Information Society &

e-Government

in Turkey

STATE PLANNING ORGANISATION
Information Society Department
TURKEY-ESTONIA ICT & eGOVERNMENT FORUM
March 9, 2009
Agenda

- e-Transformation Turkey Project
  - Information Society Strategy
    - Approach
    - Objectives and Targets
  - Achievements
  - Basic IS Indicators
  - e-Government Policies
  - Major e-Government Applications and Projects
- Turkey in e-Government Benchmarks
e-Transformation Turkey Project

- Prime Ministry Circular (2003/12, 27 February 2003)
- Two Action Plans
  - STAP with 73 actions (2003-2004)
- Information Society Strategy and Action Plan
  - covers 2006-2010 period
  - 111 actions on 7 strategic priority areas
- Institutional Structure
  - e-Transformation Turkey Executive Board (headed by Deputy Prime Minister)
  - e-Transformation Leaders (public agencies)
  - Advisory Board (NGOs)
Turkey’s Information Society Approach
IS Strategy - Strategic Priority Areas - Objectives & Targets (I)

1. Social transformation
   - **Objective**: Turning ICT usage into economic and social benefits
     - Internet penetration 51%
     - Broadband penetration 12.5%
     - Public Internet Access Points: 4500

2. ICT adoption by businesses
   - **Objective**: *Competitive advantage to enterprises via ICT*
     - Ratio of enterprises that have computer 95%
     - Ratio of enterprises with broadband access 70%
IS Strategy - Strategic Priority Areas - Objectives & Targets (II)

3. Citizen oriented public service provision
   - **Objective**: Public services at highest standards
     - Percentage of services provided via electronic channels 70%,
     - Percentage of transactions conducted via electronic channels 33 %,
     - Level reached in EU 20 basic services: 100 %,
     - User satisfaction: 80 %

4. Modernization of public management
   - **Objective**: Public administration reform accelerated via ICT
     - e-Procurement in public procurement: 90 %,
     - Public services with online back-office processes: 100 %
IS Strategy - Strategic Priority Areas - Objectives & Targets (III)

5. Globally competitive ICT sector
   • **Objective**: IT sector as a regional and international player
     - Ratio of IT sector on GNP: 2.2%
     - Software and IT services exports: 407 million USD

6. Competitive, widespread and affordable telecom infrastructure and services
   • **Objective**: High quality and affordable broadband access facilities for all segments of the society
     - Availability of broadband access infrastructure: 95% of population
     - End-user cost of broadband access to per capita income: 2%

7. R&D and innovation in ICT
   • **Objective**: Increase the competitive power, R&D and Innovation spending of private sector
     - Ratio of R&D in GNP: 2% (0.8%)
     - Ratio of ICT R&D spending in total R&D spending: 20%
     - Numbers of total researchers: 40,000
Some Main Achievements

- Legal Base
  - Basic laws (right to information, criminal law, the law combating crimes committed via Internet, intellectual property, electronic signature, universal service, electronic communication)
  - Secondary regulations on telecom sector to foster competition
- Interoperability & Standards for e-Government
  - Guide for Interoperability and public agency web sites
  - A unique number for all citizens and ID Sharing System
  - Reference for electronic document management (TSE 13298)
  - Public Electronic Certification Authority
- Education
  - Broadband access to 32,857 schools and agency
  - VSAT to 4,300 schools
  - 25,455 IT classes
  - Student per computer; Primary (37), Secondary (23)
- e-Government
  - Prioritization of public ICT projects
  - Commonly used and high return e-Government projects
Basic Indicators

- **ICT Sector Profile**
  - Market size:
    - nearly 3 fold increase in 6 years
    - from 10.3 billion USD in 2002 to 26 billion USD estimated in 2008

- **ICT Usage Statistics**

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<thead>
<tr>
<th></th>
<th>2002 (end)</th>
<th>2008</th>
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<tbody>
<tr>
<td>Fixed Line Subscriber Penetration Rate (%)</td>
<td>30</td>
<td>23,9</td>
</tr>
<tr>
<td>Mobile Telephone Subscriber Penetration Rate (%)</td>
<td>33,3</td>
<td>89</td>
</tr>
<tr>
<td>Broadband Subscribers Penetration Rate (%)</td>
<td>0,05</td>
<td>7,8</td>
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<tr>
<td>Internet User Penetration Rate (%)</td>
<td>5,7</td>
<td>35,8</td>
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</table>

- **Central Government Investment in IT (2008 prices)**
  - 267 million USD for 203 projects in 2002
  - 591 million USD for 271 projects in 2008
e-Government Policies

**Principles:**
- participatory, transparent and accountable e-government structure
- provision of interoperable and integrated electronic public services based on sharing of information and documents within and among the agencies
- focused on the needs and life cycles of citizens and businesses
- secure, one-stop, continuous and multi-platform service provision

**Four basic databases / the backbone:**
- real person database- single ID number; *(realized)*
- legal person database- single ID number; *(underway)*
- address records database; *(realized)*
- title deeds information system; *(underway)*
Major e-Government Applications and Projects (I)

- **Public Web Sites**
  - May 2003: 2260 web sites
  - February 2009: 20.177 web sites

- **e-Government Gateway**
  - one stop shop, integrated, multi-channel (internet, mobile, call centre) service delivery platform
  - common platform for identification and payments
  - launched in December 2008 with 23 services
Major e-Government Applications and Projects (II)

- **Central Census Management System (MERNIS)**
  - unique ID number for all citizens (over 130 million records database)

- **Identity Sharing System (ISS)**
  - ID data sharing platform through web services
  - Over 1700 agencies, both public and private, signed protocols to use the system

- **Address Record System**
  - Citizens address records are integrated with MERNIS with their ID number

- **Prime Minister Circular dictates public agencies do not require citizens to submit ID records and address information and obliges them to acquire this information through ISS**
Major e-Government Applications and Projects (III)

- **National Judiciary Informatics System (UYAP)**
  - aims to ensure fast, reliable and robust judicial system
  - comprises all of the courts, public prosecutors, prisons, other judicial institutions and other government departments
  - serves 40,000 officials and judges, 66,000 lawyers and all citizens
  - litigate online case, reach and examine case information
  - inform citizens of their cases through SMS
  - Ministry of Justice announces 2.7 billion € savings with 22 applications of UYAP
Major e-Government Applications and Projects (IV)

- **Internet Tax Office (VEDOP)**
  - online tax declarations and payments since 2004
  - online payment of motor vehicle taxes and traffic fines
  - 99% all tax returns are declared online
  - OECD study shows unit cost of tax revenue collection decreased from 2 $ to 0.35 $
Major e-Government Applications and Projects (V)

- **Accounting Office Automation Project (Say2000i)**
  - Network for communication and data transfer between 1,660 auditing branches (over 6,000 users) and 39,500 budget offices throughout the country
  - all financial transactions are processed online and followed in real-time

- **e-Budget**
  - online demand for budget allocation for public agencies
  - keeping track of budgetary spendings
Major e-Government Applications and Projects (VI)

- Police Network and Information System (POLNET)
  - covers 684 locations
  - internal applications (26 main applications, 51 search programs and 26 local applications)
  - some online applications
    - passport application
    - driving license (application and information on penalty points)
    - denounce on public order and security
    - search for lost persons
Major e-Government Applications and Projects (VII)

- **Customs Modernization Project**
  - facilitate legal trade and prevent illegal trade by using ICT
  - customs formalities are carried out in a computerized media in real-time
  - 99% of all customs transactions are processed electronically
  - About 4 million import and export declarations are transacted in automation (2006)

- **e-Document in Foreign Trade**
  - foreign trade transactions, with a standardized “e-Document” in order to create effective, efficient, fast and reliable e-Business infrastructure
  - a “Single Window Environment” for all information and all relevant parties
Major e-Government Applications and Projects (VIII)

- **Social Security e-Declaration Project**
  - social security premiums of employees declared online
  - pay the premiums electronically
  - monitor declared premiums to be paid
  - determine payments made and outstanding debts
  - 91% of the firms send their declarations online by July 2008

- **Medula**
  - electronic invoice and payment mechanism for health services
  - verification of right holder; prescription, examination and expedition notice; payment check; invoice record
Major e-Government Applications and Projects (IX)

- Turkish Foreign Investment Portal (www.invest.gov.tr)
  - guide for foreign investors on;
    - starting a business,
    - cost of doing business,
    - taxes and incentives,
    - special investment zones,
    - demography and labor force,
    - business environment and business legislation
    - infrastructure,
    - economic outlook
  - Investment Support and Promotion Agency assists investors in Arabic, Chinese, English, French, German, Italian, Japanese, Korean, Russian, or Spanish as well as Turkish
Major e-Government Applications and Projects (X)

- **KOBINET for SMEs**
  
  (www.kobinet.org.tr)
  
  - An information and cooperation platform for SMEs
  - Information about business environment (marketing, management, taxes, human resources, internet and technology, finance, insurance and labor regulations)
  - Information about firms, online business offers
  - 22,915 members
  - Provides user ID, password, e-mail address,
  - Web pages in 7 languages as free of charge
Major e-Government Applications and Projects (XI)

- Electronic Signature and Certification Authority
  - Electronic Signature Law is effective since 2004
  - electronic signature has the same legal effect as that of a handwritten signature
  - Public Certification Authority (PCA) for public agencies
  - 3 private electronic certificate service providers

- Mobile electronic signature
  - introduced by a Turkish GSM operator
  - initial applications in banking, customs, justice and some local administrations
  - 80,000 users by late 2008
Ongoing e-Government Projects (I)

- **e-ID Card**
  - electronic citizenship cards including biometric elements
  - pilot implementation is started in Bolu province
  - will be deployed countrywide in 2011

- **The Land Registry and Cadastre System (TAKBIS)**
  - set up in 379 land registry offices and 30 cadastre offices
  - provide accurate, valid and reliable land information
  - keep land registry and cadastral survey maps updated

- **Electronic Public Procurement System**
  - online procurement announcement, submission of tender documents, tender results, clearance of bidders
  - medical equipment and consumables info bank for submission of bids
  - online catalog and purchase from the State Supply Office
  - the State Supply Office uses e-procurement for its own purchases
Ongoing e-Government Projects (II)

- **e Health**
  - National Health Information System Project
  - Online Health Services - Appointments
  - Family Medicine Information System
  - Tele Medicine

- **e Employment**
  - electronic platform for unemployed and employers searching for work and labor
  - online submission of work and labor demand
  - search for both employers and unemployed

- **e Invoice and Accounting Ledgers**
  - initiated in February 2008, provides huge savings both for public and private
  - since its inception over 454 million second copy of invoices printing has been saved
  - 6 firms, 5 of which are telecom operators, use the system
... Some Figures on Internet Banking and e-Commerce

- **Internet Banking**
  - 12,580,671 customers are registered and login in the system for internet banking by December 2008
  - in October-December 2008 period
    - 5,169,129 of these (41%) used internet banking
    - 9,248,000 transaction for 64,660 million TRY in investment funds etc.
    - 57,942,000 transaction for 136,680 million TRY in financial transactions other than investment funds

- **Credit Cards**
  - 13,9 million in 2001
  - 43,39 million in 2008
  - 1.69 billion transactions for 186.5 billion TRY in 2008

- **e-Trade**
  - 109,3 million transactions for 15,725 billion TRY in 2008

*Source: The Interbank Card Center, the Banks Association of Turkey*
Turkey in e-Government Benchmarks

- Brown University, Global e-Government Report

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<th>2005</th>
<th>2006</th>
<th>2007</th>
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<tbody>
<tr>
<td>Turkey</td>
<td>70</td>
<td>27</td>
<td>8</td>
</tr>
<tr>
<td>Total</td>
<td>198</td>
<td>198</td>
<td>198</td>
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- EU, 20 Basic Public Services Maturity Level

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<thead>
<tr>
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<th>All 20 Services (%)</th>
<th>Citizen Services-12 (%)</th>
<th>Business Services-8 (%)</th>
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<tbody>
<tr>
<td>Turkey</td>
<td>68 %</td>
<td>57 %</td>
<td>86 %</td>
</tr>
<tr>
<td>EU 27+</td>
<td>75 %</td>
<td>70 %</td>
<td>84 %</td>
</tr>
</tbody>
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... ICT and e-Gov has a promising potential for future cooperation...
thank you...

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