

Regional Problems of Electronic Governance in Autonomous Republic of Adjara

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Abstract : Research has shown that public institutions in Autonomous Republic of Ajara try their best to make their official electronic data (web-pages, social websites) more informative and improve them. Part of public institutions offer interesting electronic services and initiatives to the public although they are seldom used in communication process. The statistical analysis of the use of web-pages and social websites of public institutions for example their facebook page show lack of activity. The reason could be the fact that public institutions give people less possibility of interaction in official web-pages. Second reason could be the fact that these web-pages are less known to the public and the third reason could be the fact that heads of these institutions lack awareness about the necessity of strengthening citizens' involvement. In order to increase people's involvement in this process it is necessary to have at least 23 e-services in one web-page. The research has shown that 11 of the 16 public institutions have only 5 services which are contact, social networks and hotline. Besides introducing innovative services government institutions should evaluate them and make them popular and easily accessible for the public. It would be easy to solve this problem if public institutions had concrete strategic plan of public relations which involved matters connected with maximum usage of electronic services while interaction with citizens. For this moment only one governmental body has a functioning action plan of public relations. As a result of the research organizational, social, methodological and technical problems have been revealed. It should be considered that there are many feedback possibilities like forum, RSS, blogs, wiki, twitter, social networks, etc. usage of only one or three of such instruments indicate that there is no strategy of regional electronic governance. It is necessary to develop more mechanisms of feedback which will increase electronic interaction, discussions and it is necessary to introduce the service of online petitions. It is important to reduce the so-called "digital inequality" and increase internet access for the public. State actions should decrease such problems. In the end if such shortcomings will be improved the role of electronic interactions in democratic processes will increase.

Keywords : e-Government, electronic services, information technology, regional government, regional government

Conference Title : ICDGS 2016 : International Conference on e-Democracy, e-Government and e-Society

Conference Location : Paris, France

Conference Dates : January 21-22, 2016