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## Prospects for the Implementation of the "Digital Government" Project of the Russian Federation

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**Abstract:**

*The theoretical foundations for the development of the digital economy and e-government are considered in this article. The main objectives of Russia's transition to the digital economy are listed. The relevance of the development of the digital government concept is considered.*

*The indicators of the current level of state development in the framework of digitalization and the formation of e-government are analyzed. The main problems, the solution of which makes the implementation of the digital government project of the Russian Federation possible, are singled out.*

*Digital economy development is associated not only with the progress of the information technology and innovation industry, but also with the improvement of the labor market, where new jobs, professions and personnel are created.*

*In this regard, there is a rapid process of the foundation of society, where one job becomes low-paid, and new professions allow one to receive a personal income at the level of top managers of small and medium-sized enterprises.*

**Keywords:** Digital economy; digital government; Russian economy; Russian Government; e-government.

**JEL Classification:** O33, O38, J21.

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## 1. Introduction

The modern world cannot be imagined without the extensive use of information technologies, which have facilitated the commercial activities of enterprises exponentially while the management system has been made more perfect (Perpelyak and Salomatina, 2014). It is for this reason that research in the field of "digital economy" has a high level of relevance since it analyzes a new direction of economic theory and practice.

Based on research in the modern society development, Decree of the President of the Russian Federation of 09.05.2017 No. 203 entered into force the Strategy for the Development of the Information Society in the Russian Federation for 2017-2030 (hereinafter the Information Society Strategy). The goal of the Information Society Strategy is to create conditions for the knowledge society formation in the Russian Federation. This normative legal act is designed to promote: human potential development, safety and security of the citizens and the state, improvement of the Russia's role in the global humanitarian and cultural space, improvement of the efficiency of the government, development of the economy and social sphere, as well as formation of the digital economy.

## 2. Methods

The Information Society Strategy is a long-term regulatory legal act. The goal-setting within the framework of long-term planning is aimed primarily at the stability improvement of the economic situation within the state. On the recommendation of the President of the Russian Federation Vladimir Vladimirovich Putin, it is required to make changes in the regional and local strategic planning documents in accordance with the Information Society Strategy. Moreover, by November 2017, the strategic planning documents of the federal level should have been adjusted. All this in the aggregate makes it necessary to consider the Information Society Strategy as one of the most important documents for the long-term development of the Russian Federation now. Digital economy is an activity in which production key factors are the data presented in digital form, and their processing and using in large volumes improve the efficiency, quality and productivity in various types of production, technology, equipment, during storage, sale, delivery and the consumption of goods and services (Perpelyak and Salomatina, 2014).

A cosmopolitan diffusion of digital technologies in the economy and society since the end of 20th century resulted in a situation where the experts have begun to discuss the digital revolution, leading to large-scale and radical transformations of many aspects of business, providing unprecedented opportunities and penetrating all fields of global economy (Smirnova and Rudenko, 2017; Ilinova and Dmitrieva, 2017; Aleksandrova and Afanasova, 2019; Akhmetshin *et al.*, 2017; 2018a; 2018b; Zyrin and Ilinova, 2016; Nikolaeva *et al.*, 2019; Nikolaeva *et al.*, 2018; Talovina *et*

*al.*, 2017; Rasskazova *et al.*, 2014; Aleksandrova *et al.*, 2019; Taranov *et al.*, 2013). In many ways, these transformations are due to the digital technology properties, namely:

- ✓ high quality, rapidity, inerrancy and reliability of transmission, storage and processing of digital signals (accuracy, inerrancy, safe-keeping and integrity, high image quality);
- ✓ flexibility – a wide range of types of information with which digital technologies work (texts, numbers, photo, audio, video);
- ✓ the possibility of endless reproduction of the signal (information) without compromising its quality (for example, a display of a page on the Internet);
- ✓ zero (minimum) signal transmission marginal costs within the network structure;
- ✓ ease of use, user-friendliness, flexibility and convenience of interfaces, the development of a variety of services for consumers (for example, various screen formats, resolutions, picture size, etc.);
- ✓ integrability of different systems, since digital technology uses the communication between the devices based on standardized protocols. This allows one to build flexible multi-level integrated systems.

The digital economy development is observed in almost all countries of the world, including Russia. For example, according to the state programs for the development of the national economy of the Russian Federation in the framework of the transition to a digital economy, the following strategic goals are set (Draft of the digital economy program, 2018; Andieva and Filchakova, 2018): the growth of public involvement in the digital economy (Kamolov, 2017); the creation of a market infrastructure, ensuring the development of information technologies and interaction of the digital economy subjects; cost reduction in the interaction of the following subjects "citizens – state – business"; improvement of the competitiveness level of the economy (Sadriev *et al.*, 2016; Kolesnikov *et al.*, 2018; Chernopyatov *et al.*, 2018; Khairutdinov *et al.*, 2018; Oumlil and Juiz, 2018). In terms of the development of the digital economy, the changes are taking place not only within the national economy, markets and industries, but also within the framework of business structures that have acquired the following characteristics:

- ✓ the emergence of the information factor in the production, which has become a necessary type of resource;
- ✓ the increase in the production cost of goods and services, the increase in the cost price, since the information and technologies tend to increase their price and value;
- ✓ the reduction of the amount of transaction costs through the use of information technology;
- ✓ the growth of the importance level of labor and intellectual resources required for the production and consumption of the information resources

- and technologies (Sycheva *et al.*, 2018; Sharafutdinov *et al.*, 2017; Dmitrieva *et al.*, 2017; Osadchy, and Akhmetshin, 2015);
- ✓ the reduction of the uncertainty and the likelihood level of the absence of a correct forecast / plan, since the use of information resources increases the accuracy of the statistical and fundamental analysis of the enterprise's production activities (Lebedeva *et al.*, 2016; Gurieva *et al.*, 2016).

Undoubtedly, a positive factor, contributing to the widespread of digital technologies is the rapid decline in prices for digital devices with the equally rapid expansion of their functionality. The ability of digital devices to operate for years without service is also important. The variety and number of digital devices in business and in people's lives is constantly increasing: digital TVs, video cameras, fitness bracelets, smartwatches, various wearable devices and sensors, including medical or navigation systems in cars, supplement the laptops, tablet computers and smartphones. The already familiar ATMs are replenished by a variety of vending machines, that sell drinks and snacks, make coffee and tea, photocopies and photos, accept payments.

Moreover, the digital economy development leads to fundamental changes in the framework of the operational and strategic management of business structures, the latter of which are increasingly entering the space of online markets and online sales (Plotnikov *et al.*, 2018a; 2018b). But, in connection with the development of the concept of the e-government of the Russian Federation, the problem of discussing the implementation and improvement of the Digital Government project arises.

The e-government could not achieve full automation of internal processes and the abolition of paper documents, duplicating the filling and movement of the documents in electronic form. Moreover, the administrative processes were not ready to adapt promptly to the new generation of digital technologies, in particular, if within the framework of e-government the user was required to fill in various electronic forms using an Internet browser and then contact personally the government organization to obtain the necessary service, then within digital government, the user is more focused on work with mobile devices and expects the state to provide the service in digital format without visiting a state organization, which requires a high degree of interaction from various departments and work with distributed user data (Melnikov *et al.*, 2018).

The e-government in many respects remained digital in form, but traditional in terms of operation of the internal administrative mechanisms: instead of instant execution of the requested administrative operation to provide public services (similar to the work of electronic resources of such corporations as Apple, Amazon, etc.), the users had to wait for an answer from the government organizations for a few hours or days. At the same time, the persisting informational and digital inequality did not allow the e-government to achieve enough spread among all groups of the population and to avoid the traditional channels of applying for public services. As a

result, the governments of many countries began to realize the need for reforms that, on the one hand, would allow realizing the e-government's potential, on the other hand, would overcome its shortcomings at a new technological level within the framework of digital government.

### **3. Results**

The construction of a digital government involves the introduction of a digital format for the full range of state and municipal services by default, while retaining the possibility for the user to choose an alternative method – postal and telephone communications, as well as personal visits to a state organization. If, within the framework of e-government, the multifunctional centers for rendering state and municipal services assumed the function of providing services to certain groups of the population which do not have access or do not have skills in working with electronic portals, then digital government seeks to overcome digital inequality by covering the entire population with its services through mobile applications or via short message service.

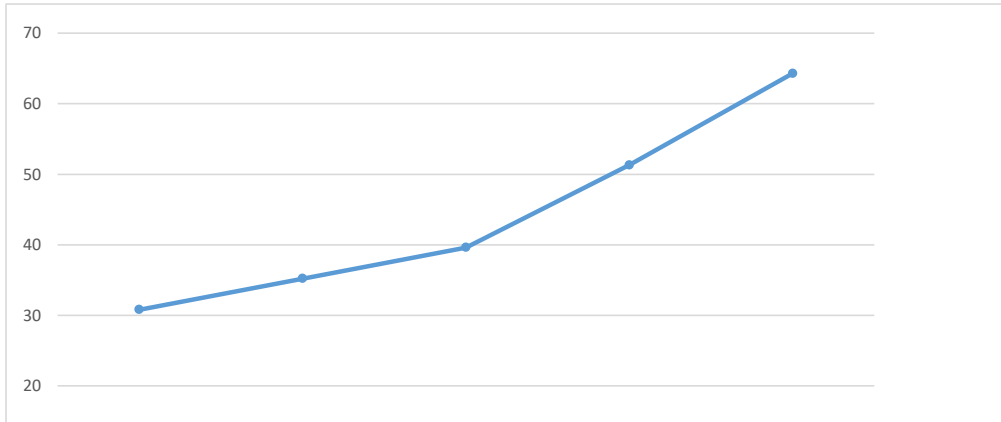
The transition to digital government means not only the creation of services required by the citizens and wanted by them to be received through digital communication channels, but also the creation of conditions for the digital inclusion of the citizens, the possibility of access to services and the development of appropriate skills to use digital services. For this purpose, the information infrastructure should be modernized to provide broadband Internet access and greater coverage of small towns and villages, the conditions should be created for low-income segments of the population in order to provide economical access to digital public services (for example, through computer terminals in libraries, public access centers, post offices and banks).

Currently, the concept of "e-government" is being implemented in Russia, but in April 2016, the World Bank and the Institute of the Information Society presented for discussion the draft "Digital Government 2020. Perspectives for Russia", which recommends developing the concept of "digital government" (Arkhipova, 2016). The concept of "electronic government" was adopted in May 2008. According to it, the term "e-government" refers to a new form for the organization of activities of state authorities, which provides, through the widespread use of information and communication technologies, a qualitatively new level of efficiency and ease of obtaining public services and information on the results of government activities by organizations and citizens (Mullakhmetov *et al.*, 2015; Vasilev and Akhmetshin, 2014; Swaramarinda, 2018; Samerkhanova *et al.*, 2015).

Currently, the Government of the Russian Federation is still far from the implementation of its project on adaptation to digital space. Accordingly, in terms of Competitiveness in the field of e-government, the country ranks 35<sup>th</sup> in the world ranking. The rating is even worse in terms of Digital competitiveness, – the 42<sup>nd</sup>

place (Kosorukov, 2017). At the same time, a positive trend in the number of citizens using the mechanism for obtaining state and municipal services through the electronic form can be observed (Figure 1).

**Figure 1.** The share of Russian citizens, using the mechanism of electronic access to state and municipal services in 2013-2017, % (Fedstat, 2018)



Moreover, there are other achievements, namely the creation of a unified system of interdepartmental electronic interaction of the authorities, which over a 6-year period of work brought the processing of the total number of transactions to 20 billion a year. Nevertheless, the expectations of citizens and businesses, which are formed on the basis of the experience of a wider use of technology, as well as new goals set by the leading countries in the framework of digital government development strategies, indicate not only that it is necessary to bring to the logical end all the ongoing activities but also to look into the future and outline the transition to the development and implementation of the next phase of the strategy, namely the strategy of transition to digital government (Digital Government 2020, Poltarykhin *et al.*, 2018).

#### 4. Discussion

At the present stage of development of the digital government in Russia, the practical implementation of the principle of designing digital services by default, reorienting the multifunctional centers and other service centers to train citizens to perform the operations online without the need to maintain a personal presence mode is important. The government should provide for the possibility to use the mobile devices to carry out transactions from beginning to end when each new state or municipal service is converted into electronic form. For the successful implementation of the principle of the provision of digital services by default, the government services in digital format should be attractive and easy to use for most citizens. It is necessary to change the government's approach to the development of

new public services, orienting it to the user, in respect of which the government acts and considers its key needs.

The development strategy of digital government should integrate the departmental systems for rendering state and municipal services within a single portal the infrastructure of which will provide several common services, including an identification and authentication system, a payment system, a support for SMS gateways, and the integration of personal data, addresses and contact information (Kirillova *et al.*, 2018c). The integration of digital services with the user-orientation within a single portal will help to solve the problem of lack of funds and specialists required for the development of different systems in numerous departments, including regional and municipal levels of government (Akhmetshin *et al.*, 2018c; Polyakova *et al.*, 2018; Voronkova *et al.*, 2018a; 2018b; Nagimov *et al.*, 2018a). Thus, the following tasks and recommendations on the development of the digital government of the Russian Federation are formed:

- ✓ it is necessary to force the events and create a program project for the implementation of the digital government of the country until 2021;
- ✓ to build new infrastructure elements for creating a digital space for state and municipal government;
- ✓ to create a more comfortable institutional environment for the operation of the digital space;
- ✓ to accelerate the implementation of the Russian Digital Economy project, including the points regarding interaction and communication between society and the government, as well as between business and the government;
- ✓ to pay a great deal of attention to a solution of the problem of digital inclusion, considering the scale of the territory of Russia and its demographic characteristics.

## **5. Conclusion**

In conclusion, it should be noted that Russia has accumulated quite positive experience in e-government creation, including the interdepartmental information exchange systems – the Unified Interdepartmental Information and Statistical System and the Interdepartmental Electronic Document Management System that facilitate the transition to a more advanced level of information exchange between various government departments. However, the construction of a full-fledged digital government requires a transition to the state sharing infrastructure, launching a unified state cloud platform to provide the services able to improve the quality and security of interaction between departments, provide financial savings by refraining from creating duplicate infrastructures in individual departments or regions.

The government can also support the development and implementation of the most popular sharing applications by various government departments because of cloud



technologies, supporting the virtualization of workplaces, digital mail and workflow, workflow processes management, infrastructure monitoring etc. Instead of the creation of own systems, the regional government bodies and local governments should be given the opportunity to receive high-quality digital services they need from state cloud resources. Such a system will provide standardized and scalable platforms for the creation of new digital services and, over time, will allow the integration of existing state information systems into a common state resource for computation and data storage. In addition to these services, government cloud resources can become a platform for the operation of a wide variety of digital service providers, including the innovative companies that will offer their products and services to the regions and municipalities.

Thus, the development of the digital government of the Russian Federation is a strategically important objective for the current socio-economic growth of our state. Considering Russia's current position in the global competitiveness ranking of the digital economy, it is necessary to increase the funding and to allocate the budget funds to create a market infrastructure to support the digitalization of business, public services and management. Moreover, given the increasing demand of the citizens of the country for the provision of services through electronic channels – this indicates the relevance of this problem for society as well. Besides, it is through the creation of a digital government that many institutional and fundamental factors for the development of the shadow sector, corruption and bureaucracy within the government can be solved.

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