



**E-GOV, NEW MEDIA AND PUBLIC
RELATIONS:
THE NATIONAL JUDICIARY
INFORMATICS PROJECT IN
TURKEY**

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Challenging views on e-government

Defenders

e-gov serves for transparency and accountability of government

Opponents

false sense of accountability and transparency and digital divide as an obstacle for citizen's accessibility to information



e-Gov in the World and Turkey

Development of information and communication technologies (ICT)



e-gov as uninterrupted duty and services

&

“paradigmatic shift” in public administration,
transition from “traditional state” to “e-government”

Shifting Paradigms in Public Service Delivery

| | Bureaucratic paradigm | E-government paradigm |
|---------------------------------------|--|--|
| Orientation | Production cost-efficiency | User satisfaction and control, flexibility |
| Process organization | Functional rationality, departmentalization, vertical hierarchy of control | Horizontal hierarchy, network organization, information sharing |
| Management principle | Management by rule and mandate | Flexible management, interdepartmental team work with central coordination |
| Leadership style | Command and control | Facilitation and coordination, innovative entrepreneurship |
| Internal communication | Top-down, hierarchical | Multidirectional network with central coordination, direct communication |
| External communication | Centralized, formal, limited channels | Formal and informal, direct and fast feedback, multiple channels |
| Mode of service delivery | Documentary mode, and interpersonal interaction | Electronic exchange, non face-to-face interaction (so far) |
| Principles of service delivery | Standardization, impartiality, equity | User customization, personalization |



Main legal documents for e-gov in Turkey

- **Information Society Strategy (2006-2010),**
- **e-European + Action Plan,**
- **The 58th Government Emergency Action Plan (Acil Eylem Planı, AEP),**
- **Turkey e-Transformation Project (e-DTR), etc.**
- **The Notice of the Office of Prime Ministry No:2003 2003/12, dated the 27th of February 2003**
 - ✓ the aims, institutional structure and application principles of e-transformation Project in Turkey have been determined.
- **The Notice of the Office of Prime Ministry No:2003/48, dated 4 December 2003**
 - ✓ “Advisory Committee” has been constituted to direct and follow e-DTR Project.
 - ✓ e-DTR Executive Committee to follow all studies related with processes of coordination, implementation and establishing institutional infrastructure of e-DTR Project.



The fundamental e-gov projects

- e-Government Gate,
- MERNIS-Central Civil Registry System,
- KPS-System of Identity Sharing
- Population Record System based on Address,
- UYAP/ NJIP-National Judiciary Informatics Project,
- VEDOP-Tax Offices Automation Project,
- Say2000i-Audit Offices Automation Project,
- e-Budget,
- POLNET-Police Network,
- GIMOP-Customs Modernization Project,
- Application of e-Document in Foreign Trade



New step in regulating e-gov issues

Draft Law on e-Government and Information Society (dated August 2009)



It is declared that the process of “**e-Government Transformation**” will be arranged very soon and “**Information Society Agency**” will be founded for this purpose.



Some criticisms to the draft law

- This draft has been prepared without taking ideas of the stakeholders, related non-governmental organizations and experts.
- **Turkey Informatics Institute shared this criticism and added:**

The draft law, may be given birth serious negativity in the decision-making process because of its structure ignoring local administration, public professional organizations, academicians and non-governmental organizations which are permanent part of the society.



National Judiciary Informatics Project

UYAP/NJIP



e-justice as a part of e-government practices in Turkey is defined as: “accurately integrated passing automation of performed activities of the Ministry of Justice and the dependent institutions with the help of computers”.



Assesments from the inside

In the name of the Presidency of Computer Center of the Ministry of Justice, **A. Rıza Çam** reported:

- System is founded on the infrastructure of electronic signature and electronic signature has been distributed to nearly 30 thousands personnels of the Ministry of Justice at the beginning.
- Çam declared that there is no any other country than Turkey in which this amount of electronic signature is utilized in any part of the e-government system.



- UYAP SMS Information System is one of the important e-services → aims to automatically inform all related parties of cases when any legal event, data or announcement (which has to be sent parties) realized by the judicial units such as courts, public prosecutor offices and enforcement offices. The number of the members within this system was more than 850.000 persons.



Evaluations of authorities

- With UYAP/NJIP, justice and justice support activities have been automated.
- The information and documents of judicial bodies and ministries have been held in the system center of UYAP/NJIP. Since information and documents are saved in one place, standardization and consistency are provided.
- By means of integration between central body and units, to enter the data for once become enough. For example, entrance of information about identity and address of suspect is enough in the phase of prosecution. Therefore, saving in work power and consistency in data are provided.
- Judges, prosecutors and the other justice personnel can access to true and updated information saved in one place in the system. Thus, saving in time and work power is provided and also cost of mailing is reduced.



Evaluations of authorities

- All judges and prosecutors, in Turkey, can access online to all folders related with one person when they are working in a trial and are in investigation. Therefore, they can decide more quickly.
- The correspondence among the institutions in justice system is done more quickly in the electronic environments.
- Instruction process in the trials and investigations can be delivered online to the other institutions; the institution which takes instruction can send the reply after completing the task.
- The folders can be seen immediately to send any information.
- Since institutions of legal jurisprudence are taken place in the content of UYAP/NJIP, legal jurisprudence reports can be sent in very short time to the judicial institutions interested.



Evaluations of authorities

- The folders which are filed to appeal to the Supreme Court of Appeal can be easily sent online and then response is taken in this way.
- Distribution of the folders is done objectively and fairly according to the criteria in the system which is predetermined. Irregularity is prevented because nobody is able to disrupt the process.
- Circuit process of the courts, time sheets based on the adjudicators and prosecutors are done automatically and in very short time and so, conservation in time is provided.
- With the UYAP/NJIP Decision Support System, warning messages are given to the users if they go out of legislation or normal conditions while the judicial processes are being done. Therefore, procedural errors are decreased, continuous auditing is provided. For instance, if the child is stood trial openly the system warns judges for closing trial.



Contributions of UYAP/NJIP

- Transformation of government in a way that citizens are informed about their rights. They can raise a claim independent from time and place.
- Together with having notice of process in judicial phase or claim, a perfect judicial protection and alarm system for the citizens are provided.
- Saving in time, effort and money by citizens and lawyers. taking information about process or folders related with themselves.
- Entire process of judgment has been made transparent at very high ratio and automatic governance is yielded.
- Loss of the labor force is prevented.



Some remarks

But...

- “Digital divide” among citizens of any country or among different countries of the world is one of the main obstacle for e-government application in general. Accordingly, the factors like rapidness, transparency, participation, etc. promised by e-government are not experienced fairly in every country of the world and also by every individual in a given country.



Some remarks

- In Turkey, the rates of persons regularly using the internet are as follows:
- in 2007 → :%23,2
- in 2008 → %28,5
- in 2009 → %30
- in 2010 → %33,3



Some remarks

Turkey has some specific problems in the practice of e-government. The lack of consistent legal regulations about the issue and the problems dependent on the level and quality of the education in general as well as lack of computer literacy countrywide may be some headings of the main obstacles for proper application of e-government in Turkey.



Some remarks

- Deficiencies in the legislation related with e-government → by August 2009, a draft law became open to public opinion. But this draft did not include specific provisions, for example, that of regulating the issue of protecting the personal data, security of personal data. And this draft could not become law and now there is only a Regulation for these issues.
- Personnel employed for e-government application should be equipped with adequate knowledge during e-government adaptation process.



Some remarks on UYAP/NJIP

- UYAP/NJIP has certain achievements to deliver services, for example SMS information system. This system makes it possible for citizens to access to information related with judicial process easily.
- UYAP/NJIP as a whole, providing full integration between the center and its units has contributed to the justice system. Throughout this system, judgment process gain speed. Rapid, systematic and fair judgment may be possible by employing tools provided by this system.
- Although there are some inconveniences due to certain insufficiencies of the infrastructure of e-government application, which also affect UYAP/NJIP in a negative way, this project is one of the vanguard projects of e-government in Turkey.



As a conclusion...

- e-government practice may change the way of service delivery and principles of public administration, but it does not necessarily mean a paradigmatic or qualitative shift in the concept or the structure of administration as well as the practice of public administration.
- How e-government activities can be beneficial for the majority of the public is closely related with regarding the principle “to serve for the public”. If this principle is respected, the equality between the citizens, and one step forward, equity in the society could be respected in this way.
- As a concrete measure related with e-government issues, high quality of education as well as material conditions shall be provided in order to access to and use the ICT. Only by this way, the citizens will be able to benefit from e-government applications consciously and fairly.



Thanks for your attention 😊