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## E-GOVERNMENT IN THE ANAMORAVA REGION UNTIL 2019

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**Abstract:** E-Government aims to provide electronic information and improve public services for citizens and businesses. Reforming the performance of public services by applying online services continues to be an important element of e-government. These electronic advancements of services called e-government aim to make it easier for citizens to receive services and improve the relationship with governance, the effectiveness of governance and to publish accountability for citizens and businesses. The main purpose of this research is to present the current state of online electronic services and the state of human resources for IT in the administration of these municipalities with a special emphasis on the Anamorava region. Five municipalities, divided into two states, were part of this research. Gjilan, Vitia, Kamenica from Kosovo and Bujanovac, Presevo from Serbia. The methodology used to conduct this research is through field surveys in the municipal administration. Also, an online research was conducted to gain the real state of development and use of social networks, public services and special services which have been created by the municipalities of the Anamorava region until 2019. This research is based on four hypotheses which are: 1) Administration workers use software with legal status for work and it is not possible to work from home, 2) information systems increase efficiency at work, 3) The use of information and communication technology for staff is stressful, requires training 4) Gjilan is a leader in providing electronic services, which are unique and unused in other municipalities of the Anamorava region. The results of the data collected from the surveys were processed with the help of the SPSS statistical calculation program. These results confirm three hypotheses and deny one. Hypothesis 1 which states that the software has legal status and that the use of illegal software in e-government is small. Also, the degree of use of e-government does not satisfy employees in terms of using teleworking. Hypothesis 1 therefore turns out to be correct. Hypothesis 2 which states that information systems increase efficiency at work turns out to be correct. Hypothesis 3, which states that the use of information and communication technology for staff poses stress, requires ongoing training of employees. Results for this hypothesis prove the opposite, ie that there is no stress during e-government and does not require employee training. Hypothesis 4 which states that Gjilan is a leader in providing electronic services, which are unique and unused in other municipalities in the region of Anamorava is confirmed by the processed data. Based on the obtained results of the hypotheses and other important results processed by SPSS we have reached several conclusions: Kosovo and Serbia, both of which have centralized all services provided in the municipality and in 2019 there was no active server in no municipality, at the local level Gjilan is better in providing special services which are unique and used only for the interest of the citizens of Gjilan, then comes Kamenica with only one digital platform, while the municipalities of Viti, Bujanovac and Presevo do not have provided no local service to their citizens.

**Keywords:** E-government, municipality, transparency, e-services.

### 1. INTRODUCTION

Municipal government and public administration need to redesign activities also in digital form. If this service requires readiness in the configuration of the public institution in all the campaigns that are trained for employees, installation and use of electronic infrastructure, electronic applications, access to online service, transparency, competition, etc. For this action, the central institution must have adopted in the appropriate legislation the e-government strategy in the municipalities, modifying and adapting a law to make public. Even the telecommunications infrastructure part requires proper use with demand and internet demand aimed at governance. Its main objectives are visible penalties and the current state of digital administration in these five municipalities. They are shown positive aspects that e-government brings in terms of transparency, improving quality of services, the speed of services, direct services to citizens, joining the level of local government or stay, reducing the cost of regulation and reducing lost time . To achieve the objectives of the study we focuses on two points:

- a. Evidence of the state of e-government in public administration in the municipalities of Anamorava, the advantages and challenges that can be maintained in it.
- b. Possibility of unification of e-services in Anamorava region.

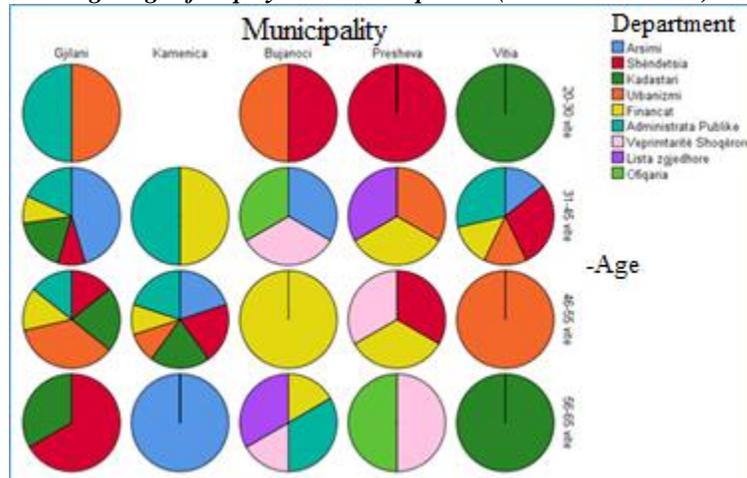
## 2. MATERIALS AND METHODOLOGY

There are used surveys to identify the state of e-government in the Anamorava region. The data collected from the surveys represent the basic material of this research. Surveys collide with the care of taking them from the field. The material now obtained from the respondents is processed by statistical methods using the appropriate application. The SPSS application was used for this case. Two groups were treated in the departments of municipalities such as the IT sector and employees near the departments. A division has been made into two or more layers e.g. Male / Female, profession, sector, school preparation and a more casual one is chosen at each stratum. The choice has become disproportionate which makes even minority groups in packages in a sufficient number to be able to be analyzed and compared. There are 74 surveys in total for this study. They are selected according to the number of departments in the municipalities, the number of employees in these institutions, because it is known that much more the size of a municipality is, the organizational chart of municipal changes. Followed by the percentage required from Gjilan 40.54% of all respondents with 30 respondents, Kamenica with 17.57% with 13 respondents, Vitia 13.51% with 10 respondents, Bujanovac 16.22% with 12 respondents, Presevo 12.16% with 9 surveyed. The questionnaire was sent physically to employees who were at that time in the workplace without any selection criteria, who were required to fill by themselves within the same time. In addition to physically research through surveys, an online research has also been conducted. All official websites of all municipalities involved in the research, all digital services they provide, emphasizing online services.

## 3.RESULTS

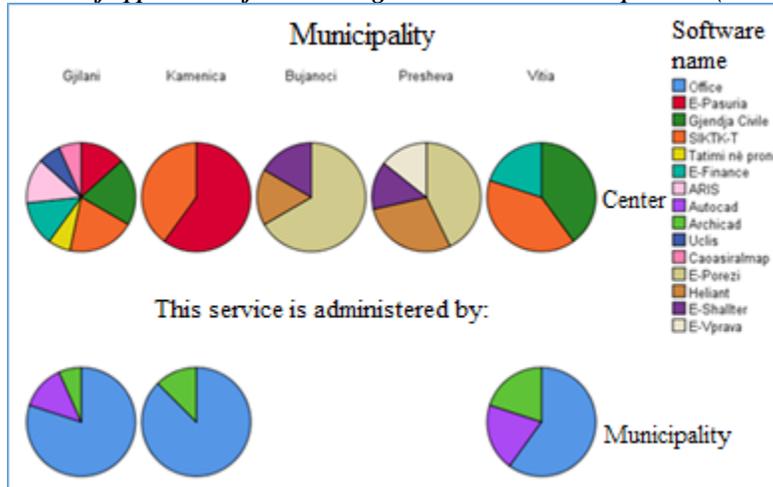
In the collected data from the surveys we use the SPSS application with which we have achieved some results which describe the situation in these municipalities in terms of age of employees in the administration, the real situation of using applications in these municipalities and the status of these applications that are used. Below are described these results. In the municipality of Gjilan there are employees aged 31 to 55 years. In the municipality of Kamenica, according to research, the age of 46 to 55 years dominates. The municipality of Bujanovac in most departments is dominated by the age of 56 to 65 years. In the municipality of Presevo in most departments we have employees from 31 to 55 years old. Municipality of Viti employees are aged from 31 to 45 years old. From these data it can be seen that most of the administration employees in the municipalities of Anamorava belong to a young age.

*Fig.1 Age of employees in municipalities (Processed in SPSS)*



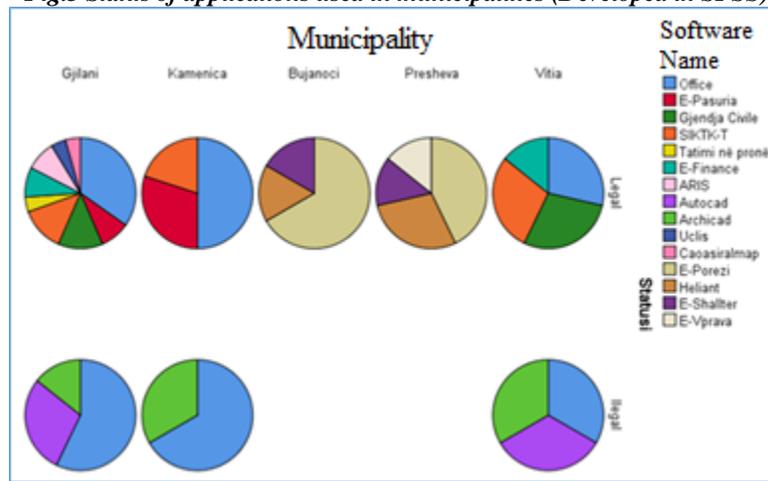
In order to identify which computer applications are used in these municipalities, after processing the data, the situation is described as follows: the municipalities of Gjilan, Kamenica and Viti in all departments use online services which are the same and centralized. There are several programs that work without the Internet and are used in all directories, such as the Microsoft office suite. The urban planning department also uses other programs that do not work online such as Archicad and Autocad. The municipalities of Bujanovac and Presevo are similar. All departments operate with centralized online services.

*Fig.2 Administration of applications from center government and municipal level (Developed in SPSS)*



In order to identify the status of applications used in these municipalities after data processing, this situation was ascertained: all online services managed by the center are legal while all desktop applications are illegal or do not have a paid license to use. Employees in municipalities also find that using legal online applications, is faster and easier to use, which is not the case with desktop applications. Illegal desktop applications cause many delays in opening and working with them.

*Fig.3 Status of applications used in municipalities (Developed in SPSS)*



#### 4. CONCLUSIONS

Based on the processed data some conclusions can be ascertained. These are some indicators that help to identify the development of e-government in the municipalities of Gjilan, Kamenica, Viti, Bujanovac and Presevo. Some of these conclusions are: the need for newer equipment in municipalities, increasing human resources to deal with ITC, increasing online services for citizens. It was found that the computers used by the administration in these municipalities are old and show problems during work. The data are stored on central servers, and until 2019 there was no active local server but all services are centralized. This increases data security and provides more consistent services because all services are provided from one server address, and not each municipality provides services independently. At the local level, Gjilan is better at providing special services that are unique and used only for the interest of the citizens of Gjilan, followed by Kamenica with only one digital platform, while the municipalities of Viti, Bujanovac and Presevo have not provided any online services for their citizens. Bujanovac and Presevo have better consolidated ITC staff while the municipalities of Gjilan, Kamenica and Viti have a smaller number of IT staff. These municipalities use legal antivirus, but they are not among the best, especially the Sophos antivirus used by Gjilan, Kamenica and Viti leaves much to be desired. Central institutions have not invested enough in

improving the technology used by the municipalities involved in the research, and human resources need to be increased.

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