

# Chapter 38

## Public E–Service Conditions in Lithuania

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### ABSTRACT

*E-governance projects improve the efficiency of administrative systems, lower the number of civil servants, and improve the quality of administration. The Lithuanian Concept on the Development of the Information Society seeks to modernise governance through the use of computerised information resources. This is important so as to develop electronic context, to encourage the provision of e-services, and to allow local residents and businesses to use those services. Lithuania has a public e-services portal, the purpose of which is a broad online access to information and public e-services provided by state institutions. The requirements for common European e-services enforcement in cyberspace influence the improvement of e-services in public administration in Lithuania. Lithuania has a legal system necessary for public e-services, but the actual implementation of services directives requires more specific statutes on services as well as corresponding secondary legislation. Basing on different studies, the authors examine the development and conditions of public e-services in Lithuania.*

### INTRODUCTION

European Commission documents *i2010 - A European Information Society for growth and employment* and *Europe 2020 a strategy for smart, sustainable and inclusive growth* is the

base to renovate Lisbon strategy for economical development and creation of work places. There is forecasted in actions' plan to involve all citizens in e-government, to provide for them modern, trustfull and acceptable services; to arise effectiveness and virtue of e-government, satisfaction of customers, to secure the main services of wide influence for citizens; to implement the main

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measures that let to create conditions for citizens to use the convenient approach to public services in whole Europe (Codagnone, Wimmer, 2007).

Economic and social developments are heavily dependent on the development of the public administration. In order to provide better services to businesses and citizens, in the last decade most governments invested in the development of electronic government (Vintar, Nograšek, 2010).

E-government is the implementation of the Information and Communication Technology (ICT) for public sector activities to achieve the desired organizational change, providing consumers with new skills to improve the quality of public services, strengthen the ongoing democratic processes in country and increase citizens' participation in national policies (Heeks, 2006). Realisation of e-government's projects will increase efficiency of administration system, reduce amount of state servants, improve quality and expedition of administration.

All European Union (EU) states members in its national reforms programmes stand on information and communication technologies; the main aspects are e-government, broadband connection and digital literacy. Problems of information and communication technologies are excluded as objectives in national reforms programs and that why wider reclamation of it is supported.

Information Society Development's in Lithuania coordination process is inseparable from the European Union-wide processes. One of the main purposes of Lithuanian National Conception of Development of Information Society is to modernise the state government by using computerising information sources, improving e-government, supplying for citizens the opportunity to ease get information from all state and local government institutions. Improving e-government it is important to coherently develop electronic context, to stimulate service offering by electronic ways, to ensure for citizens and business subjects the opportunity to use such services (Lietuvos e. valdžios..., 2009).

E-services focus on providing services through the Internet. E-services have been viewed as Internet-based customer service and online account management services and alternately as an overarching service-centric concept (Kim et al., 2003).

Public e-service covers the entire resident or business contacts with the public administration in cyberspace. The requirements for enforcement of common European E-services in cyberspace constitute improvement of services in public administration in Lithuania. The idea is that public administration in each EU country would not be different and public E-services are provided by the parallel service scenario. It can be argued that public e-service is more useful to the authorities: these are associated with an increase in the timeliness of service, customer satisfaction and reduced growth in staff costs and load (Augustinaitis, Petrauskas, 2002).

To Increase electronic provision of administrative services and their public accessibility, the State of Lithuania and municipal institutions and agencies have created **E-government gateway**, a portal of electronic public and administrative services, accessible at [www.evaidzia.lt](http://www.evaidzia.lt) and [www.epaslaugos.lt](http://www.epaslaugos.lt). The portal contains a list of links to public institutions or websites of the public institutions that provide public services or public information. References are grouped according to what services are for businesses and residents. Currently, **E-government gateway** portal is the gateway to more than 400 links to electronically provided public services and administration.

Public E-services do not provide opportunities for more successful use of electronic services. Therefore it is important to know what the businesses or individuals are likely to use the opportunities provided by the public E-services and what factors influence diffusion of these services. Lithuania has recently carried out a number of e-applications of research services. Studies have shown the existence of public awareness of the e-infrastructure created in Lithuania. The admin-

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