

Current Situation of Mongolian E-Governance and its Furtner Prospects

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Abstract: Many countries around the world are rapidly transitioning to the age of technology and moving to a knowledge-based economy. This transition process has had a profound effect on Mongolia, requiring the development of e-governance as a way to improve government operations and introduce innovation. E-governance is the delivery of government information and services to citizens electronically or through other digital means. In developed and developing countries, e-governance is similar in terms of efficiency and has many advantages for citizens, businesses and government agencies.

Keywords: E-governance, E-government of Mongolia, Transferring of E-governance, Smart E-governance

1. Introduction

E-governance is the delivery of government information and services to citizens electronically or through other digital means. In developed and developing countries, e-governance is similar in terms of efficiency and has many advantages for citizens, businesses and government agencies. For example, government news, information, and services are available on any day and at any time, and bureaucracy and time are avoided. The implementation of e-governance can simplify government operations and reduce costs. The international context of e-governance shows that e-governance is an international value and a destination, not just a specific one. For example, as of 2019, 4.1 billion people (53%) use the Internet, and 3.6 billion people do not have access to the Internet. [1]

The “Sustainable Development Concept of Mongolia- 2030” policy document aims to connect 95 percent of the population to high-speed Internet by 2030, transfer at least 85 percent of government services to electronic form, and launch a national satellite. As of 2019, 96.3% of the total population of Mongolia uses the Internet. Mongolia is one of the 10 countries which use the cheapest data, and data consumption has been growing steadily in recent years. In addition, eight out of ten people aged 15-60, or 1.7 million people, use some form of social networking.[2] In 2018, Mongolia's e-participation index ranked 65th with 0.736 points and 92nd [3] out of 193 countries with 0.582 points according to the e-governance index. These indicate that Mongolia has a foundation for an e-governance and the development of smart e-governance. In our country, e-governance and e-governance services are effective ways to keep government operations efficient, cost-effective, transparent and close to the people.

2. Feature and Reconstruction of E-Government of Mongolia

The National Security Concept of Mongolia (2010) states, “We will pursue a policy of strengthening the civil service

that is equal, inclusive, transparent and accountable to citizens, and that the civil service is staffed with qualified and competent people. Through the development of e-governance, we will make public services more efficient and effective, and “intensify the process of creating open government information resources and enable them to be used effectively in e-governance services”. Mongolia implemented the “Electronic Mongolia” national program in 2005-2012, the “Establishment of a Unified Registration System” national program in 2008-2012, and the “Electronic Government” national program in 2012-2016.

The national e-governance program has been implemented since 2019. The program aims to develop citizen-centered e-governance in order to create a transparent, competitive, highly productive and responsible government by introducing information technology advances in the economic and social sectors through integrated policies and planning. The differences between e-governance and traditional governance in Mongolia can be seen in the table below (see Table 1)

Table 1: Difference between traditional governance and e-governance

Traditional governance	E-governance
Many administrative steps from top to basement	No many steps of service
Government centered	Civil centered
The decisions are based on regulations	Unified service
The directions allocated into the related agencies	Possible to get many service at the same system
Slow and a lot of bureaucracy	Fast, easy to use and no delay
Takes much time	Saves time
Has a lot of cost	Less cost

Within the framework of the “Electronic Mongolia” (2005) national program, information and communication networks and services will be separated, a universal service obligation fund will be established, telecommunication sector will be liberalized, information and communication infrastructure will be developed, information and communication

networks will be connected to international Internet and so on. On July 5, 2010, a renewed civil registration was launched nationwide, and 331 soums in 21 aimags, 132 khoroos in 9 districts, and a total of 463 units were registered and citizens were issued with electronic ID cards.

Within the framework of the “e-governance” (2012) national program, attention will be paid to the development of information systems and databases, transferring of public services to electronic form, electronic processing of citizens' complaints, delivery of public services and disaster warning to citizens through kiosks (electronic public service

machines). The work has been done on the development of glass accounts and value-added tax systems. The introduction of kiosk services will serve 2.2 million people in duplicate in 2018, saving 1 hour and 40 minutes per service. As of September 1, 2020, in the first phase of the “E-Mongolia” project jointly implemented by the Government of Mongolia and the private sector, 181 services of 23 government organizations will be available online. See the table below for changes and features of Mongolia's e- government. (Table 2)

Table 2: Change and feature of e-government of Mongolia [4]

Change in e-government	Centered e-government	Civil-centered e-government	Individual centered e-government	Smart e-government
Purpose of the e-government	Benefit of e-government	Sharing information and make contact	Open data and individual oriented data	Artificial mind platform oriented to each person
Service of e-government	Supply with domestic service and information	Performance of governance and only portal	Service based on platform	Regulation of communication centered data
Technological condition	The government is responsible and do outsourcing	The government is responsible and do outsourcing	Participation of government-individual and citizens	Automatic control for the governance
Communication channels	Mixed internet	Mixed and wireless network internet	Mixed and wireless internet and mobile equipment integration	Online and offline connection channel
Initiation makes decision	Government elites and authorities	Specialists and staff of state organizations and	Individuals, citizens and non-governmental organizations	Cooperated mind based on data
State responsibility	Initiations	Contractor	Intermediary	Contractor
Citizen responsibility	Information service consumer	Participant	Active participation and vote	Doing smart choice according to social value. Doing independent choice.

3. Future Trends of Development of E-Governance of Mongolia

The development of e-governance in Mongolia will reduce the cost of public services, improve services, save time for citizens and civil servants, increase the efficiency of the public sector, and improve international competitiveness. Of course, the development of e-governance requires long-term effort, perseverance and leadership, and the following principles will be followed:

- 1) Respect human rights and protect personal data;
- 2) Strengthen transparent, citizen-centered, accountable and highly productive governance;
- 3) Ensure the security of state information;
- 4) Promoting green technology;
- 5) Information systems based on effective, interconnected and integrated cooperation between the government, citizens and the private sector.

The sustainable development and human rights situation in the world are intertwined with information and communication technologies. In 2015, UN General Assembly Resolution A/RES/70/1 approved the Global Development Policy until 2030, the “Sustainable Development Goals”. [5] Relevant research has shown that information and communication technology is 89% directly related to achieving this sustainable development goal.[6]

Mongolia aims to develop e-governance based on advanced information and communication technologies by increasing the efficiency and effectiveness of government organizations, promoting democratic, open, bureaucratic,

transparent and accountable governance, and supporting innovation in government activities.[7] In the future, to introduce soft and hard information and communication infrastructure, technology and equipment, to develop innovation-based production, to intensify research activities in the sector, to create a pool of highly skilled professionals and human resources, to establish information technology and software clusters and soon.

The following objectives will be achieved through the following effective implementation of the National e-governance Program (2019-2022) [8]:

- 1) To increase the literacy rate from 32% of the population to 80%.
- 2) Two new laws and regulations will be approved and enforced to create a legal environment for e-government.
- 3) To improve the e-governance system, develop hard and soft infrastructure, e-governance services with integrated policy and planning, and increase the e-service index from 0.597 to 0.65.
- 4) To ensure the integrity and security of the state electronic database, create and develop single- source information and open data, and to increase the number of services registered in the state information exchange system “KHUR” from 25 to 176.
- 5) To implement the goal of supporting the participation of domestic information and communication producers and service providers in the delivery of public services to citizens in electronic form, and to increase the number of services provided by domestic producers and service providers from 0.0 to 100.

- 6) To develop e-participation, to increase citizen participation in government decision-making, to implement transparency, and to increase the e-participation index from 0.73 to 0.78.
- 7) To implement the goal of establishing an Information Technology Audit System and to increase the number of information technology audit service providers from 4 to 10.
- 8) To implement the goal of developing appropriate and ethical use of information and communication technology for all levels of government organizations and officials, and to increase the number of trained employees from 400 to 2,000.
- 9) To improve productivity and efficiency by introducing information and communication technology advances and innovations in all sectors of the economy and society, and increase the e-governance development index from 0.582 to 0.6.

In addition, the “VISION-2050” long-term development policy of Mongolia sets a goal to “build effective and efficient e-government that supports human development”. [9] This task is planned to be implemented in the following three stages:

Phase I (2021-2030): Creating and developing an effective e-governance policy and legal environment that ensures information security;

Phase II (2031-2040): Improving productivity and efficiency through the introduction of information and communication technology advances and innovations in all sectors of the economy and society;

Phase III (2041-2050): Phase of e-governance development that support human development. Within the framework of this long-term development policy, by implementing the “E-Mongolia” program (integrated system of citizens, public and private sectors), by 2050 Mongolia will have:

- A favorable e-governance policy, legal environment will be created to support human development.
- Integrated electronic database infrastructure shall be in line with international standards.
- Citizen-centered and smart governance will be developed.
- The quality of information exchange and competitiveness of citizens, government and business organizations will be improved.
- E-governance technology will reach international standards and social relations will be developed without corruption and bureaucracy.

4. Conclusion

In line with development trends, Mongolia adopted the “E-Mongolia National Program” in 2005 and laid the foundation for the delivery of public services to citizens in electronic form. As a result of the updated civil registration conducted in 2010, many government agencies use registration information based on an accurate database of citizens. The first kiosk service to provide civil registration services was introduced in 2013, which made it possible to deliver public services electronically to citizens nationwide.

According to a United Nations study, Mongolia ranked 53rd in 2010, 65th in 2014, and 92nd in 2018 in the e-government Index. It indicates a risk of lag.

Therefore, it is important to implement e-governance development projects, introduce best practices, develop public-private partnerships, ensure government transparency, and involve civil society organizations. E-governance and Internet services are making significant changes in the social structure, values, culture, and ways of doing business. E-governance varies from country to country. The projects implemented by the Government of Mongolia are aimed at introducing the experience of e-governance in open countries such as the Republic of Estonia and Singapore to the specifics of Mongolia. Mongolia needs to consider the following issues when developing e-governance:

- a) It is important to ensure citizen participation and incorporate feedback into our activities. Use all means of communication (mail, telephone, fax, e-mail, internet, etc.) to communicate with the government.
- b) An effective e-governance strategy is to combine technical infrastructure with social, organizational and policy changes.
- c) Reform the public sector. Maintain confidentiality of information sources and make major organizational changes to the police and customs, tax and insurance agencies.

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