

THE ANALYSIS OF THE IMPLEMENTATION OF E-ADMINISTRATION SERVICES BY THE REPRESENTATIVES OF GENERATION Y IN POLAND.

Michał Szafranek
Maria Curie - Skłodowska University, Poland
michal.szafranek@poczta.umcs.lublin.pl

Abstract:

Nowadays, living in an information society, we have unrestricted access to digital economy. More and more areas of our life are becoming digitized, including services offered by public administration. The term e-Administration refers to the capability of completing any administrative procedures via the Internet, without the necessity to pay a formal visit in a given office. There have appeared extra funds to implement information systems offering digital services of public administration since Poland became a member of the European Union. The development of public e-services has been considerably accelerating and the services have been becoming more and more easily accessible for any citizen. The aim of the paper is to assess the awareness of the existence and implementation of public e-services among Generation Y representatives and the advantages they potentially offer. A pilot research was conducted at the beginning of 2017 among a group of more than 200 students of the Faculty of Economics at MCSU in Lublin, representing Generation Y. The results presented in the article will allow assessing the recognition of e-services among young people in Poland as well as the extent to which the services are actually used in people's everyday life.

Keywords: e-administration, generation Y, digital services, e-government

1. INTRODUCTION TO E-GOVERNMENT

The first time that the term 'information society' appeared was in Japanese social sciences in the 1960s. It refers to information being treated as a good, an intangible asset which can give a person or a company a competitive advantage. Information becomes a superior good and, applying modern means of communication, is becomes eminently desirable. A considerable step in the application of ICT solutions has contributed to the development of information societies. The digital revolution which has been spreading since the twentieth century has caused the departure from traditional economy as well as the growing importance of the service sector and modern cutting-edge technologies . It has also led to the improvement of the society's life conditions and the enrichment of people's social life.

IT tools have also found their application in a widely – understood process of digitizing public administration. Since it is the central government (the State) or local government units that is responsible for public administration, this branch of life receives too little capital while remaining highly capital-intensive. Its development does not bring money profits, unlike the profits made by private companies, yet it provides benefits for citizens. The term e-government refers to the implementation of information and communications technologies in public administration.(www 1) It comprises the modifications of all processes taking part in administration in terms of their efficiency. According to the Lisbon Strategy and within the framework of European policies, e- Administration comprises:

- a) The development of teleinformation networks (high-speed internet in the whole European Union),
- b) The development of information society: the broadening of knowledge and skills, raising the awareness of EU members in terms of the application of modern technologies, including IT solutions in e-Administration,
- c) The development of IT technologies: increasing the number of the internet hot spots. (European Commission, 2004)

Since the moment European funds dedicated to digitizing the society have appeared, including the funds to develop both local and public administration, there has been a considerable increase in the number of IT systems, offering digital services of public administration.

The legal basis for Polish e-Administration is described in a number of legal acts, ministerial orders and other documents. The most important ones are:

- a) Act of 6 September, 2001 on access to public information
- b) Act of 18 September 2001 On Electronic Signatures
- c) Act of 17 February 2005 on the Computerisation of Activities of Entities Performing Public Tasks

2. E-ADMINISTRATION SYSTEMS IN POLAND

The above-mentioned legal acts are a only small part of a bigger legislative system, on which contemporary e-Administration in Poland is based. Many IT systems dedicated to the functioning of digital administration in Poland have been devised.

Table 1: The most important e-Administration systems in Poland

Name	A short description of the system
ePUAP (the Electronic Platform of Public Administration Services)	<p>ePUAP platform constitutes a platform for communication between the citizen and public administration units in a unified way. The project contributed to:</p> <ul style="list-style-type: none"> • improving cost-effectiveness of public administration services: the movement of some of the services onto the electronic platform has decreased the number of cases dealt with in a traditional way, • making accessible integration mechanisms for local government units on ePUAP platform: offering access to coordination and interoperational services in accordance with the services provided in the second phase of the project • The facilitation of using public services available online by introducing a unified classification of services (the catalogue of services). The

	<p>catalogue of services arranges and classifies different types of public administration services in Poland, allowing various local government units to make descriptions of a given service in a unified and consistent way</p> <p>ePUAP offers the following types of services:</p> <ul style="list-style-type: none"> • for citizens – services connected with administrative procedures such as issuing personal ID cards or dealing with other official issues, • for entrepreneurs: setting up and conducting businesses. (www 2)
CEPIK (Central Registry of Vehicles and Drivers)	<p>CEPIK system comprises information about the vehicles registered in Poland as well as the drivers who own a Polish driving licence.</p> <p>The central registry of vehicles gathers information about the vehicles registered in Poland:</p> <ul style="list-style-type: none"> • vehicle data (e.g. brand, model) • technical data (engine power and capacity, size class) • Vehicle documents • Information about the present and the previous vehicle owners • Occurrences of car theft, deregistration or disposal, • Mandatory motor third-party liability, • Current MOT and current odometer reading. <p>The central registry of drivers collects the following information:</p> <ul style="list-style-type: none"> • data about people entitled to drive motor vehicles, • data about people, whose driving licence has been revoked, • data about people who have been banned from driving, such as: personal data, driving licence data or data concerning extra qualifications (e.g. carriage of dangerous goods). (www 3)
PESEL (Universal Electronic System for Registration of the Population)	<p>PESEL Registry is a central data filing system, run by The Ministry of Digital Affairs</p> <p>PESEL Registry gathers data about:</p> <ul style="list-style-type: none"> • Polish citizens living in the Republic of Poland • Polish citizens living outside the Republic of Poland, applying for a Polish ID card, • Foreigners living in the Republic of Poland as concerns the acquisition of the right of permanent residence, the refugee status, obtaining the permission for permanent residence, • Family members of foreigners living in the Republic of Poland, as described in point above. (www 4)
BeSTi@ (Budget Accounting System)	<p>SJO BeSTi@ system facilitates processes of finance management by local governments via their organizational units. It helps local governments and their organizational units plan and conduct financial processes including the following:</p> <ul style="list-style-type: none"> • Budget planning, including the preparation of draft budget and its changes, • Preparing financial statements in monthly and quarterly accounting periods, • Preparing balance sheets of local governments and their organizational units, • Data exchange between local governments and their organizational units. (Sputnik, p. 5)
TERYT (National Official Registry of Territorial Division of the Country)	<p>TERYT - National Official Registry of Territorial Division of the Country comprises the following systems:</p> <ul style="list-style-type: none"> • TERC – identifiers and names of the units of territorial division • SIMC – identifiers and names of villages, towns and cities. • BREC- statistical regions and census areas, • NOBC – the identification of street names, real estates, buildings and flats (ULIC – Central Catalogue of Streets is a subsystem within NOBC) (www 6)
Tax Portal and e-Declarations	<p>IT system of Fiscal Administration helps tax-payers properly deal with their tax liabilities. IT comprises two parts, the first of which is accessible to the public and it contains information about particular tax-payers, allowing</p>

	them to file tax declarations electronically (e-Declarations). The second part is accessible after a log-in and it enables individuals to communicate with tax authorities and look into their personal data (declarations filed, cases pending). (www 5)
ZUS PUE (Electronic Services Platform of the Social Insurance Institution)	ZUS PUE platform enables citizens to: <ul style="list-style-type: none"> • obtain information about insurance, social benefits and payments offered or required by the Social Insurance Institution, • bilateral communication with the Social Insurance Institution, • access to personal data collected by the Social Insurance Institution. (www 7)

Source: own work

3. THE RESULTS OF THE RESEARCH

A pilot research in the form of an online questionnaire was conducted at the beginning of 2017 among a group of more than 200 students of the Faculty of Economics at MCSU in Lublin, aged 18-25 and representing Generation Y. Its goal was to estimate the level of awareness of the existence of e-Administration services and the scope to which they are being used by young people. Students of all years at the Faculties of Logistics, Finance and Accounting, Economics, Law and Business took part in the research.

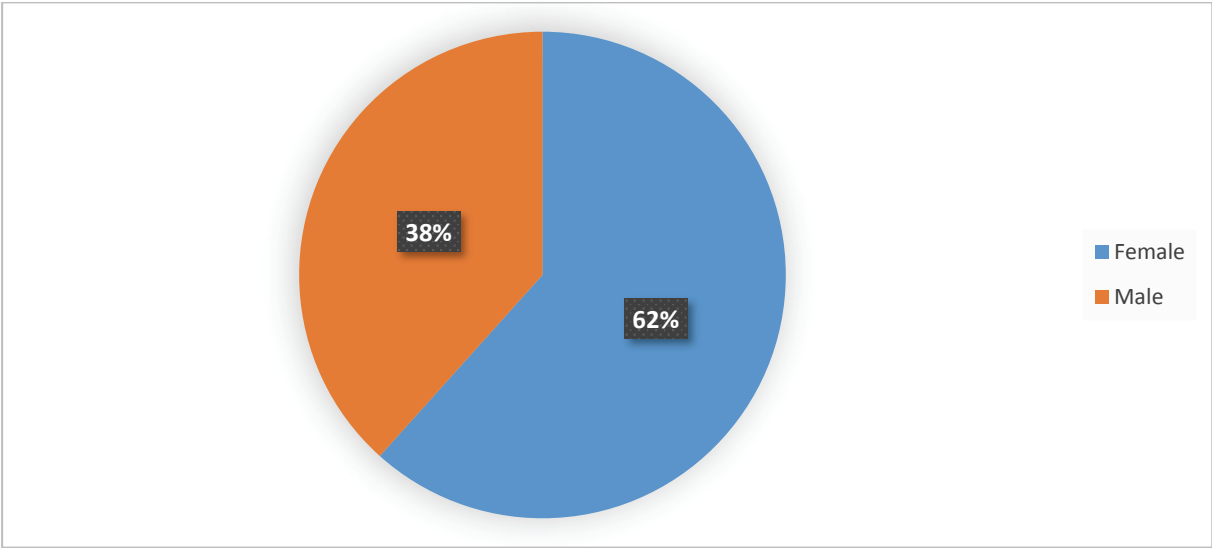
Table 2: The the characteristics of the respondents

Age	Sex		Total
	Female	Male	
18	3	0	3
19	15	11	26
20	66	29	95
21	20	10	30
22	22	22	44
23	8	7	15
24	1	4	5
25	0	1	1
Total	135	84	219

Source: own research

62% of the group tested constituted women, 38% - men. The analyses presented in the article will account for the division by sex.

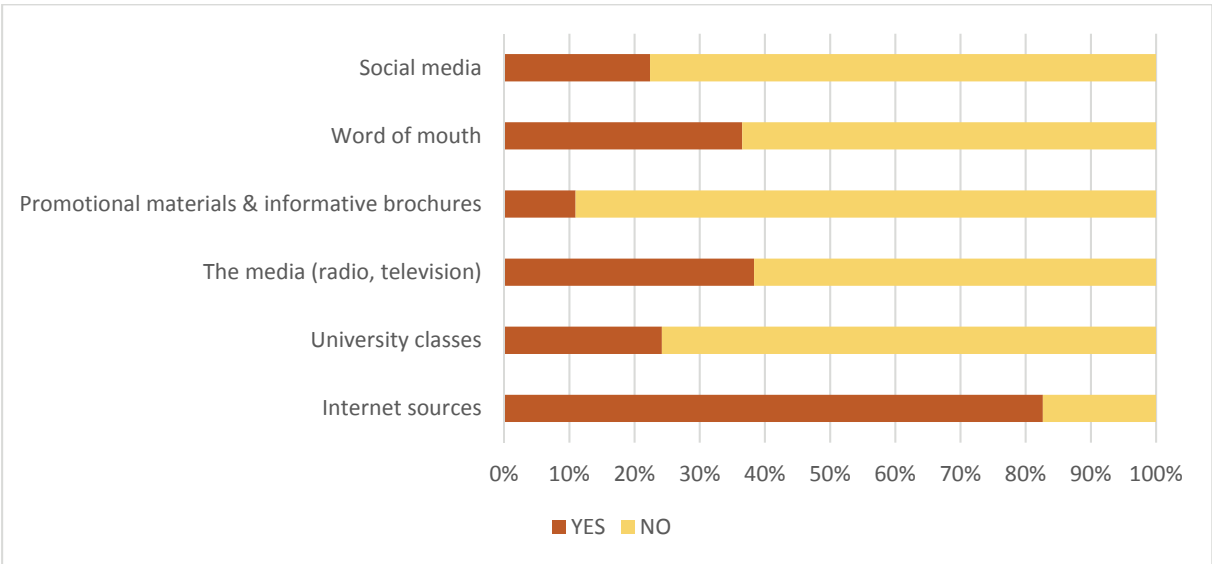
Figure 1: The percentage of males and females partaking the research



Source: own research

Asked about the source of information they relied on as concerned the way they handled official matters electronically, the majority of the respondents pointed out to online sources (more than 80% of the respondents, see Figure 2). Word-of-mouth recommendations as well as the radio and the TV were quite popular, too (almost 40% of the respondents). On the other hand, promotional materials and informative brochures issued alongside bringing the idea of e-administration services to public attention turned out to be of the least importance (only slight above 10% of the respondents pointed them out as a source of information). Surprisingly, social media enjoyed little popularity (slightly above 20% of the respondents). Although it might seem that Generation Y representatives should depend on the social media as a source of information about the environment in which they live, this means of obtaining information played a marginal role in terms of public e-services.

Figure 2: Different sources of information about e-Administration services



Source: own research

Another question referred to those e-Administration services which the young respondents had already had a chance to use (Figure 3). The undisputed leader in this area was electronic application for admission to the university (more than 90% of the respondents filed in an online application). The possibility to check the status of a given official case online turned out to be another popular function of e-Administration services (personal ID card, a driving licence, a vehicle registration card or a passport ready for collection). Unfortunately, this group of services is connected with the necessity to physically

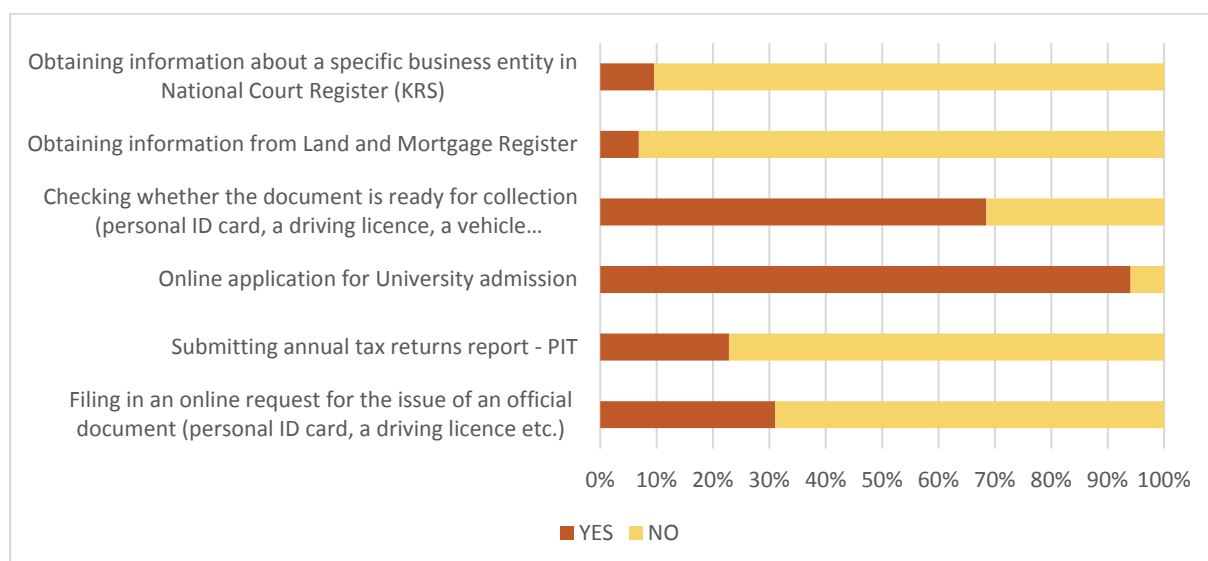
pay a visit in a given office to collect paper documents, however, the possibility to check the status of the case on a portal or a website constitutes an essential facility. Filing in an online request for the issue of a document, the petitioner receives a unique identifier, with the help of which they can check the status of the case. Such services are very popular in Poland and they comprise all cases which require the petitioner to visit the office in person so as to collect a document, a map, a permission etc. 2/3 of all the respondents claimed to make use of such e-services.

Another e-service which is correlated with the above-mentioned function is filing in an online request for the issue of an official document (personal ID card, a driving licence etc.) Yet, only 1/3 of all the respondents make use of this e-service. It might be assumed that when requesting the issue of an official document, we often need to physically turn up in a given office to lodge an application – sign the papers or deliver a photo. Nevertheless, in the era of the technological progress which we have been witnessing, both the signature and the photo could be scanned, and so the only visit we would have to pay in an office would be to collect the document.

More than 20% of the respondents claimed to submit tax reports electronically. This number is much below the national average, which makes up about 40%. 20 192 248 tax payers (The Ministry of Finance 2016, p. 6) submitted tax return declarations (PIT) for 2015 without the assistance of a fiscal organ (insurance and pensions authority, workplace etc.). 8 301 353 PIT declarations (www 8) were submitted electronically, which makes up the afore-mentioned 40%. The number of PIT declarations submitted via the Internet has been rising from year to year in Poland.

The remaining e-services which were subject of the research and which concerned running a business and land and mortgage register hardly concern citizens who have barely reached adulthood, which is why they are not popular among the group researched.

Figure 3: E-Administration services used by the respondents



Source: own research

Another group of questions concerned the respondents' knowledge about e-Administration, their willingness to make use of e-services or modern technologies and the benefits that could be derived from e-Administration.

Table 3: The level of understanding of the term 'e-Administration'

Sex	Understanding of the term 'e-Administration'			
	Full understanding	None	Good understanding	Weak understanding
Female	0,00%	30,37%	9,63%	60,00%
Male	1,19%	30,95%	28,57%	39,29%

Source: own research

As Table 3 shows, more than 90% of the females who took part in the research claim no or weak understanding of the term e-Administration. The number of males who do not or weakly understand the term e-Administration is lower by about 20%, yet it is still not satisfactory.

Table 4: The respondents' preferences in terms of using modern technologies when attending to official cases

Are you an advocate of using modern technologies to attend to official matters?					
Sex	I have no opinion	Rather not	Rather yes	Definitely not	Definitely yes
Female	11,11%	5,19%	57,04%	0,00%	26,67%
Male	7,14%	3,57%	48,81%	1,19%	39,29%

Source: own research

More than 80% of the males and females questioned claim to be proponents of using modern technologies when dealing with official cases (Table 4). This should come as no surprise, since the respondents were young people, aged 18-25, who build up the so-called Generation Y, and who are, therefore 'deemed' to live in an information society and digital economy.

Table 5: The respondents' preferences in terms of whether they would rather deal with an official case via the Internet or personally pay a visit in an office /city or town hall, including the division by sex

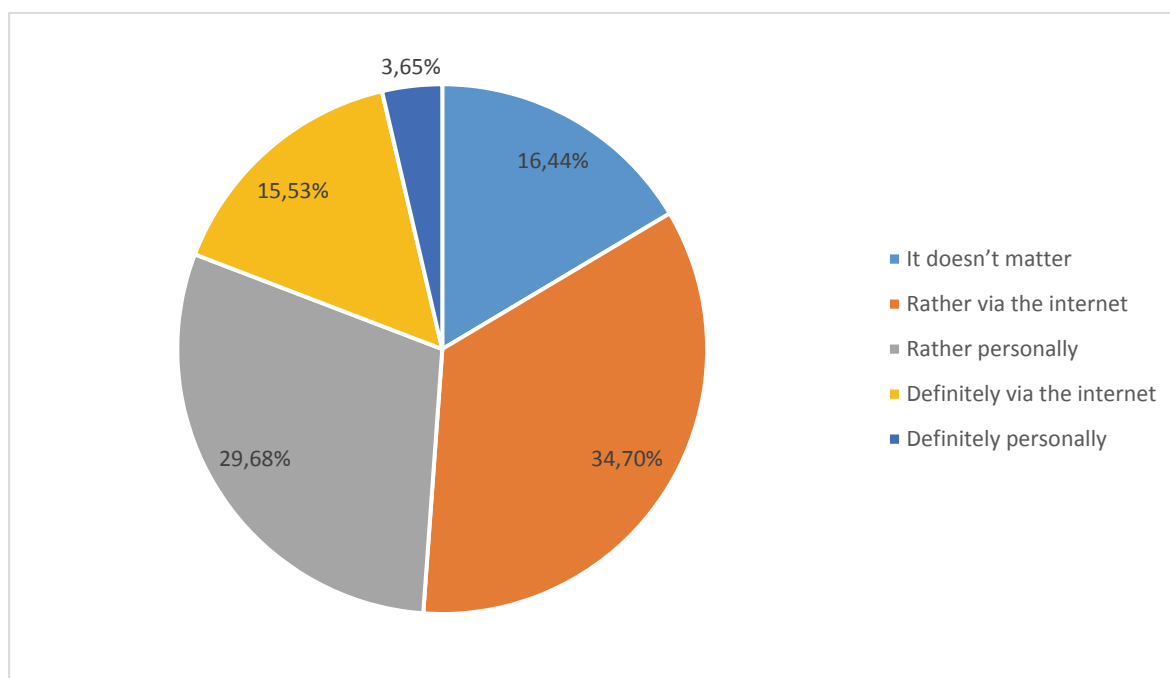
Would you rather visit an office in person or deal with an official case via the Internet?					
Sex	It doesn't matter	rather via the internet	rather personally	definitely via the internet	definitely personally
Female	17,78%	31,85%	31,85%	14,81%	3,70%
Male	14,29%	39,29%	26,19%	16,67%	3,57%

Source: own research

The statistics depict preferences in terms of using e-services or visiting the town or city hall in person. Table 4 presents the number of males and females who prefer a given form of contact, yet, more interestingly, graph 4 shows a total number of respondents (irrespective of sex) who prefer either form of the contact. As we can see, only about 50% of the students questioned would attend to any official business by means of modern technologies. This seems worrying as it proves young people's little trust towards electronic forms of contact as well as their connection with the traditional model and/or their insufficient knowledge of the solutions e-Administration has to offer.

Insufficient education concerning e-Administration is confirmed by data shown in Table 3 and, partly, on graph 2.

Figure 4: The respondents' overall preferences in terms of whether they would rather deal with an official case via the Internet or personally pay a visit in an office /city or town hall



Source: own research

Another important element of the research was the question about the benefits of using e-Administration services (Table 6). The respondents unambiguously pointed out that the main advantage of using e-Administration was saving time thanks to the lack of queues and 24/7 access (more than 90% of the respondents stresses the importance of this factor). 80% of the students questioned claim that the case processing time is shorter thanks to e-services. More than 70% of the respondents acknowledge the fact that e-services help reduce costs of running offices and contribute to better flexibility in contacts with the authorities. They also appreciate the availability of the services. A smaller number of mistakes or developing trust towards authorities turned out to be of lesser importance (only 1/3 of the respondents saw these two factors as benefits).

Table 6: The benefits of using e-Administration services

	Saving time for the petitioner (lack of queues, 24/7 access)	Lowering costs of running offices	Flexibility in contact with the office	Broader access to public administration services	Quicker way of dealing with the case (shorter processing time)	Fewer number of mistakes	Better monitoring and control (lessening corruption)	Developing trust towards public administration
Definitely not agree	2,74%	1,83%	2,28%	0,46%	2,28%	3,20%	1,37%	3,65%
Rather not agree	0,91%	4,11%	1,37%	4,57%	5,02%	24,66%	6,39%	15,98%
Neutral	3,20%	15,98%	25,11%	22,37%	10,96%	35,16%	31,51%	41,10%
Rather agree	17,35%	42,47%	40,64%	45,66%	31,51%	26,03%	36,99%	28,77%
Definitely agree	75,80%	35,62%	30,59%	26,94%	50,23%	10,96%	23,74%	10,50%

Source: own research

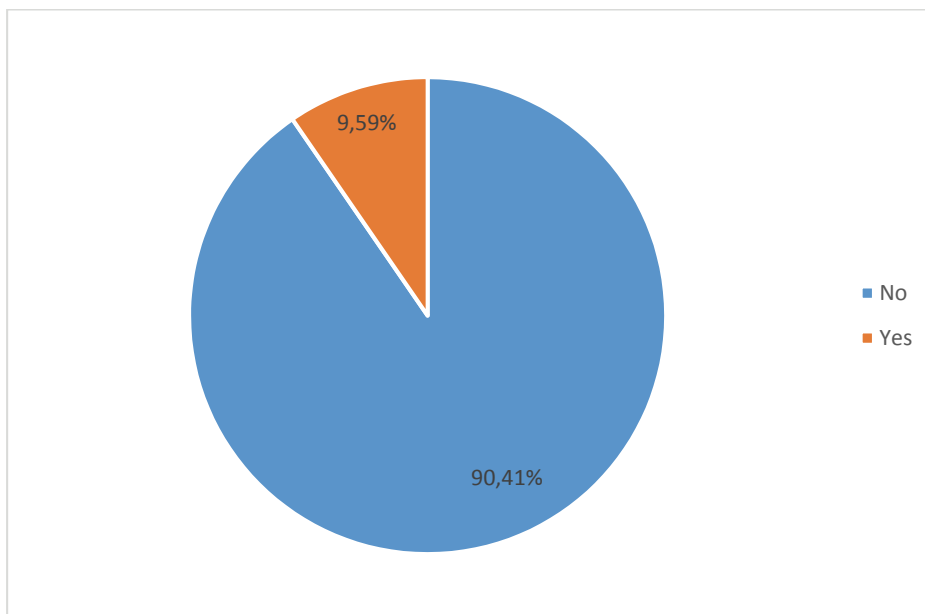
4. CONCLUSION

The research results presented in this paper give a rough picture of the awareness of the existence and the level of implementation of e-Administration services among representatives of Generation Y in Poland. The youth entering adulthood who took part in the research will be the beneficiaries of the IT systems which are being implemented in public administration. Offices in the future should be limited in terms of front-office sphere and they ought to mainly constitute internet platforms and portals. Classic office desks should serve the mere purpose of exchanging and collecting documents in their paper form, for instance personal ID cards, driving licences etc. However, the majority of official forms, documents, certificates should be available in a digital version, thank to which access to them will require no direct contact or interaction with an office clerk. Administrative workers will remain transparent for petitioners, as if hidden behind computer system formats. Such a vision of public administration is an ideal one. Yet for now, Poland remains far away from the model desired.

As the research shows, Generation Y is not sufficiently informed in terms on e-Administration. Most probably, e-Administration services are not actively promoted, especially in the social media, which is why only about 20% of the respondents obtain knowledge about e-services by this medium (in line with Graph 2). The group which partook the research is especially prone to content available in social media. This explains why commercial companies do promote their products via Facebook, Twitter, Instagram or Snapchat. Undeniably, entrepreneurs acknowledge the power of modern social media. It is via social media that e-Administration services should be endorsed and promoted. Only in this way shall we reach today's twenty-year-olds who enter their professional life.

At the end of the article I would like to present a statistic which concerns the ownership of an ePUAP trusted profile. 90% of the respondents do not own an ePUAP trusted profile (Figure 5), which prevents them from accessing a rich catalogue of digital e-services. According the Ministry of Administration and Digitization there are about 35 e-services available and the number is on the increase.

Figure 5: The ownership of an ePUAP trusted profile.



Source: own research

The main idea of ePUAP system was to unite the authorities with the citizens (or the authorities with business entrepreneurs). The expenses incurred to create, initiate and maintain this system have already amounted to more than 100 mln PLN, but the system, not functioning properly and containing many mistakes, still remains a symbol of the inability of our state to implement e-Administration services efficiently and, therefore, successfully.

REFERENCE LIST

1. European Commission (2004), Facing the challenge. *The Lisbon strategy for growth and employment*. Report from the High Level Group chaired by Wim Kok, http://ec.europa.eu/research/evaluations/pdf/archive/fp6-evidence-base/evaluation_studies_and_reports/evaluation_studies_and_reports_2004/the_lisbon_strategy_for_growth_and_employment_report_from_the_high_level_group.pdf (28.04.2017).
2. Kaczorowska A., (2014). *Czynniki krytyczne rozwoju e-government w Polsce*. Zeszyty Naukowe Uniwersytetu Szczecińskiego nr 829, Studia Informatica nr 35, pp.41-51.
3. The Ministry of Digital Affairs (2013), *Program Zintegrowanej Informatyzacji Państwa*, https://mac.gov.pl/files/pzip_ostateczny.pdf (28.04.2017).
4. The Ministry of Finance (2016), *Informacja dotycząca rozliczenia podatku dochodowego od osób fizycznych za rok 2015*.
5. Sputnik, *Informatyczny System Zarządzania Budżetami Jednostek Samorządu Terytorialnego (BeSTi@)*. Dokumentacja użytkownika. Podręcznik użytkownika – Podsystem JST, <http://pomoc.sputniksoftware.com/pliki/instalki/Bestia/JSTDokumentacjaUzytkownika.pdf> (20.04.2017).
6. (www 1) <http://www.eadministracja.pl/informacje-o-elektronicznej-administracji> (20.04.2017).
7. (www 2) <https://epuap.gov.pl/> (20.04.2017).
8. (www 3) <http://www.cepik.gov.pl/czym-jest-cepik> (21.04.2017).
9. (www 4) <https://mc.gov.pl/rejestr-pesel> (22.04.2017).
10. (www 5) <http://www.finance.mf.gov.pl/web/wp/pp> (20.04.2017).
11. (www 6) http://eteryt.stat.gov.pl/eTeryt/rejestr_teryt/aktualnosci/aktualnosci.aspx?contrast=default (22.04.2017).
12. (www 7) <http://www.zus.pl/pue> (24.04.2017).
13. (www 8) <http://www.finance.mf.gov.pl/pp/e-deklaracje/statystyka> (21.04.2017).