valued-based approach (PVBA) as a socio-technical transformation with intelligent technologies, resolving cyber security and other negative problems.

At the base of careful review of approximately 50 digital and e-government models (Jungwoo Lee et al., 2018) which have been popularly used and mostly quoted since 2000, proposed the new digital government model, orientated toward public value and expectations targeted to achieve sustainable development goals.

This model consists of two levels: macro (people, society, international community, and nation) and micro (data, technology, service, people, and governance). Awareness of Four Target Areas on the macro-level conceptually leads to the development on the micro-level five different but related components of digital government.

We can see that integrative solutions in model are the combination of technologies and services, organizational, institutional, procedural, and societal factors.

However, this new yet flexible digital government model is not final solutions, but only a reference model providing a conceptual basis of thinking in the context of digital government, targeted to achieve sustainable development.

References: