

One Stop Government – Strategy of Public Services for Citizens and Businesses in Slovakia

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Abstract: The State as one of the most important elements of the social mechanism is the driving force of the society. Its primary role is maintaining stability, elimination of adverse events (internal, external) and sharing out the socio-economic development of the country. The State as a public authority, is not only to organize social character of life of its citizens, but also to guarantee the participation of citizens in building relations. The subject of this article is to assess the current situation in the field of eGovernment development and modernization of public services in Slovakia. Through scientific methods of analysis, comparison and deduction we will try to uncover phenomena and forms of behavior of individual subjects and highlight the strengths and weaknesses of the ESO reform, which on the basis of the results obtained and on the application of the deduction may help to optimize eGovernment and public eServices portfolio expansion.

Keywords: eGovernment, One Stop Government, Public administration, Public sector, Public Services.

JEL: H4, H7

Introduction

The high degree of social development and material culture, whose base lies in the use of sophisticated technical and information technology, has been closely associated with the transition from an industrial to an information society. This complex and non-linear transformation process, whose understanding requires a paradigm shift in the perception of the world, is closely associated with the onset and extremely high acceleration of usefulness and potential of modern information and communication technologies. The transition to an informed-society is a global environmental change, change to the rules of society and the change of economic conditions of countries in conjunction with the globalization of the economy, the advent of digitization, increasing in quality of life and so on. One of a number of tools to simplify this process, is a development of network with sophisticated services for citizens. These services should meet the highest requirements. Only such strict system can be beneficial to both parties and bring the benefit for society.

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In connection with the above mentioned, it is important to understand that this process would not be implemented without the presence and mutual cooperation with the State. State has to serve the company and the company has to serve to the State. Under this reciprocity, the State requires from citizen more responsibilities (eg. Paying taxes, compliance with laws, proactive approach, political involvement, participation in the implementation of the so-called State interests, etc.). For these responsibilities, the State provides citizens with more specific benefits and services (eg. guarantee the safety of persons and property protection, social security, guarantee rules in the economy, guarantee opportunities for all, etc.). These benefits are the reason that citizens will carry out activities with irational behaviour. Respecting the terms of global issues, which aims to minimize direct contact - eGovernment. It, together with respect for the principles of good governance, is seeking its place in the public administration system in Slovakia.

Impetus to improving the environment and improving the quality of public administration is not only satisfying the requirements of citizens, but also unflattering results of several evaluations concerning the areas of public administration.

1. Dichotomy State - Citizen

The state as a guarantor of public authority and order representing a particular form of social organization is political, economic and social institution, which comprises the application of specific control tools. Its function is to protect the subjects, regulate procedures, integration of interests in public policy and harmonization of relations which are essential in relation between the State and citizen.

Existence of the State, whose beginnings are dated back to 5th - 4th century BC, Plato qualifies with rational knowledge, the abolition of private property and the government of philosophers. To this understanding of the existence of the State opposes Aristoteles. Aristoteles, the scholar of Plato, is looking on the State as a mechanism for fulfilling the common good and creating a good life for all by establishing rules and laws (Constitution). Roman emperor Tiberius (42-37 BC) had significantly enrolled in this issue. His statement "State officials are mortal, the state is eternal" can be considered a current and valid today (Çağlayan-Akay, Sedefoğlu, 2017).

But let's go back to the term – the State. In the political terminology the term State (lat. Status - the status, constitution, rules) was used for the first time in the 16th century. Machiavelli had used it in his scientific work *Il Principe* (The Prince) and *Discorsi sopra la prima decadi di Tito Livio* (States and governments). In these works, Machiavelli presented the idea of a fight for lordship (the needs of citizens and political power-management). Remarkable feature of these works is that many of his ideas are inexhaustible source of reflection and lessons learned since now.

In the area of understanding and knowledge of the State is a huge shift dated back to the 19th century. This century is a landmark in the area of growing and flowering modern ideologies and identities related to the formation of the first modern states. The term "modern state" means the State acting as political, economic and social player with an emphasis on the elimination of external and internal events and processes (Ključnikov, Popesko, 2017). The aim of elimination of these phenomena and processes that could threaten its stability, unity and status, must be prosperity. The State therefore can be defined as a representative of a particular form of social organization which organizes the population in terms of belonging to a given territory, and has a distinctive public authority - state power (Boguszak, 1968). This power is marked by numerous authors, Kutik and Kralik (2015), as the term "guarantor restoring order in the country". In this context of order, the State must eliminate negative phenomena and processes, effectively protect economic interests, guarantee the defense of the republic, provide protection over life and citizen's health, public order, ensure social security and provide public services (Renuka et al., 2017)

The State, as the highest public authority, has a significant participatory on a running of a particular society. As an important element of intervention in a process, is closely linked to the quality of life of citizens and company success country's economic growth.

In the context of social and public interest, the state has to comprehensively optimize institutionalized clerical apparatus, comply with principles of good governance (transparency, legality, impartiality, participation and others) and adapt processes and services quality, so that, within the concept of single access point to services and information, was created a reliable framework for the development of public administration.

The State, through its authorities and institutions of public administration (state administration, local government), which can be described as activity of public service, aims to contribute on control and development of the society. Public administration represents significant organizing power. The power of this system lies in the activities, objectives, tools, methods, forms and "rules of the game" through which it is possible to ensure the fulfillment of the set of social, political and socio-economic interests of the country (Table 1).

Table 1. Socio-economic progress of Slovak Republic in 2010-2015

Year	2010	2011	2012	2013	2014	2015
Indicator	Indicators of economic performance					
Real GDP index, sply = 100 ¹	104,8	102,7	101,6	101,4	102,5	103,6
Relative economic level (GDP per capita. In purchasing power standards; EU28 = 100)	73,1	72,7	75,0	75,2	75,1	75,8
Relative economic level (GDP per capita. In €, EU28 = 100)	49,0	50,0	50,6	51,1	50,9	51,3
Index of domestic demand; sply = 100	104,3	101,0	95,9	100,0	103,0	106,7
Change in fair labor productivity, sply = 100 ²	106,4	100,9	101,6	102,2	101,0	102,8
	Indicator of stability					
Inflation rate % ³	0,7	4,1	3,7	1,5	- 0,1	- 0,3
The General government balance / GDP (%)	- 7,7	- 5,1	- 4,3	- 2,9	- 2,6	- 3,0
The share of government consumption in GDP (%)	19,2	18,3	17,8	18,1	18,5	19,1
Net lending (+) / borrowing (-)	- 2,1	- 0,9	3,1	3,9	3,8	-
Net exports of goods and services / GDP (%)	- 1,4	- 0,9	3,7	4,5	4,2	5,6
	Indicators of Social Development					
International Index of employment, sply = 100 ⁴	98,0	101,9	100,6	100,0	101,4	102,1
Change in number of employed persons (thous.) ⁴	- 48,3	-	13,7	0,3	33,7	34,6
∅ unemployment rate (%) ⁴	14,4	13,6	14,0	14,2	13,2	11,5
Annual change in real wages (%)	2,2	- 1,6	- 1,2	1,0	3,6	6,8
Index of real household consumption / capita	- 0,1	- 0,1	- 0,6	- 0,9	2,1	2,2
The share of public expenditure on social protection of GDP (%)	12,2	12,0	12,1	12,3	12,4	-

¹ chain-linked volumes, ESA 2010; sply – same period last year, ²real GDP per worker, ³harmonized index of consumer prices, ⁴selective detection of labor.

(Source: own processing with help of ŠÚ SR, MF SR, Eurostat, Morvay et al., 2015)

To keep and maintain own position, the state of bureaucracy is required. This includes procedures for the implementation of policies and running institution of Administration (Hughes, 2003). This indicates that public administration includes functions and activities carried out for the purpose of development and managing state organization affairs and process of the state affairs of common public interest. It can therefore be concluded that the framework of public administration can not be made only with public bodies. Public administration must be properly intertwining with private framework, ie ultimately must create scope for individual and serve him. For this reason, an important place belongs to the citizen. Citizen, as a personnel substrate of the State, without which any State can exists, has in a well-organized State the opportunity to participate in public life. These rights and benefits are held solely by the citizens.

1.1 How the State access to the citizens

Position of the State and citizens, as well as the entire public sector and public administration are affected by a number of fundamentally changing in the nature of knowledge of a particular environment. In terms of the historical context of society arrangement, regime changes, results of scientific and technological progress and value orientation of the society can be customized relationship between the State and citizen, so that in the real environment it is the best that can offer both sides of the relationship.

Similarly, it is also with the public administration structure and the position of the public sector within the country. The ongoing global trends affect many existing habits and they have influence on changes in a global scale. The most important trends can be identified (Naisbitt, 1982):

- a) transition from an industrial society to IT society,
- b) transition from the national economy to world economy,
- c) transition from short-term planning to long-term planning,
- d) transition from centralization to decentralization,
- e) transition from institutional support to self-help,
- f) the transition from representative democracy to participatory democracy,
- g) transition from hierarchies to networks,
- h) the transition from quantitative to qualitative,
- i) transition from monostructure production to products diversion.

The European Union on this issue introduced the concept of "goodadministration". It is a build of quality and properly functioning environment based on respect and respect to the rights and freedoms of individuals in modern democratic State. This administration execution requires compliance in the areas of reliability, predictability, openness, transparency, accountability and efficiency (Pomahač, 2001). This guidance is intended for both domestic national environment as well as the performance of public administration.

European Council Recommendation Rec (2007)to good administration adopted on 20 July 2007, emphasizes that good mirrorof public administration is clear, transparent and understandable legislation, judiciary and execution of state power. Good administration should fulfill the basic needs of society and participate in government.

The modernization of public administration with applying the above principles, slimming, streamlining, raising standards of transparency and openness through restructuring local government, supporting social and economic growth of the State, informatization, staff development at all levels of government and creating a space for permanent dialogue between all subjects in this environment, is to gradually build a base that will guaranteethe provision of public services of the 21st century within society. For this purpose, it is appropriate to establish a framework compatible with the environment of the country and the EU at the same time.

As this eCentury is primarily based on modern information and communication technologies(ICT) and internet, an electronic form of public administration is inevitable. Process of eGovernment can not be realized without a change in thinking, work organization and change in processes management.They shall improve and bring public services to citizens, businesses and society as a whole. By applying the above system and changes, which functionality and efficiency means growth of qualitative indicators of society development, socio-economic balance and certainties of life, it is possible to approach to a modern open society of 3rd millennium.

In this regard it is also important to note that good base of material character is not enough. Focus should be on building a network of professional personnel apparatus, which is a problem in almost all EU Member States. Lack of experts in eGovernment means more complications and violations in the rules of "the game." For this reason, several States are building a networks of high quality academic experts in the field of eGovernment (Estonia, Sweden, Germany) - the so-called Good Administration contact points. Patronage over the development of this environment lies on the EU, which provides a platform for sharing knowledge and information to professional and general public (eg. Conference eGov, portal ePractice.eu, etc.).

In the Slovak Republic (since 1993) can be a significant milestone in the strategy of approach to the citizens, a reform called ESO - effective, solid, open (Table 2).

Table 2. Timing the tasks related to the ESO reform

Preparatory phase		1 st phase		IP nd phase	
Programme Declaration of the Slovak Government No. 164/2012		<i>Reform starts in 2013</i>	2013	Specialized state offices were closed	2014 – 2020
Act No. 345/2012 Coll.	District offices were established			Optimizing the performance of Local Central Government offices	
	OECD analysis			E-services to be provided by the Central Government	
	Optimizing the performance of the ministries and other bodies of the Central Government – audit			Optimizing the performance of the ministries and other bodies of the Central Government – processes and structures	
	Optimizing the performance of Self-Government – audit			Optimizing the performance of Self-Government – processes and performance	
COMPLETE	COMPLETE	IN PROCESS	<i>Reform is concluded in 2020</i>		

(Source: authors' table)

This is not just a new organizational structure of the public administration system, but a change in the status of citizen / client (focus of attention) as well, which in our environment is unprecedented. The reason are several historical facts that have influenced the development of the state, society and citizens. In terms of historical excursions we can say that the basis for building a modern form and structure of public administration environment in SR is year 1989 (Velvet Revolution) - democracy build-up. This reality is followed by a first significant reformation step of building bases of public administration, which can be called Act no. 369/1990 Coll. on Municipalities. Restoration of self-government in the villages, the establishment of a separate (dual) model of public administration as well as the principle changes in administrative units (*SNR Act no. 472/1990 Coll. On the organization of local government*) meant a huge shift in thinking and looking at the state and status of citizens.

In an independent democratic State has been another important change in the structure of public administration until 1999 - Strategy of reform and the principles of building a separate model of public administration. The structure of local self-government at the local level (municipalities) is growing on a regional level (higher territorial units - self-governing region). This act was preceded by the division of the Slovak territory into 8 regions and 79 districts (Law no. 221/1996 Coll. On territorial and administrative division of the SR).

Other important reforms include reform of local government conducted in 2004. Of the original 79 district offices there is a system of 50 district offices and authorities of specialized local state administration. Subsequently this assembly is curtailed by 8 regional offices, which had been closed in year 2007.

For now, the latest in a series of amendments relating to the building-up an area and applying the principles of good administration is already mentioned reform ESO (*NR SR Act no. 345/2012 Coll., On some measures in local government*). Based on the Government Programme plans for the period 2012-2016 is the first time ever, the focus becomes on a citizen. The shift towards the citizens and private sector can be considered as one of the most positive factors of such plans. To realize all the specialized transactions provided by the State easily and with minimal cost, by cooperation with the State to have the opportunity to make maximum use of electronic means and the opportunity to eliminate visits to specialized offices – all this are novelties for which we have been waiting for many years.

These noble goals can be realized by several means of streamline and by modernizing the public administration system. One of the key tool is eGovernment in a comprehensive digitalized administration together with mechanisms for administrative, decision-making and management of public administration (Table 3).

Table 3. The Slovak strategic objective of eGovernment

1. Satisfaction of citizens, businesses and other public bodies with the functioning public administration
<ul style="list-style-type: none"> - Enable all citizens, including those with disabilities, to use e-Government services; - Reduce the administrative burden for citizens and businesses through transparent procedures; - Increase the participation of citizens in public affairs through the use of information and communication technologies.
2. eGovernment services
<ul style="list-style-type: none"> - Create and link registers that can be used for legal acts; - Implement key tools for the provision of electronic services; - Ensure the modernization of portfolio of electronic services; - Initiate and promote the process of law-making for the implementation of services eGovernmentnet.
3. Effective and efficient public administration
<ul style="list-style-type: none"> - Create a common secure infrastructure for e-government services and support activities; - Use of central applications and services for execution of selected operations Systematically manage and exploit existing projects and avoid duplication; - Perform 100% of public procurement transactions by electronic means and in all areas and remove legislative barriers.
4. Increased competence of public administration
<ul style="list-style-type: none"> - Achieve greater computer literacy for public employees; - Increase the number of training courses for employees - IT, management skills.

(Source: eGovernment in Slovakia)

But here there is a conflict with the arguments submitted by the various interested parties. The reason - the area of modernization of public services - eGovernment. Currently it focuses the attention of all stakeholders. Inefficiency, inflexibility and low added value for citizens are only a fraction of what is known as a stumbling block. State declares the creation and provision of better service quality and access to them in order as much as possible meeting the needs of citizens. In other words, the priority of the state is to provide high quality services to the citizen as taxpayer and the citizen as an entrepreneur. The results and the slow implementation of these steps, however, are not to claim.

Basement of this argument can be a number of results and findings in this area. A recent study of eGovernment that tracks specific indicators of eGovernment in Europe, testifies that we do not even reach the EU average (Figure 1).

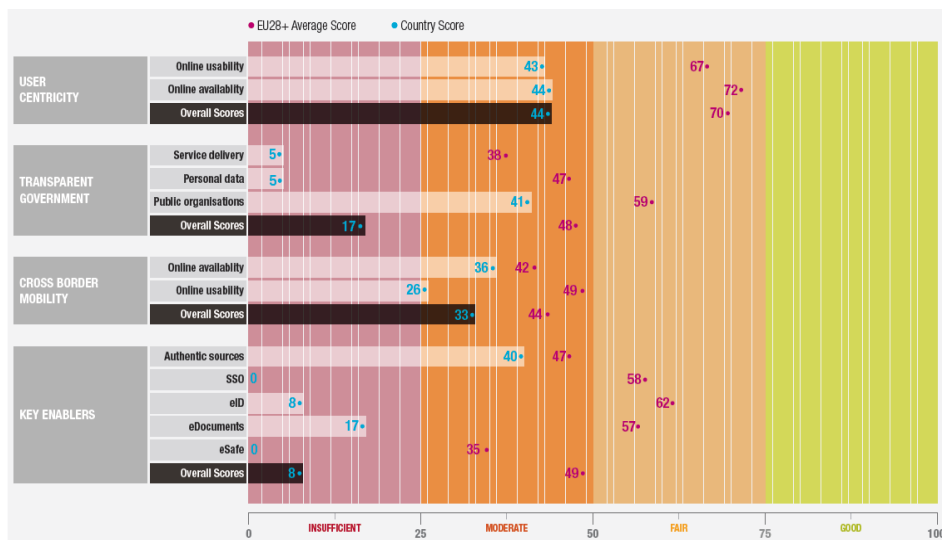


Figure 1. eGovernment performance across policy priorities of Slovakia

User Centricity – indicates to what extent a service is provided online and how this is perceived.

Transparent Government – indicates to what extent governments are transparent regarding their own responsibilities and performance, the process of service delivery and personal data involved.

Cross Border Mobility – indicates to what extent EU citizens can use online services in another country.

Key Enablers – indicates the extent to which 5 technical pre-conditions are available online: Electronic Identification (eID), Electronic documents (eDocuments), Authentic Sources, Electronic Safe (eSafe), and Single Sign On (SSO).

(Source: ec.europa.eu/information_society/newsroom/cf/dae/document.cfm?doc_id=5568)

A survey conducted in the years 2014 and 2016 on a sample of 423 respondents confirmed to us that people's expectations are not met and the steps to be undertaken in this regard can be considered as insufficient (Figure 2). This assessment is very significantly affected by insufficient eServices and their availability to the responsibilities that citizens / clients against the state have. On the other hand, a leaner organizational nature of local government is to take a positive.

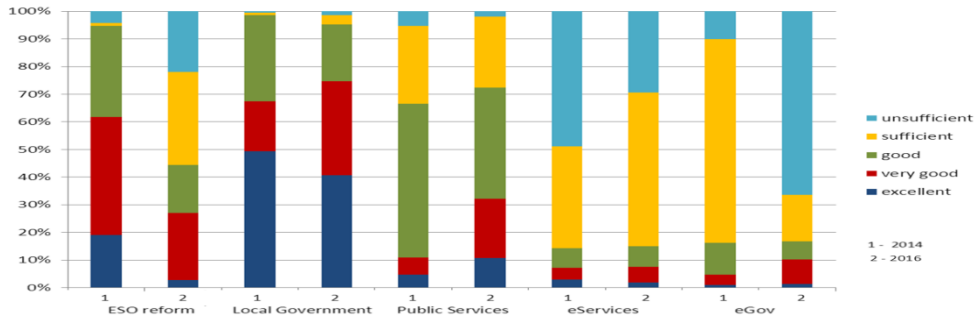


Figure 2. Assessment of selected indicators
(Source: authors' graph)

That the Slovak eGovernment does not look good, and that the situation does not develop in declaring way, is confirmed by the results of the comparison of the digital economy and society (index of digital economy and society). They speak of slow, respectively of zero development, despite the fact that the state has invested during the last eight years almost a billion euros for digitization. In the evaluation of public digital services, we ranked third worst place among 28 Member States (Figure 3, Table 4).

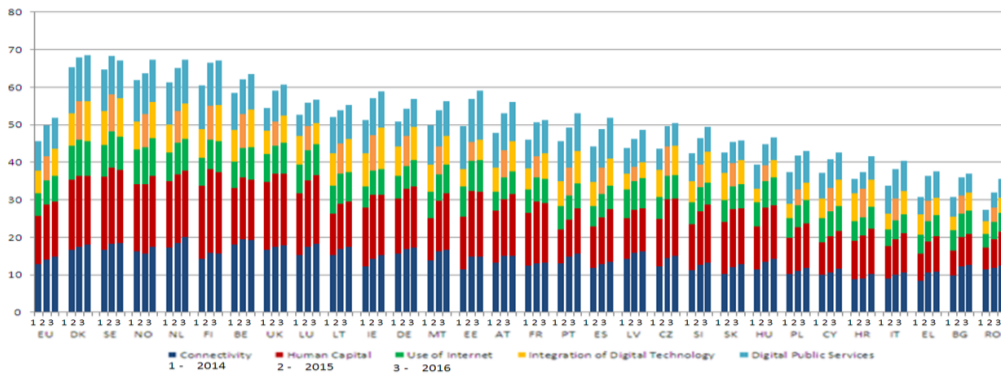


Figure 3. DESI – 2014-2016

(Source: own processing with help of ec.europa.eu/digital-single-market)

Table 4. Digital public services–eGovernment 2014-2016

	score rate		score rate		score rate	
	2014		2015		2016	
EU	0,518		0,543		0,554	
Belgium	0,653	8.	↓ 0,608	↓ 13.	↑ 0,630	↑ 10.
France	0,502	14.	↑ 0,609	↑ 11.	↓ 0,593	↓ 13.
Germany	0,445	19.	↑ 0,477	↓ 20.	↑ 0,500	↑ 18.
Italy	0,494	16.	↑ 0,532	16.	↑ 0,539	↓ 17.
Luxembourg	0,371	22.	↑ 0,415	22.	↓ 0,411	22.
Netherlands	0,751	4.	↑ 0,759	↑ 2.	↑ 0,776	↓ 4.
Denmark	0,809	1.	↓ 0,784	1.	↑ 0,808	↓ 2.
Ireland	0,597	12.	↑ 0,658	↑ 8.	↓ 0,638	↓ 9.
United Kingdom	0,394	21.	↑ 0,542	↑ 15.	↑ 0,555	↓ 16.
Greece	0,308	26.	↑ 0,440	↑ 21.	↑ 0,462	↑ 20.
Portugal	0,715	5.	↓ 0,700	5.	↓ 0,670	↓ 8.
Spain	0,662	10.	↑ 0,684	↑ 7.	↑ 0,715	↑ 5.
Finland	0,771	2.	↓ 0,759	↓ 3.	↑ 0,789	3.
Austria	0,606	11.	↑ 0,652	↑ 9.	↑ 0,696	↑ 6.
Sweden	0,737	5.	↓ 0,684	↓ 6.	↓ 0,674	↓ 7.
Cyprus	0,451	18.	↑ 0,513	↑ 17.	↓ 0,471	↓ 19.
Czech Republic	0,366	24.	0,366	↓ 25.	↑ 0,403	↑ 24.
Estonia	0,763	3.	↓ 0,758	↓ 4.	↑ 0,866	↑ 1.
Hungary	0,423	20.	↓ 0,370	↓ 24.	↑ 0,396	↓ 25.
Latvia	0,455	17.	↑ 0,494	↓ 18.	↑ 0,571	↑ 14.
Lithuania	0,633	9.	↓ 0,584	↓ 14.	↑ 0,605	↑ 12.
Malta	0,699	7.	↓ 0,640	↓ 10.	↓ 0,625	↓ 11.
Poland	0,551	13.	↑ 0,609	↑ 12.	↓ 0,564	↓ 15.
Slovakia	0,368	23.	↑ 0,374	23.	↓ 0,352	↓ 26.
Slovenia	0,502	15.	↓ 0,479	↓ 19.	↓ 0,448	↓ 21.
Bulgaria	0,351	25.	↓ 0,323	↓ 26.	↑ 0,331	↓ 28.
Croatia	0,261	27.	↑ 0,287	27.	↑ 0,411	↑ 23.
Romania	0,213	28.	↑ 0,266	28.	↑ 0,335	↑ 27.

(Source:own processing with help ofec.europa.eu/digital-single-market)

We can rely on the report from the OECD report (ECO / WKP (2015) 30). From the document is obvious, that the public sector is lagging behind in the use of eGovernment and eProcurement. The problems occur even in the fragmentation of the budget, lack of coordination between ministries and in tackle of corruption. These problems appear to be systemic.

Problems and recommendations of the OECD:

- **Performance measurement** - focus on tasks and inputs rather than outputs and outcomes (currently there are considerable differences in the use of performance measurement across all sectors);
- **EID card** - online authentication and authorization of citizens, single point of access to all eServices;
- **Strengthening the analytical capacity of the public administration** - to increase efficiency through greater use of electronic means and gain analytical capacity in government, simulation of consequences, risk analysis and detection of fraud and addressing the specific needs of each analytical institutions, training of staff;
- **Human resources management** - to improve human resources management (planning, performance evaluation and predictable career path);

- **Corruption** - the integrity of the civil service is threatened by corruption. Corruption raises the cost and lowers the quality of public services, ie. undermining confidence in the government.

A similar result was reached in the report, not only in the OECD - Developing and Sustainable Strategic Framework for Public Administration Reform (2014) but also in the OECD report - Slovak Reforming the Public Sector (2015). Both reports consistently speak of the relatively low level of online interaction between the public and the government. Many public institutions now post large amounts of information through its own website. While citizen can find information from the public administration environment, but he very rarely can send specific requirements formualars, or communicate online with a specific authority. On the other hand, web sites are gradually progressing even if the solution does not allow for a comprehensive agenda, however their quantity increased. In 2016 the number of online accessible web sites exceeded 1500 sites. That is twice of introduced eServices compared to 2015. Even though, only 22% are beneficial to citizens, the rest is based on the unilateral nature of the service (e-forms). Downloaded forms have no possibility of electronic evidence. On the other hand, services for businesses are progressing much faster (Social Insurance, Tax Directorate). Alarming fact is the result of evaluation of openness in terms of availability of public data. The Slovak Republic is among the countries with the lowest degree of openness and accessibility of public information, including reference data held in the registers of public administration that are necessary for the execution of public authority (State of Open Data, 2016).

1.2. Citizens' access to state

The states should not try to figure out everything for us. It is necessary to create a good hearing for needs of citizens and private sector. Consequently, it is desirable and highly beneficial create fair cooperation between the partners in all areas. A reason? The result of the efforts of groups exceeds the sum of individual efforts. In other words: If a person is dissatisfied with approach in bank, hairdresser, store and so on, it may decide to go elsewhere. But what if the problem is with malfunctioning services of tax authorities, social insurance agency or business registry? Where to go in this case?

Citizens' access to state very strongly varies available access to services and the possibility of communication with the State. The transition to eGovernment and eServices entails more responsibility. What it is therefore necessary to enable the client to start using e-government services?

A prerequisite for communication with authorities via the Internet is the creation of an electronic identity, i.e. identity card with a chip (eID). Nowadays, the eID has approx. 1,000,000 Slovak citizens. On the police department, the citizens can activate an electronic signature for free.

Subsequently, through the central access point to electronic government services (slovensko.sk), can realize acts related to life situations such as e-service of

the Ministry of Labour Social Affairs and Family, Ministry of Interior, Ministry of Transportations and so on. A person may apply for social benefits, assistance in material need, care allowance or personal assistance allowance, child care or parental benefits. Also online report for change of permanent / temporary residence, to apply online for various certificates and extracts from the register book, duplicate of birth, marriage or death certificate, sign the car, make an appointment at the transport inspectorate, etc. Citizen / client can use assisted service as well. Citizen can apply for business agenda, registry agenda, population register or citizenship in 660 integrated service points (IOM) and 49 client centers of the Ministry of Interior.

Citizen can thus easily and quickly solve the amount of official business. The principle once and enough will enable the citizens to spend more time with managing those agendas versus the need to re-submit data all the time.

Moreover, as has been said, the state has to take into account the needs of the citizen/customer, representing a much higher level of eGovernment - One stop government. Integration of public services from the customer to the government and vice versa, will allow the customer to apply for any public service through a single access point, using the communication channel of own choice (eg. Call center, public administration portal, internet, etc.). Only in this case an integrated information and public services are customer-oriented solutions and they cover actual requirements of clients.

So the question is: "Why not to use the eID card as well as the card to the library, work or for public transportation?"

2. Proclient-Oriented Public Services

To meet above mentioned issues will require further significant investments and measures. As an example we can use system interoperability, or corruption in the sphere of public administration. Already completed steps in the modernization and computerization of the public administration significantly did not significantly solved these requirements. Because Slovakia is suffering from high level of corruption, costs are increasing and quality of public services decreasing. Slovakia is according Transparency International Corruption Perceptions Index as one of the worst in the EU (CPI_{SR2015} = rank 50, score 51). Corruption is perceived mainly in health, justice and the central government.

These results are not only disturbing, but they also undermine confidence in government. The government will try to get back the trust of citizens through the newly created state authority - Office of the Deputy Prime Minister for investment and computerization (*Act no. 575/2001 Coll. On the organization of government activities and the central government*) (2004-2007 Ministry of Transport, Posts and telecommunications, 2007-2016 Ministry of Finance in cooperation with the government) and mainly in general obligation to execute public authority electronically (1 November 2016). This means, that state authorities and

institutions (public authorities) will have to communicate electronically via the establishment of electronic mailboxes

The larger volume of eServices in conjunction with higher quality will be available to the client, the larger participation and citizen satisfaction can be expected. Ask citizens for information that the system can register and search, it's a waste of time, energy and finances. It is desirable that the citizen who pays his taxes, receives from the State services adequate for the 21st century.

More positive examples can be found in this area. The leader is clearly Estonia, which is often referred to as eState. This label has received because of high level of computerization, ie. from the government to the local governments. What it brings? It brings faster, cheaper and better management of the State solely based on e-solutions that shear barriers between the State and its citizens, which clearly moves the country forward.

In this small, northeastern State of Europe, it is the duty of citizens to own ID card. Through this identifier can establish business company (approx. 20 min.), file a tax return (5 clicks), to vote (since 2005), to identify itself at hospital, library, bus or policeman. Moreover, these benefits are offered not only to own citizens, but also to foreign visitors. For Estonia eResidential card, an applicant shall simply fill out the online form. The fact that an application form has been received, you will receive an e-mail with the time window when your request should be processed.

3. Conclusions

Modernization of public administration is based on information systems and communication technology means change of behavior not only of individual clients but also the State as a whole. The aim of article was to briefly bring the current situation in the Slovak eGovernment. The main principle of eGovernment is to ask any data from citizen only once and accept the position of the citizen / client, which is the decisive element in this report. This implies that eGovernment and eServices are extremely important and socially desirable milestone. In this project it is necessary to be strictly compliant with the principles of good governance and citizens' demands.

By simplifying and accelerating communication by using modern ICT, we can significantly streamline the State in all its dimensions, reducing the citizens and businesses administrative burden and will return confidence in the Government. For the completion of electronic services is political will necessary. Similarly we can evaluate citizens activities. It is important that the activity shall grow on both sides and citizens have to strictly ask their politicians for changes. Only in that way the issues can start change. Incredibly dynamic process of changing the notion of public authority and governance, which caused the advent of information technology is of great importance not only for the future of Slovakia, but also for Europe and the world as a global community.

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