

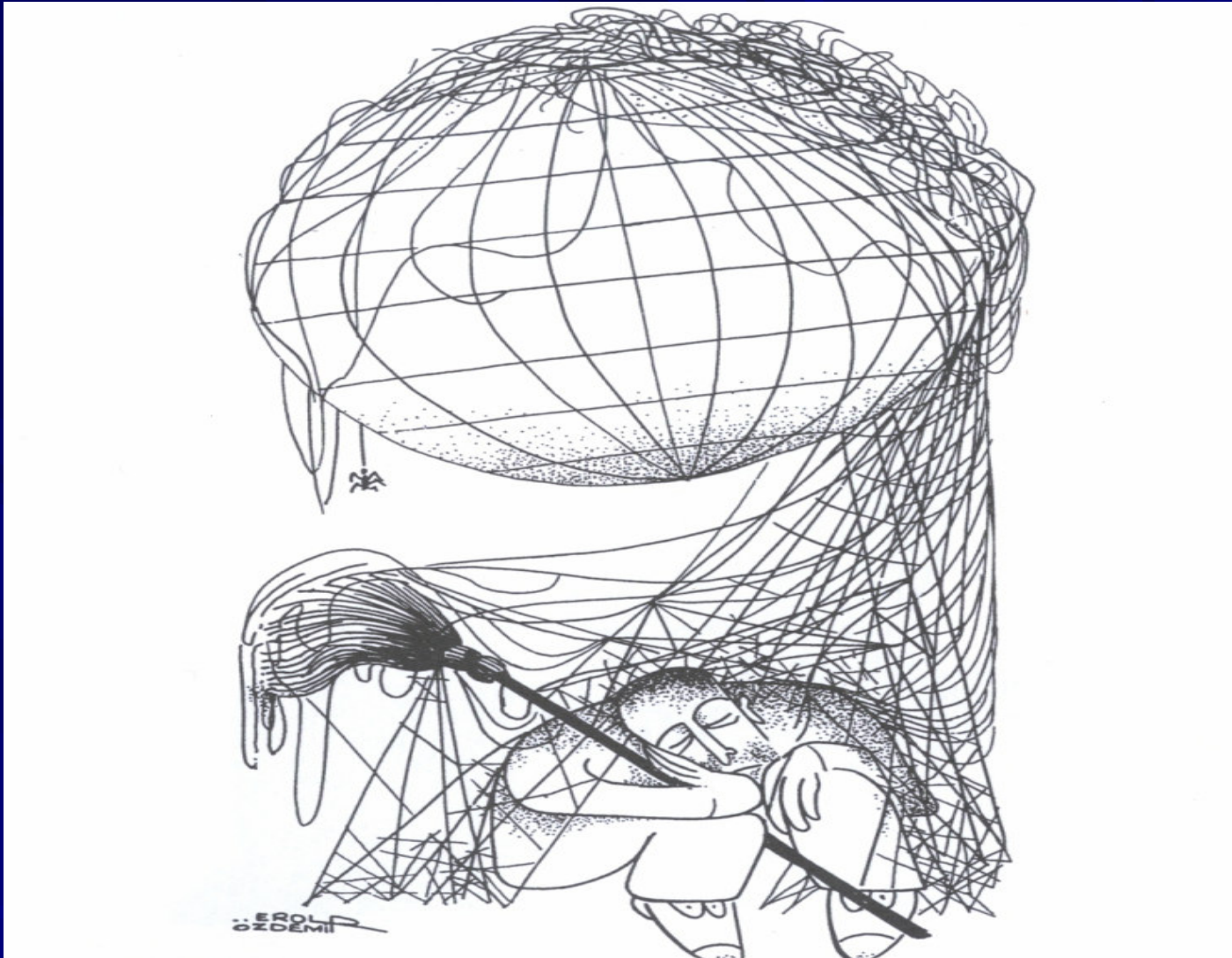
# **e-Government Project of Turkey: New Challenges of Inclusions and Exclusions**

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**Turkey is going through a crucial  
period of transition :**

**On her way to integration with the  
EU....**



KARİKATÜRCÜLER DERNEĞİ YAYINLARI

**Turkey also bears the brunt of the globalisation...**



KARİKATÜRCÜLER DERNEĞİ YAYINLARI

**... not without enjoying its advantages as well...**

# Where are we now?

- **We are on the road - between the old world and the new.**
- **The digital migration impacts all major areas of the economic and social life and work**
  - **Investment and innovation**
    - **Goal: create a flexible regulatory environment hospitable to innovation**
  - **Economic growth**

# Old World

- **Analog technologies**
- **Narrowband infrastructure**
- **Monopolies; strong regulation**
- **Limited competition: Few competitive choices, little product differentiation**
- **Innovation is significant but very slow**

# New World

- **Digital technologies - Computers in every field**
- **Broadband infrastructure - Internet**
- **Voice, data, video available on all platforms**
- **Broader minded view of regulation**
- **Efficiency, effectiveness and productivity in all sectors**
- **Innovation is a hallmark of 21<sup>st</sup> century communications**



# Democratization through Technology

- In the old world, governments and monopolists were central. The new world is people centric.
- Technology is putting consumers and citizens in the driver's seat.
- Local authorities and the civil society became main actors of the democratization process.
- Work done in “virtual environment”, is not dependant on geographic, demographic, economic or ideological restraints
- The Internet boom is revolutionary.



# Bumps in the Road

- **Massive capital investment**
- **Risk and uncertainty**
- **Self-doubt**
- **Political anxiety**

# Money and risk-taking

- **First, the new platforms must be built.**
- **Public policy must stimulate capital flow into platform building.**
- **Incumbents, deeply invested in their old networks, find change difficult.**

# Self-doubt

- **Consumers are excited, but frustrated by new technologies.**
- **Consumers long for old-fashioned simplicity and reliability, but want new services too.**
- **Companies struggle with the risks of producing exciting innovations.**

# Politics

- **Yesterday's solutions are today's problems. New regulations are needed to cope with the challenges of the new world; privatization, deregulating.**
- **Over-regulating new technologies will be a “wet blanket”, smothering the creative fire of the technology revolution.**
- **Politicians must respond to anxious incumbents and consumers.**
- **We must have the courage to stay the course.**

# **ICT: The way to introducing wealth in society**

**Developed countries lead the way in ICT. But in recent years, other countries have been able to increase their international competitive power moving to the digital world.**

- Ireland**
- Finland**
- The Republic of Korea**
- India**
- Israel**
- Singapore**
- P.R. of China**

# **EU's OBJECTIVE**

**To become the most competitive and the most dynamic knowledge-based economy of the world within ten years**

**e-Europe**

**e-Europe +**

**i-2010**

# Turkey moves forward to become a Knowledge Society

- Possibilities in a Knowledge Society include ICT's effects on democracy, education, health, economic development, trade, the arts, workplaces and entertainments.
- Turkey opts for an aggressive expansion of ICT to
  - increase Government's responsiveness to citizens,
  - enhance competitiveness globally.



# Does Turkey need to enhance her competitiveness globally?

- **World Economic Forum 2006 Growth Competitiveness Index: 59/125**
- **UNDP 2006 Human Development Index: 94/177**
- **World Bank 2006 World Development Index:**
  - **GNP per capita 89/152**
  - **PPP 90/152**

# Recent Trends in Turkey

- Wireless use is rising: Wireless phones are replacing wireline in family homes

– PSTN subscribers	18,9 m.
– GSM subscribers	53 m. (72,6%)

- Internet banking :

– Total nr. of regist'd. customers	16,3 m. (22,2%)
– Customers using online banking	3 m. (4%)
– Total amount of transactions	\$79 m.

# Turkey Broadband: Strong Supply - Growing Demand

Internet use is increasing:

- **Broadband penetration rate: 4%**  
(ADSL service is available to 3 m. subscribers)
- **15 million people have Internet access (20.5%)**
- **90% of schools are connected to the Internet**
- **Demand is growing rapidly**

# Turkey to move forward fast to Knowledge Society

- **Knowledge Management**
- **The shift from the economics of things to the economics of information will assist to expand innovation**
- **The Government is to take advantage of ICT to facilitate more effective partnership with civil society**
- **Internet as a common ground to socio-economic development.**

# Strategic Priorities of Turkey

[www.bilgitoplumu.gov.tr](http://www.bilgitoplumu.gov.tr)

## Key Indicators

## 2010 Targets

- Internet Users 51%
- Broadband subscribers 12,5%
- Individuals using online banking 33 %
- All SME's to have at least one computer
- 70% of enterprises to have broadband Internet access
- 15% of total annual trade through e-Commerce
- 70% of public services to be provided online
- 1 out of 3 public transactions to be on electronic channels
- Share of ICT market in the GDP from 0.8% to 2%

# e-Government for Turkey's future

- **Better, more efficient public services**
- **To improve the relationship between citizens and the Government**
- **The resulting benefits to the quality of life, industrial competitiveness and society will only be realized if the administration changes the way it operates**
- **New technologies must be implemented hand in hand with organisational change**

# Elements of the e-Government

- **Legal Bases**

  - Law of e-Signature

  - Law of the Right to Obtain Information

  - Law of the Universal Service

  - Internet (related) Cybercrimes

- **Organization**

  - Political leadership: Executive Council for the e-Transition Turkey Programme

- **Physical Infrastructure**

  - Expansion of Broadband

  - e-Government Portal



# Principles of the e-Government

- In e-Government applications, technology comes second after citizen's satisfaction.
- Adding ICT to government services does not itself produce e-Government.
- Existing administration culture must totally change.
- Government and local authorities services provided on electronic channels should be supported and encouraged.

# Looking toward the Future

- 1 **Public administration reform accelerated via ICT to provide public services at highest standards;**
- 1 **95% of population to access to broadband infrastructure: High quality and affordable broadband access facilities for all segments of the society.**
- 1 **To instaurate competitive environment in telecommunications sector to expand broadband access network and to rank within the top 5 among European countries.**