

Improvement of Regional Information Policy Mechanisms in the Process of Civil Service Modernization in the Republic of Tatarstan

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Abstract—Current informatization policy of the Republic of Tatarstan is primarily aimed at building up the modern information and telecommunications infrastructure, rendering high quality services on its basis and providing a high level of general availability of information and technologies. Thanks to the current policy, the Republic of Tatarstan has become the only “digital” territorial entity of the Russian Federation, where 100%-digitalization of information infrastructure is provided.

I. INTRODUCTION

Even today our authorities cannot do without information and communication technologies. New systems of using information technologies are being developed not only in the political process, but also in public administration. For instance, in the Republic of Tatarstan the management system “electronic government” is being actively implemented for several years. «Electronic government» includes forms, processes and procedures of using the Internet and internet, information and communication technologies by governmental entities. Informatization is carried out in order to provide citizens, economic entities and government institutions with a convenient and constant access to public services and governmental information resources.

The object of study is modernization of public administration, a the subject of study is — informational and communicational aspects of the modernization of public administration.

Thus, it is necessary to research the main directions of the state information policy in the context of public administration modernization.

The information base of the research comprises data by the official federal and regional statistical offices.

II. THEORY

Modernization of public administration is an essential element of the process of rehabilitation of territorial subdivision of the state. Therefore, such a deliberate attention to the problem of state information policy effectiveness is quite justified. Also there are many problems in using information and communication technologies for rendering public services and helping to perform administrative duties. These problems are to be solved in the frame of the program called “Electronic Tatarstan”.

Further adoption of the unified system of electronic document circulation of governmental entities of the Republic of Tatarstan is necessary, integrated information systems and registers, allowing to avoid data entry duplication and to ensure effective correlation of existing and

emerging information systems, have not been developed properly yet.

It should be noted that the majority of civil servants do not have sufficient skills and knowledge how to use information and communication technologies, including work in distributed information systems.

Efforts to ensure the information security of the region, protection of telecommunications infrastructure and information systems, prevention of information security threats to the “Electronic Government of the Republic of Tatarstan” system are insufficient.

There is one more important task to be completed and paid attention to in the frame of this Program. The Republic of Tatarstan has the licensing agreement with Microsoft according to which governmental entities have the right to use products of Microsoft. Moreover, the number of hardware and software solutions used by governmental entities and workplaces annually increases, so it leads to additional non-production expenses for license fees. The existing license agreement does not cover municipal authorities’ needs. Software use on the basis of the license agreement restricts public authorities of the Republic of Tatarstan in distributing software solutions, acquired as a result of activities carried out according to government contracts for state and municipal needs, prevents from the implementation and use of standard solutions.

Also, it should be noted that there are many problems dealt with improving the human capital asset as a factor in digital development of Tatarstan. Information literacy level of the population requires a further increase. A special training system for the population in order to develop their basic skills how to use information and communication technologies must be created.

The state of information and communication technologies (infrastructure) in the Republic of Tatarstan requires well-directed efforts to develop them from governmental entities. A high level of local network digitalization is among strong points of Tatarstan. Tatarstan has taken the 6th-7th place in Russia. The value of the indicator showing the percentage of houses with the Internet access is much higher than other values. The opening of 160 centers of collective access to the Internet as part of the solution of socially important problems of the population related to the access to the information and overcoming a digital divide should also be noted among the most important positive characteristics of ICT - Infrastructure of the Republic of Tatarstan.

As for the other characteristics of information and communication technologies (infrastructure), more efforts should be made.

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Throughout the 2014th year, 1689 complaints (appeals) from citizens were taken into consideration by the leaders of the Ministry of Information and Communications of the Republic of Tatarstan. For example, in 2015 the leaders of the Ministry of Information and Communications of the Republic of Tatarstan analyzed 1256 appeals from citizens. This value is 1.4 times less in comparison with the same period of the last year. (Table 1).

Compared with the same period of the last year, the number of complaints and appeals addressed to the Administration of the President has declined significantly. Also, the number of complaints and appeals received by the “hot line”, organized in the Center of the Ministry’s communication control significantly reduced for the reason that citizens actively began to use the Internet - reception, e-mail. (Diagram 1.)

Social sphere reclaimed its popularity, the significant part of which includes educational, scientific and cultural issues, such as: payment for children’s pre-school institutions,

getting the right to attend pre-school institutions, high education cost. Healthcare, sport and tourism issues basically include the following: requests for support in getting a hospital ticket for treatment in local and foreign clinics (fee-for service medicine), requests for providing privileged categories of citizens with pharmaceutical drugs, requests for sanatorium-and-spa treatment, its price, and vacation package. Regarding housing and utility sector, the following issues are often mentioned: public utilities issues, improper maintenance of the common property, dissatisfaction with managing organizations, homeowners' associations and other forms of property management, utility bills payment issues, provision of housing. The largest number of appeals related to the economic sector is devoted to economic activities, including urban planning and architecture, beautification of cities and towns. Financial sector is formed on the basis of issues affecting the banking, insurance, allocation of loans, subsidies and consumer loans to individuals and individual entrepreneurs, as well as taxation and others.

TABLE 1
INFORMATION ABOUT PUBLIC APPEALS IN 2014-2015

Type of appeal (complaint)	Quantity of public appeals			
	2014		2015	
	Quantity of appeals, unit.	Quantity of appeals, %	Quantity of appeals unit.	Quantity of appeals, %
From the Administration of the President of the Russian Federation	627	37,1	342	27,2
Letters (including those which have been received from organizations)	281	16,6	162	13
Personal appointment at Ministry Head’s	23	1,4	21	1,6
Online reception desk (www.mic.tatar.ru)	308	18,2	336	26,8
Email (mic@tatar.ru)	14	0,8	17	1,4
Internet-Service «Popular control» (http://uslugi.tatar.ru)	432	25,7	375	29,8
Hotline (5-114-115) (including 221-19-08, 221-19-09)	4	0,2	3	0,2
TOTAL	1689	100	1256	100

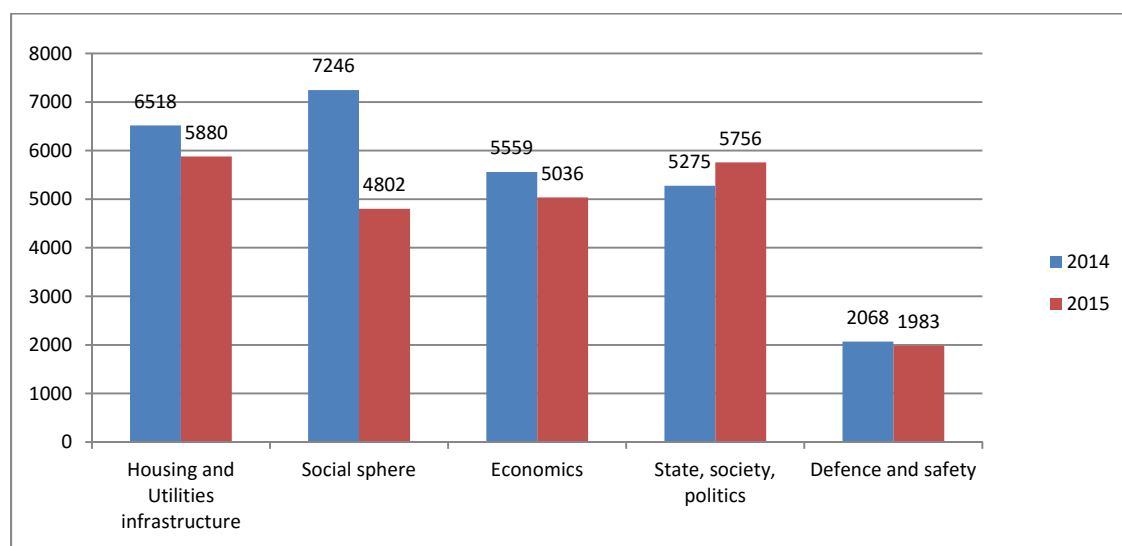


Diagram 1. Information about the quantity and content of questions и содержания вопросов поступившие в Presidential Department of public appeals and complaints handling for the first half of the 2015th year (in comparison with the same period of the 2014th year)

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III. RESULTS

The effectiveness of “Electronic Government of the Republic of Tatarstan” is high, but, at the same time, further

modernization is needed. Despite the positive dynamics of the adoption of IT and communication technologies, there have always been many problems in this field.

LET’S CONSIDER THE RESULTS OF 2015. TARGETS OF 2016

What has already been done?	What problems?	What is in prospect?
201 electronic service and interactive tools are available for the population on the integrated portal for state and municipal services of the Republic of Tatarstan uslugi.tatarstan.ru	Low confidence of the population in electronic payments by bank cards Non-market opaque situation with hidden and external fees when paying for socially significant services (for example, when paying for utility services) The complexity of electronic confirmation of payment for public institutions as a fact of payment for service	Transfer of services provided by the ministries and agencies to electronic format
Monthly 1,2 mln of citizens use electronic services in Tatarstan.	The lack of integration of information systems of federal executive bodies with the information system of the MFC	Integration of personal profiles of federal and local portals of state services
Citizens of Tatarstan have taken advantage of electronic services 10 mln times in 2014: — 7 mln electronic requests, — more than 2 mln electronic appointments at doctor’s and specialists’, — 136000 electronic applications – more than 1,1 mln electronic payments in the amount of 391 mln rubles.	Increased expenses for providing infrastructure of electronic services increasing their number.	Connecting of the AIS MFC to the information systems of the federal bodies of executive power.
On the portal uslugi.tatarstan.ru the number of 1,2 mln. unique visitors has been fixed. They have observed 25 mln pages.	Poor support of implemented electronic services at the municipal level	
Personified delivery of electronic services via email and mobile phones, information sharing without requests		
Unified «hot line» regarding public services for citizens		
Electronic queue for the convenience of citizens have been implemented in the divisions of the migration service, the traffic police, civil registry offices, the Federal Migration Service, the Cadastral Chamber, employment and social protection centers. Payment through touch information terminals and in service centers offering the fast contactless payment technology PayPass.		
Mobile applications with electronic services for various devices. The transition to electronic interagency cooperation to rid the citizens from gathering information and documents (for example, the provision of extracts from the Unified State Register of rights for immovable estate and transactions with it)		

IV. CONCLUSIONS

The modernization of civil service implements the dialogue between government and public, effective work of mass media (high accessibility and authenticity of information), the adoption of modern informative and communicative technologies, intra- and interagency transparency, and effective public communications policy promotes the development of government services. The communications policy can be effectively accomplished by government using particular resources like human resources (public servants), media, analytics (press relations service, analytics department) and communicative resources. The most sufficient way will be the complex usage of all resources. Tatarstan actively uses all resources: the center of retraining and advanced training of state and municipal employees from KFU(Kazan Federal University) was created to maintain and further training of civil servants; there is press-service of the President of the Republic of Tatarstan, which is entrusted with coverage of media activities of the President of the Republic of Tatarstan and his government, and also in recent years the republic has achieved significant progress in the use of information and communication technologies in the field of state and municipal governance. The use of modern information and communication technologies by public authorities must contribute to ensure citizens' access to reliable official information, create new opportunities for inter-agency, inter-sectoral collaboration, feedback from the public, business, civil society, and, at the same time it is also suggested to have a significant improvement in efficiency and quality of public administration.

Following measures can be taken to optimize activities of public services aimed at resolving informative technological and image-building problems:

- conducting webinars with civil servants in order to improve their qualifications in working with information and communication technologies;
- introducing to the portals of Tatarstan government such interactive services as multi-functional search engine, thematic forums, the possibility of holding a vote and questionnaires online, newsletter, etc.;
- integrating personal accounts into federal and regional portals of public services;
- connecting AIS MFC (Automated information data system of multifunctional center) to the information systems of the federal bodies of executive power;
- maintaining consistent and systematic outreach activities at all levels, starting from schools and other educational institutions and ending with a series of publications: who is who in the regional government and local authorities.

To sum up, it should be said that during the last 3-4 years the Republic of Tatarstan managed to bridge the gap between the relatively poor conditions, existing in the country for the electronic development, and low usage of information and

communication technologies in key areas.

It is hard to disagree with the conclusions of the experts that for the effective development of information technology, computerization should solve a number of problems, related to the prospects of the development, in such areas as the improvement of hardware and software; improving the protection of information systems, the development of informative interaction system of state and municipal authorities with the public and also to have such development at the interdepartmental level in terms of modernization.

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