

Chapter 14

The Role of Organizational Information Systems in the Digital Transformation Process of Public Services: Atatürk, Culture Language, and History – Supreme Council Case

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ABSTRACT

In the information age, ICTs are transforming all areas of life. States produce policies, make investments, and develop projects in order to use this transformation for the benefit of their citizens. E-transformation of the state requires the transformation of public services and service providers. For this reason, public institutions are important actors in e-transformation, preparing both their structures and services and citizens for information technologies. In Turkey, as in the institutions of the world, the need for information management systems emerged in order to increase the service quality of public institutions, to carry organizational knowledge from the past to the future, to ensure continuity in a more effective public administration. In this study, the current legal regulations are examined; also, in the case of Atatürk, Culture Language and History Supreme Council, the digitalization of service processes of institutions through organizational information systems were examined, and the contribution of institutions to e-transformation was investigated.

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INTRODUCTION

In the information age, ICTs are transforming all areas of life. States produce policies, make investments and develop projects in order to use this transformation for the benefit of their citizens. The number of transactions carried out by public institutions and the information used in these transactions are increasing rapidly, on the one hand, and, the expectations and pressures for making transactions faster and making decisions faster, are expanding immensely, on the other hand, in this era. It can be said that information management systems are a necessity for states of the easy, cheap and effective provision of public services to “citizens”.

E-transformation of the state requires the transformation of public services and service providers. For this reason, public institutions are important actors in E-transformation projects, preparing both their structures and services and citizens for information technologies.

Legal and administrative arrangements have been made for the use of information management systems in public institutions in Turkey but after 2000, it could not keep up with both the pace of public administration reforms and the renewal of technology. During this period, the “need for continuous revision” has been the main characteristic of legal regulations and the systems used. Information systems’ strategies should be designed to cover the long term, but they have to be updated periodically due to the developments in the field of activity of the institution and the rapid changes in the information world.

In Turkey, as in the institutions of the world, the need for information management systems emerged, in order to increase the service quality of public institutions, to carry organizational knowledge from the past to the future, to ensure continuity in a more effective public administration. In this study, the current legal regulations on the establishment and operation of organizational information management systems and the responsibilities imposed on institutions and its effects on public administration are examined. In addition, in the case of Atatürk, Culture Language and History Supreme Council (ASC), the digitalization of service processes of institutions through organizational information systems (OISs) were examined and the contribution of institutions to e-transformation were investigated.

In order to fulfill the duties of public institutions determined by law, besides the central information systems established by the state, it is necessary to establish OISs and infrastructure specific to each institution. The success of a state’s e-transformation depends on the institutions providing their own e-transformation in line with national standards.

OISs, in addition to ensuring mutual interaction in citizen-state relations, have a critical role in the development of institutional strategies and policies by giving meaning to implicit and explicit information within the institution. This study investigates the contribution of an institution to e-transformation by establishing its own information system for public services in its field of duty. In the study, the literature and legal regulations were evaluated using the descriptive research method, and then the national information systems and OISs service processes used in the ASC were analyzed based on the work flow.

THE CONCEPT OF ORGANIZATIONAL INFORMATION SYSTEMS

Organizations gather and internally circulate information in order to manage the critical functions of decision making and control. In many cases, this effort requires the processing of a large number of information conveying data. On the other hand, because a large number of data may cause an overload on the cognitive and logistical capabilities of the individuals and work groups participating in the infor-

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