

Chapter 21

E-Participating Decision-Making Mechanism in the Public Administration System: Example of E-Government Application

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ABSTRACT

In this chapter, an analysis of the electronic decision making system, which is thought to benefit from the heavy bureaucratic system which does not take into account the expectations of the citizen in the public administration system, will be used to make a more flexible structure. The focus of this chapter is on the need to design the decision-making mechanisms of the state according to the expectations of the citizen. For this purpose, requests and complaints from the citizens through the electronic environment should be taken into consideration in the decision-making process. In fact, this situation is reflected in the application of electronic participation management model. The application of this management model in the public administration system is the citizen participation complaint and demand system which is carried out under the name of electronic government. The examination of this system, which is an example of the application of participatory democracy, is important for the reflection of democratic values on the administration system.

1. INTRODUCTION

The result of the movement of technology with information is the integration of the government and the citizens. The government has succeeded in removing the obstacles between itself and the citizen by using information technologies. For this reason, the government has started to provide public services in an electronic environment. Electronicisation of government public service delivery methods has also led to a transformation in the infrastructure of public institutions (Sharma & Pokharel, 2016: 19).

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The realization of management activities within an organization in a digital environment converges the goal that management wants to achieve. It is known that digital transformation forms used in the management process increase productivity. The process is shortened thanks to the use of technology in the planning and implementation stages of an organization. This saves time and energy (Bredmar, 2017: 115).

The electronic government is a technology that facilitates access to public services provided by the state over the internet. The basic philosophy of this technology is the fulfillment of public services that can be transferred to the virtual environment without person to person communication and away from the complexity of printed documents (Jaeger, 2003: 323).

This manuscript mainly consists of four basic sections.

In the first chapter, the concepts of public administration, public services, citizen oriented management, democracy, participation of the people in administration and electronic democracy (will be discussed. At the same time, it will be tried to form the conceptual framework necessary to ensure the integrity of the subject. In the second chapter, the concept of e-government and the issue of electronic political participation will be discussed. In order to ensure the integrity of the subject, the subject of public services in electronic environment will be examined. In this chapter, a comparative analysis of classical state administration and e-government administration will also be carried out. In the third and last chapter, the subject will be completed by giving examples of the e-government applications of different governments with a universal perspective.

2. CONCEPTUAL FRAMEWORK

The government provides public services that can affect the daily life of the citizen. These public services are aimed not only to meet the needs of individuals but also to provide the public interest (Holzer & Schwester, 2011: 19). At this point, public administration emerges as a practical tool used by a neutral administrator (Holzer & Schwester, 2011: 31).

Public administration is a technical concept which defines the administrative and financial orientation of a group of people towards a specific target. In general, public administration is the fulfillment of government affairs. In other words, public administration is the general name of the system that mediates the performance of the government's activities. In this respect, it can be stated that the main task of the public administration is to implement the decisions of the political nature determined by the decision makers (Khan, 2008: 1-3).

Public administration is the executive authority of the state. The state performs its basic functions through public administration (Öztekin, 2012: 240). Public administration is responsible for the implementation of public policies determined by political authorities. Therefore, public administration is a management system that is responsible for reflecting the issues that concern the citizens (Tortop et al., 2017: 267).

Decision making for public administration is an important topic. Because decision-making is a form of behavior that is consistent with public administration. In other words, the decision-making and the implementation of the decision are in the nature of the public administration system (Çevik, 2012: 125).

Public administration is at the intersection of scientific fields such as sociology, business, political science and psychology. For this reason, public administration can be interpreted as a social science. In this context, public administration maintains its existence as an effective discipline in politics production, participation and leadership. The most important benefit of public administration is to integrate the

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