

INFORMATION TECHNOLOGIES FOR E-COMMUNICATION BETWEEN BUSINESS AND ADMINISTRATION

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Abstract: The communication model between business and government using ICT is suggested. The main trends in using ICT for communication of companies with e-government are examined. A research of the communication between National Revenue Agency and e-government is presented.

Key words: communication business government, National Revenue Agency

1. INTRODUCTION

E-government, from the private companies' point of view enables governments to provide public services with greater effectiveness, speed and quality. As a result of using information and communication technologies (ICT), new types of public service can be designed, contributing to an improved relationship between government, business and citizens. Increased efficiency in the workflow leads to cost reduction and can be utilized for further improvement in operation. As the private companies actively joint e-government development projects, ICT – related industries should develop and contribute to the development of the country's economy.

2. COMMUNICATION MODEL B2G

The relationship between government and business through the Internet channel should lead to some results influenced by technology. The processed personal data should be based on confidentiality and privacy using appropriate technology. The security and reliability is needed and guaranteed for communication with government. Anytime and anywhere the online services should be executable. Communication be-

tween different public administration systems allows easy integration (interoperability). Different services should be accessed through multiple channels. E-government should be capable of offering services adapted to the characteristics of users' needs, so be personalized.

The diagram shows a proposed framework for developing e-government (Vila *et al.*, 2002).

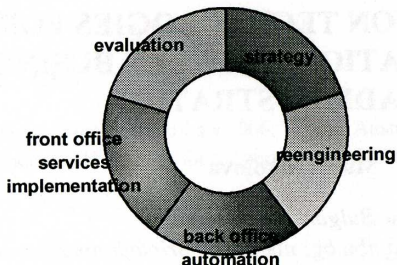


Fig. 1. Framework for developing e-government

3. ICT TRENDS IN GOVERNMENT TO BUSINESS COMMUNICATION

In order to facilitate the business community government should develop several trends concerned with ICT.

3.1. Disclose and publicize e-governments information systems

Government systems should be referred to as a model or prototype by the rest of the society. Therefore government should disclose details of its information systems as well as a development process, except those that require limited disclosure. So the rest of the society can understand the ways in which the information systems are developed and realize the merits of ICT utilization.

3.2. Create evaluation criteria for government digitalization and publicize evaluation results

The dialog with private companies may help the process of digitalization. They are members in the process of digitalization as tax payers. Government should notify private companies about the merits they can receive from e-government. For example government may publicize data on time reduction for a transaction or increase in service fees that occurred as a result of digitalization. So the private sector can recognize the merits of e-government and ICT utilization.

3.3. Enhance simultaneous digitalization process in central and local government

Companies are engaged in procedures and transactions with central and local level of government. It is more convenient for users if operational forms of central and local government are the same, e.g. identical application forms. Therefore the speed of digitalization in central and local government should be the same.

3.4. Establish methods for timely resolution of conflicts in transactions between business and government

It is necessary to develop such methods because the real-time nature of e-transactions. Many companies require real time online processing of their request to the e-government. This factor is important for the companies because of the intensive competition and global markets in business. A substantial delay of processing the request should be fatal for intensive business.

3.5. Facilitate easy for use information provision and its disclosure

Efficient information provision and disclosure will help of the e-government. It can be reached by applying tools for converting data to the users' systems. For example it is more convenient to use governmental information realised in code data format rather than graphical format such as bit map.

4. INTERACTION DECISIONS IN EC

Interaction between business and government is manifold and varies. There is a difference between e-government potential and its adoption by the intended user. It might be expected that the possibility of carrying out tax declarations online has reached the level where the whole process can move online, but business limits its use to a less interactive level. The transactions offered by government to business are required to participate by providing information or payment to government. This is the case of public procurement. Government is the customer in this case and the business is no obligated to interact with government.

The EC has taken the opportunity to build up e-government through e-procurement. One step is to allow free access to the Tenders Electronic Daily (TED) database, which contains tender invitation issued by contracting entities.

By using an online database TED builds a unique customer profile which is tailored to unique business requirements and selected by geographical location, industry sector or a specific Awarding Authority. TED has access to the latest Calls for Tender, Contract Award and Pre-information Notices, giving the chance to bid for either large contracts, or lucrative sub-contracting opportunities via Contract Award Notices.

The reasons the business to limit the level of interaction with government are developed assuming that business has access to computers and communication tools needed to participate in e-government. Business place on top positions the reasons like cost of transaction and its convenience. Thus if e-government transactions become more expensive for business it may avoid online transactions. Another reason why business may not make full use of available e-government capabilities might be a lack of information or training within a business (according Statistical Indicators Benchmarking the Information Society).

5. E-COMMUNICATION BETWEEN NATIONAL REVENUE AGENCY AND GOVERNMENT IN BULGARIA

The National Revenue Agency (NRA) is an example of fast development e-communication with business. NRA holds 30 territorial administrations. The communication between NRA and major taxpayers and insurers is realized with web based information system. The e-signature is a part of the process e-communication.

The territorial administrations of NRA exploit information systems InetDEC and InetVAT for accepting declaration and information from business (Bojeva, 2007). The systems are Internet-based, consistent with the Act for electronic documents and electronic signatures and with high standard of security. The steps in e-communication are:

- Registration of obligated person to submit declarations and information electronically.
- Submission of declarations, documents or data electronically.
- Entering the documents.
- Saving the e-documents.

The e-communication of NRA with business requires automatic control from the system for request availability, for presence and validity of e-signature. An automated message is generated with statement incoming number and date of entrance in the server of NRA. The administrator using his own e-signature confirms the submission of declaration and prints it. A centralized data base is created including the declarations submitted on a paper form. The database is important in following activities for control, analysis and prognosis.

Intrastat system is used in NRA for collection of statistical data for internal commerce with goods, not target of the Unified administrative document in EC. The Intrastat declarations are submitted using web based application from the site of NRA.

For 2006 in Lulin area the e-communication is shown in fig. 2. (Bojeva, 2007). The number of registered companies according Act of VAT is 1600. 450 of them are submitted various documents electronically to NRA (declarations according Act of VAT, registers for buying/selling). For year 2006 the number of companies obligated to submit Intrastat declarations is 120. About 100 of them send their Intrastat decla-

rations electronically. For the same year about 500 documents (tax declarations, insurance declarations) are submitted electronically.

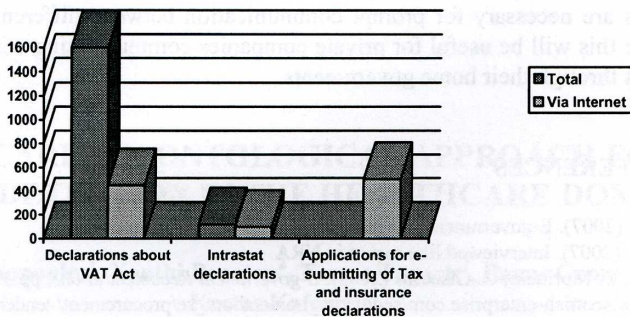


Fig. 2. Statistics about e-documents submitted in Lulin area in 2006.

After Bulgaria joined to EC in 2007, the companies, registered according Act for VAT and delivering goods and services to countries, members of EC should submit declarations VIES. The information system VIES contains VAT information about countries – members of EC. The information is exchanged using VIES and that way the control is provided for delivery transactions in EC. VIES is a database for accomplished transactions in the area of EC. After processing the transaction the system automatically checks and reports a list of companies where a problem consists. It may be an established difference between the declared data of the company and the received information from other countries about transaction of the same company.

The main function of VIES system is to give an access of control bodies to turnover, partners and registration data for delivery transactions of retailers. The system gives to the companies the opportunity to control rapidly their partners for registration according Act for VAT.

The companies should submit information for VIES together with monthly declaration according Act for VAT. In case the company sends electronically the declaration the information is automatically entered in VIES database. In other cases when the company submit the declaration in a paper form, the administrator in NRA fills the database using his own e-signature.

The perspectives for developing e-communication between business and government in Bulgaria are to build integrated platform to the end of 2008 so that 80% of the indicative electronic administrative services to be realized (Alkalai, 2007). New online transactions are planned in the current e-services too.

6. CONCLUSION

Business is rapidly becoming more and more international. Secure international networks are necessary for prompt communication between different governments. Likewise this will be useful for private companies communicating with foreign governments through their home governments.

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