

GOVERNMENT TO BUSINESS (G2B) E-SERVICES IN BULGARIA – SPECIFICS AND DEVELOPMENT

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AGENDA

- E-government readiness in Bulgaria
- Submitted e-administrative services in relation of maturity e-gov stage
- ICT and e-services used from the business
- Indicators for the application ICT in the Bulgarian business
- Influence of e-communications to the functioning of business
- Case Study: National Revenue Agency submits e-services to the business

E-GOVERNMENT READINESS IN BULGARIA

E-government readiness index	0.5605
Web services index	0.5192
Infrastructure characteristic index	0.2522
Human resource characteristic index	0.9100

Bulgaria: 45th position from 191 researched countries (2005)
48th position from 69 countries (2007)

Source: *UN Global E-government Readiness Report, 2005*

SUBMITTED E-ADMINISTRATIVE SERVICES IN RELATION OF MATURITY E-GOV STAGE

Stage of development the web page of the public organization

Bulgaria: administrative services - by
telephone; with a physical contact to
the administrators

Important factor are legislation rules

[FIRST STAGE]

SUBMITTED E-ADMINISTRATIVE SERVICES IN RELATION OF MATURITY E-GOV STAGE

Bulgaria: administrative organizations with
web pages (information, forms)

The old administrative procedures have not
been changed

*The most government organizations in
Bulgaria are considered on the second
stage of development of e-services at
the moment*

[SECOND STAGE]

SUBMITTED E-ADMINISTRATIVE SERVICES IN RELATION OF MATURITY E-GOV STAGE

Bulgaria: National Revenue Agency - example for e-communication on the third stage, delivering services entirely online

[THIRD STAGE]

The governmental organizations deliver digitalized services: personalization of the service; expenses for delivering services are significantly lower; facilitating the users in e-communications

[FOURTH STAGE]

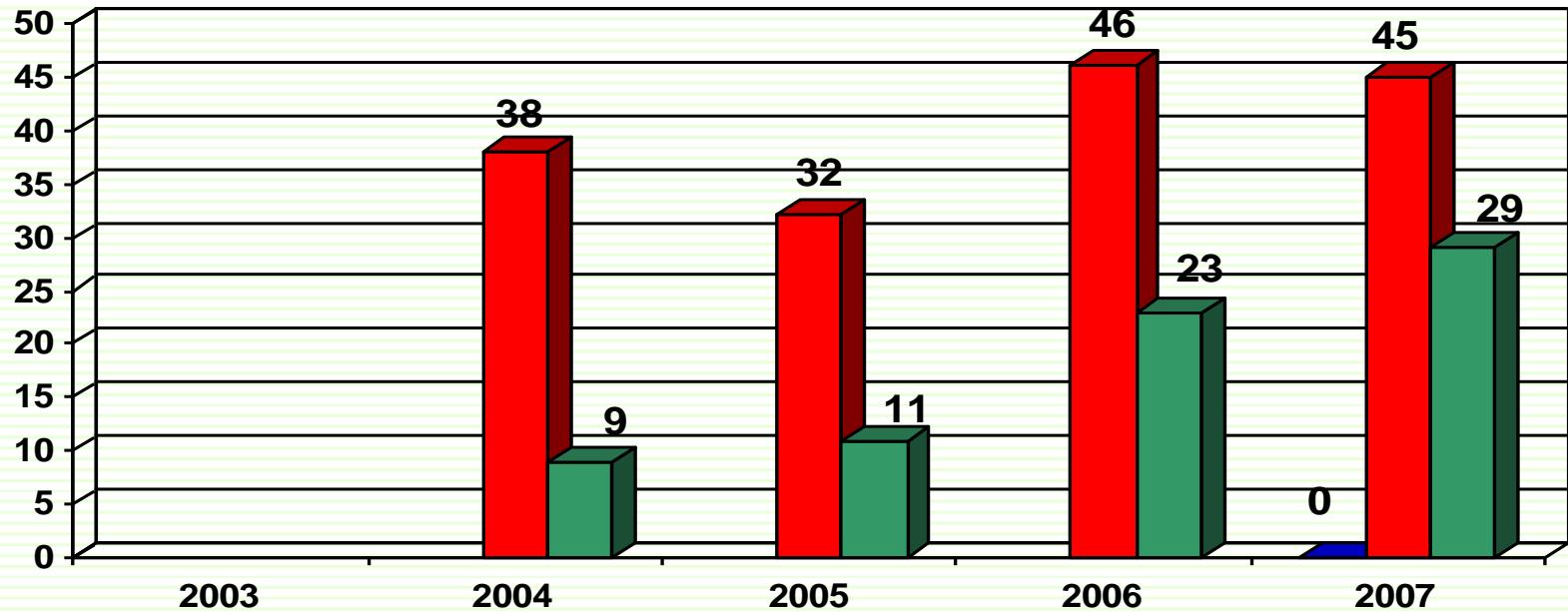
ICT AND E-SERVICES USED FROM THE BUSINESS

INDICATORS:

- Percent of basic services entirely available online**
- Percent of the business used e-government services**
- Percent of the business used e-government services for sending e-filled forms**

E-SERVICE	2004 %	2005 %	2006 %	2007 %	EU27 (average%)	rank
Percent of basic public services for the business entirely available online				0	72	27
Percent of the business using e-government services	38	32	46	45	65	25
Percent of the business submitted online filled forms	9	11	23	29	45	24

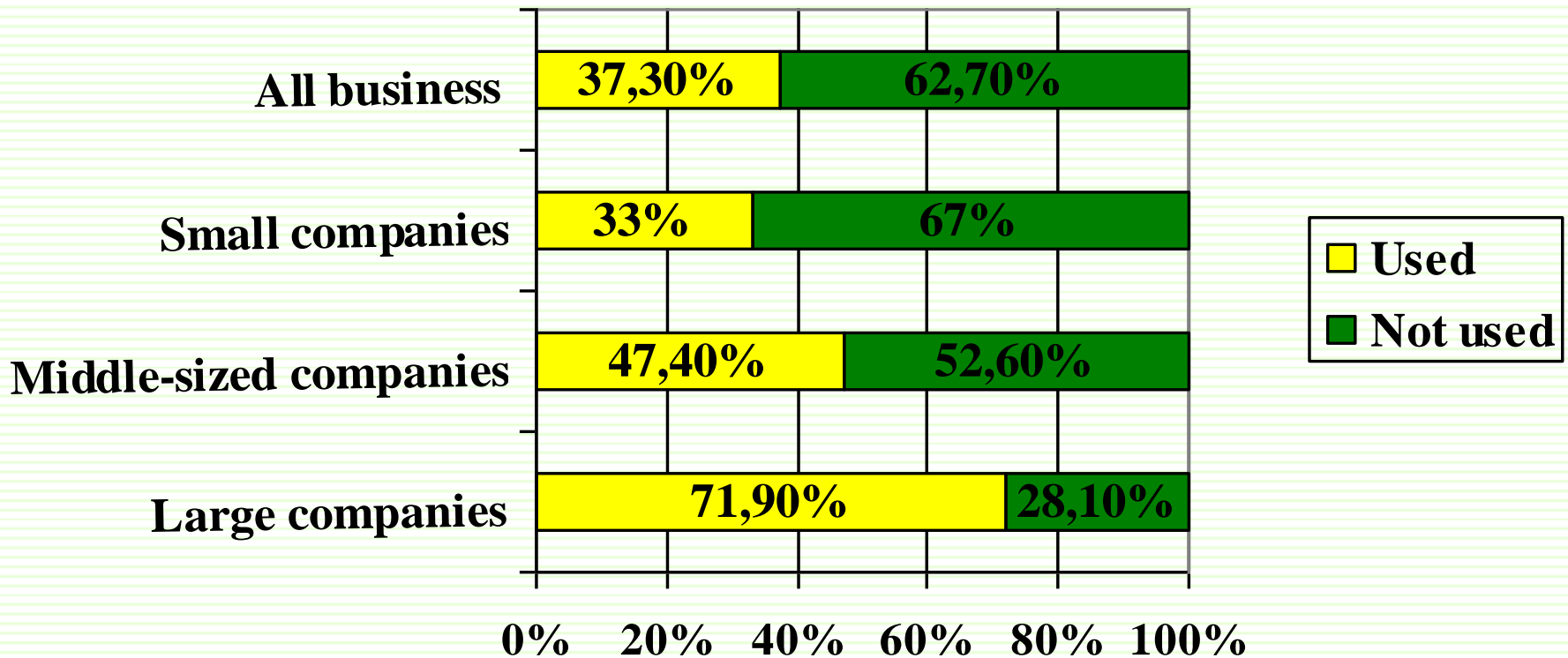
ICT AND E-SERVICES USED FROM THE BUSINESS



- Percent of basic public services for the business entirely available online
- Percent of business using e-government services
- Percent of business used online filled forms

INDICATORS FOR THE APPLICATION ICT IN THE BULGARIAN BUSINESS

1. Usage of e-signature (2007)



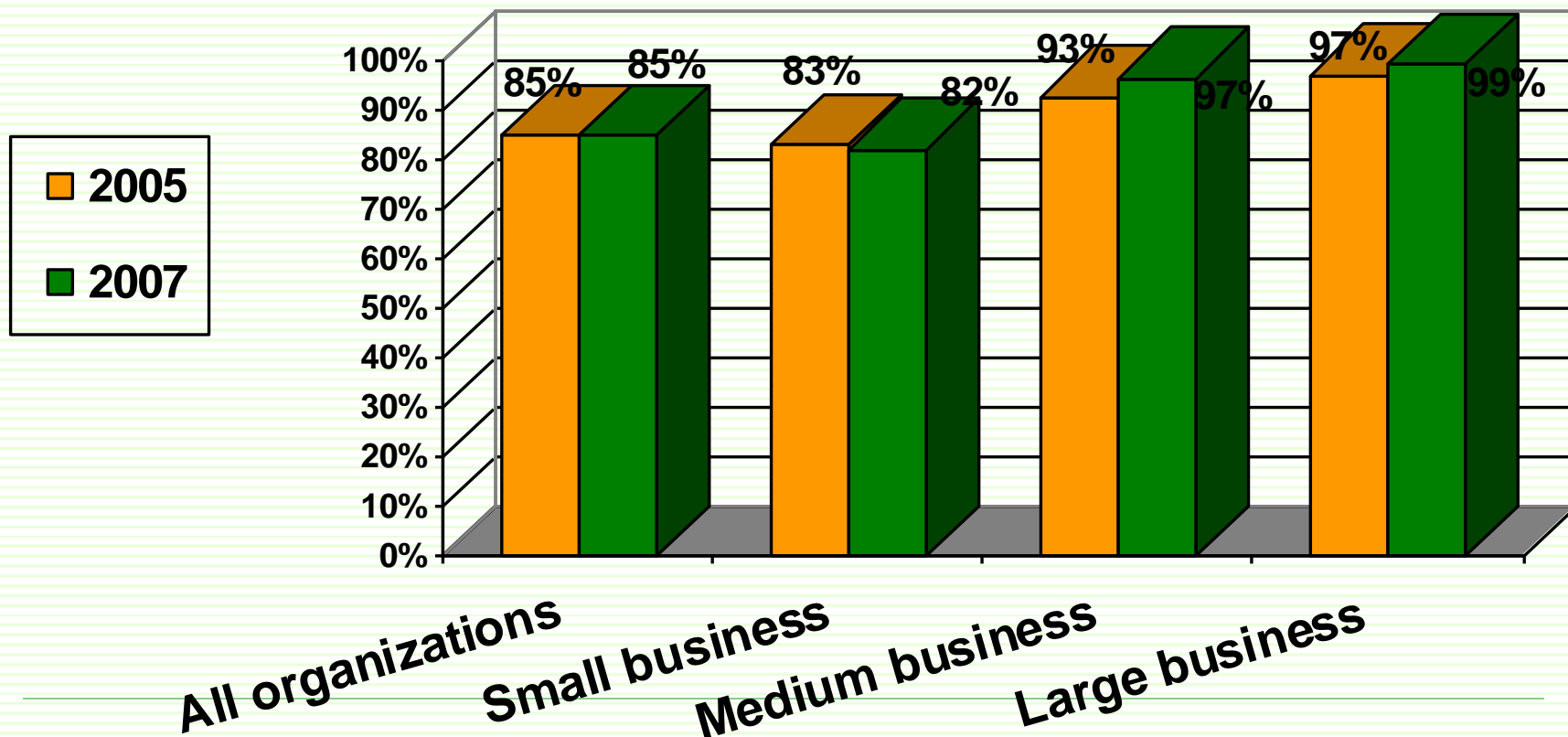
INDICATORS FOR THE APPLICATION ICT IN THE BULGARIAN BUSINESS

Business in Bulgaria uses services that require e-signature

BUSINESS USES SERVICES THAT REQUIRE E-SIGNATURE TO ORGANIZATION:	PERCENT
National Social Security Institute	24.5%
National Revenue Agency	25.4%
E-market for small public procurement	3.2%
Portal of the Bulgarian government	3.2%
Other services requiring e-signature	7.2%
Companies that have e-signature without using it	2.8%
Companies that haven't e-signature	60.2%
Companies that don't know about it	6.2%

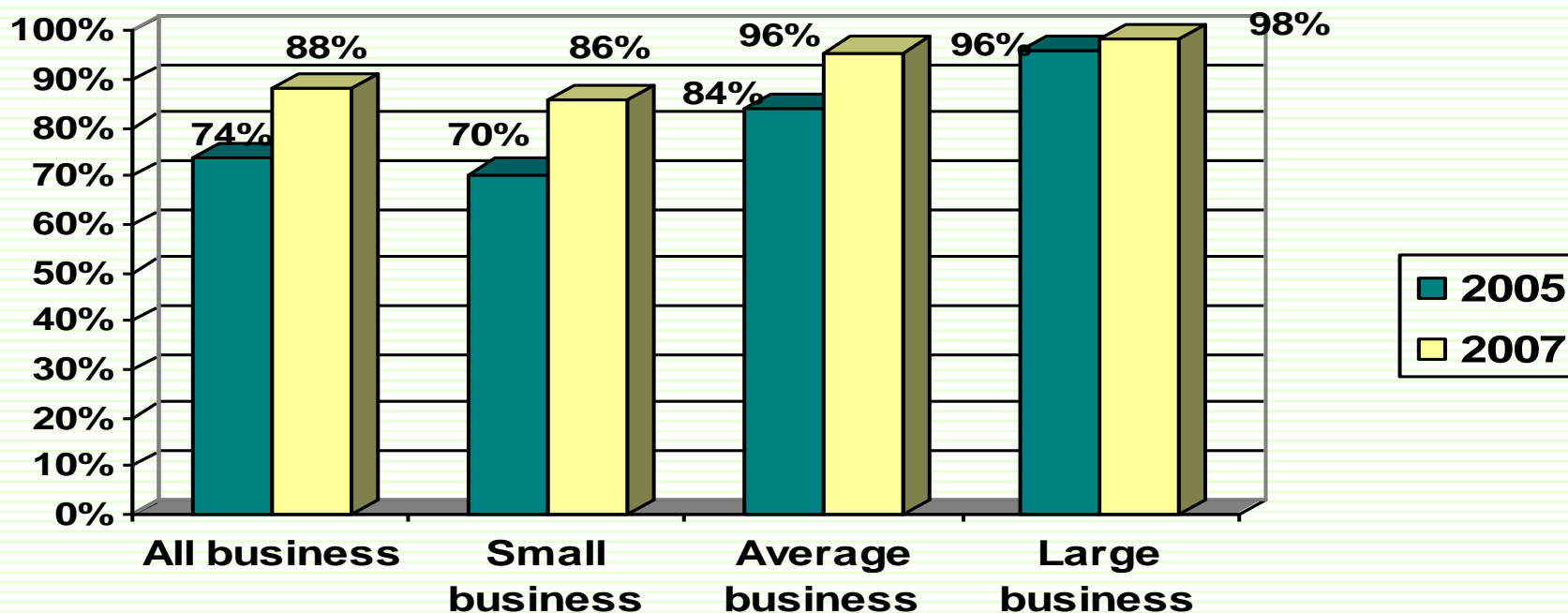
INDICATORS FOR THE APPLICATION ICT IN THE BULGARIAN BUSINESS

2. Computer penetration (2005–2007) in the Bulgarian business



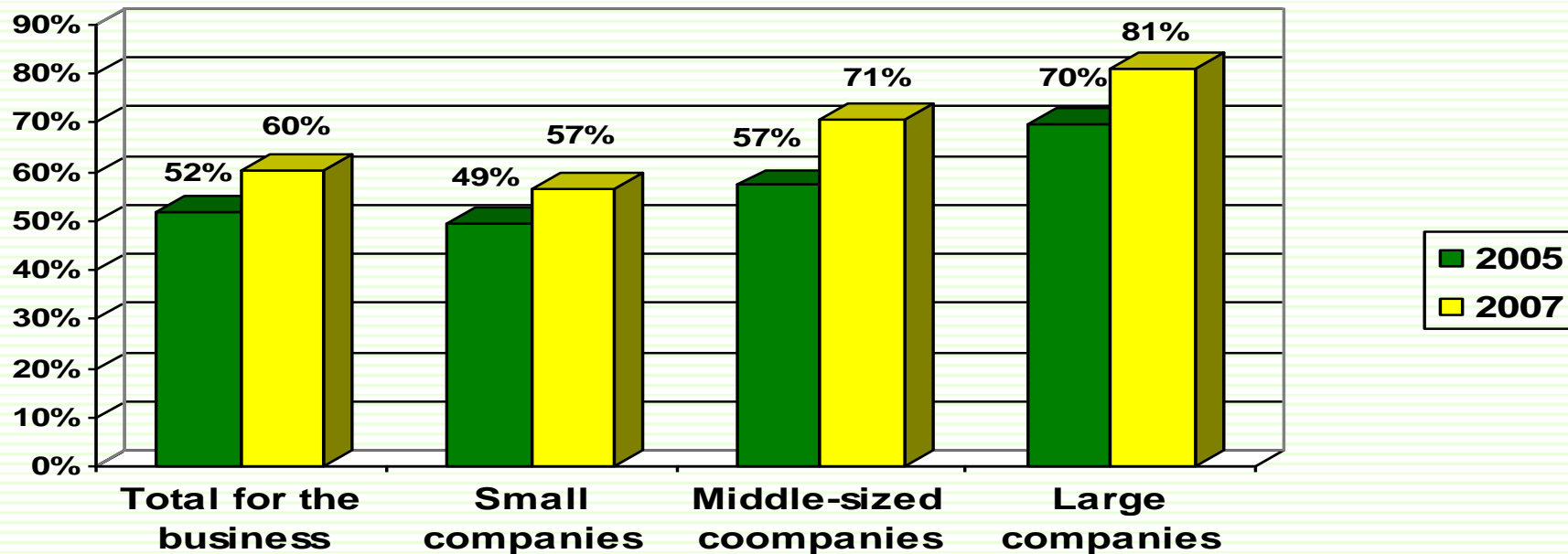
INDICATORS FOR THE APPLICATION ICT IN THE BULGARIAN BUSINESS

3. Internet access for the business in Bulgaria (2005-2007)



INFLUENCE OF E-COMMUNICATIONS TO THE FUNCTIONING OF BUSINESS

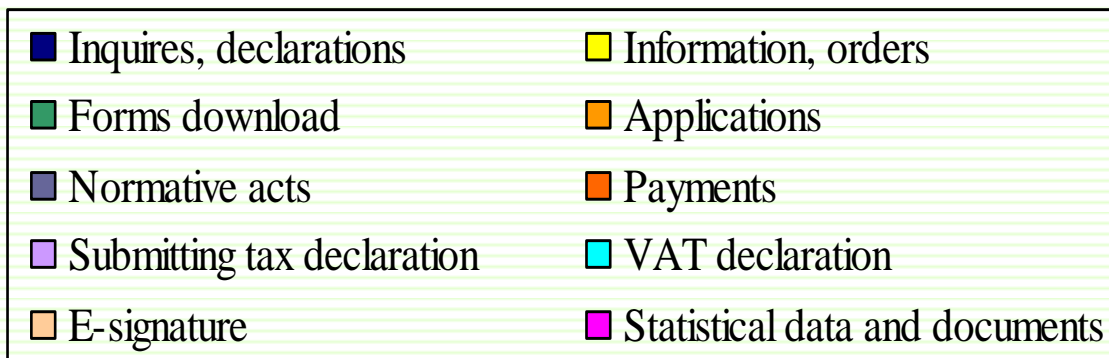
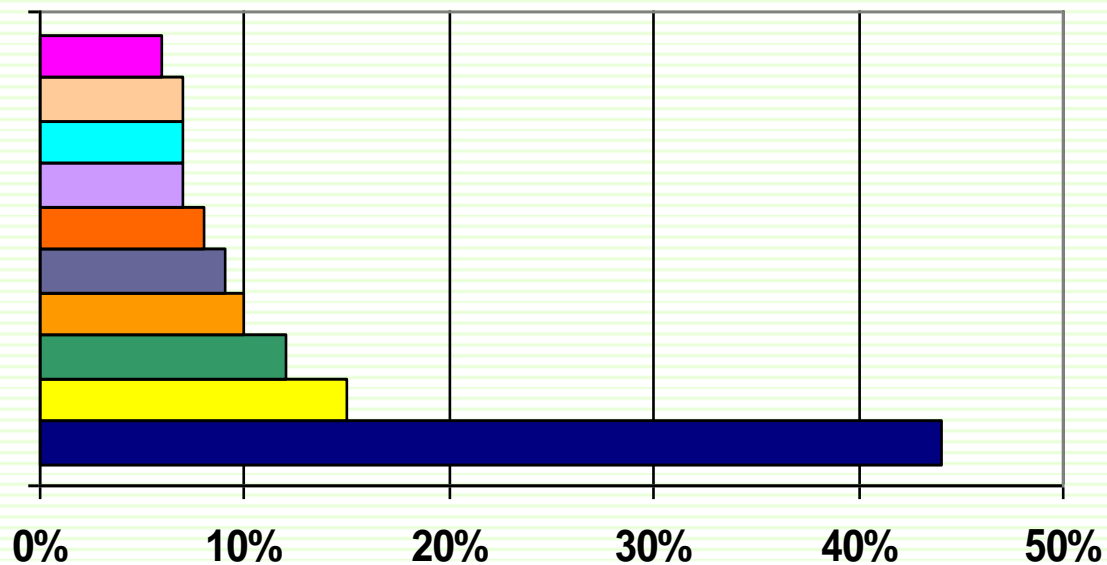
Percent of companies using e-government services to all companies with Internet access
(2005-2007)



INFLUENCE OF E-COMMUNICATIONS TO THE FUNCTIONING OF BUSINESS

□ Feb 2008 (465 companies researched)
79% of the business in Bulgaria uses e-government services

□ Main e-services used from the business:



Case Study: National Revenue Agency submits e-services to the business

E-administrative services delivered from NRA (Jan 2009)

- Applications
 - Application for using NRA e-services
- Declarations
 - Declaration for incomes from Bulgaria
 - Declaration for incomes from abroad
 - Declaration N6
 - Notifications
- VAT documents
 - Monthly inquire – declaration
 - VIES declaration
 - Application 6
 - Inventory protocol
- Payments
 - Paying obligations
- Intrastat
 - Submitting Intrastat data
- Requests
 - Request for document issue

National Revenue Agency

The screenshot shows the website of the National Revenue Agency (NRA) in Bulgaria, viewed through a Windows Internet Explorer browser. The browser's address bar shows the URL <http://www.nap.bg/?lang=en>. The website header features the Ministry of Finance logo and the NRA logo, which includes a stylized blue triangle above the text "NATIONAL REVENUE AGENCY". To the right of the logo is a large, ornate golden coat of arms. Below the header is a dark blue navigation bar with links for TAXES, SOCIAL SECURITY, SERVICES, PAYMENT, CONTACTS, and ABOUT NRA. The main content area is divided into three columns. The left column, titled "What taxes does it administer?", lists various taxes with mouse cursor icons next to each item: Value Added Tax, Personal income tax, Tax on natural persons' income from employment relations (Labor contract), Corporate tax on the annual taxable profit (loss), Income tax (for public enterprises), Withholding taxes, Tax on the activity from ships operation, and Types of taxes. The middle column, titled "What types of contributions does NRA collect?", lists contributions with mouse cursor icons: Social security contributions for the State Social Security, Supplementary Mandatory Pension Security (SMPS), Pension Fund for Teachers (PFT), Health insurance contributions, Installments for „Guaranteeing the Receivables of Workers and Employees in Case of Insolvency of the Employer“ Fund („Guaranteed Receivables of Workers and Employees“), and Types of contributions. The right column contains a search box with a "Search" button, a "VAT REFUND" section with a mouse cursor icon and "Value Added Tax", and an "NRA CALL CENTER" section with the phone number "0700 18 700" and a graphic of question marks. The browser's taskbar at the bottom shows the Start button, several open applications including Microsoft Power..., reportPraga - Mi..., VersiiDISS-STARI, Diss-FullText163..., and the National Revenue Agency website. The system tray shows the date and time as 02:20 on 02/20.

CONCLUSIONS

- ❑ Number of starting companies in Bulgaria increases
- ❑ Number of documents that must be processed in NRA is increasing
- ❑ Changes in the type and details in the processed documents are continuous
- ❑ Increasing number of transactions
- ❑ E-services:
 - cost saving
 - better user satisfaction
 - more security
 - less corruption and fraud

THANKS FOR THE ATTENTION!