

Секция «Цифровые технологии как фактор трансформации общественно-политического устройства в современных государствах»

Bureaucratic efficiency in the age of ICT and Internet

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We are the first generation in human civilization that has available a ripe set of ICTs. Against radical transformation in many of the spheres, such as transport, logistics, taxation or even voting, ICTs and Internet are still used to imitate old principles of government empowering bureaucracy and limiting the full capacity of state governance.

With a constructive overview of academic literature discussing the concept of bureaucracy [1, 2], the paper offers comprehensive arguments that favour the proper use of ICTs to support the operations in bureaucratic structures. Issues of impersonality, horizontal and vertical hierarchies, bureaucratic ritualism and inertia caused by conventional bureaucracies are also analyzed in light of current technological developments. [6]

The concept of e-governance is introduced too. [8] To define any possible link between the high level of efficiency and the use of ICTs and Internet, top e-governments of 2018 are considered together with a meticulous review of their current bureaucratic stance of governance [4, 11].

Backed up with the recent UN E-Government Survey, the paper also looks upon the impact of ICTs on democratic empowerment of the state as well as the level of public awareness which in its turn paves the way for greater accountability and transparency of governmental officials. [12]

The research leads to the conclusion that the introduction of ICTs can help increase the level of bureaucratic efficiency. Despite many obstacles, the increase can be witnessed in democratic countries with comparative high level of political, economic and social development. To ensure the efficiency, political will of governmental officials as well as the public awareness and vigilance also play a focal role.

Источники и литература

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