Digital Public Administration infographic 2022 Türkiye

Highlights

Political Communications

In order to meet the information technology infrastructure (IT) needs of public institutions more effectively and to increase the quality of public services, the Public Cloud Computing Strategy and Action Plan is planned to be ready by the end of 2022.

Legislation

Following the introduction of the By-Law on the Procedures and Principles Pertaining to the Implementation of the Electronic Signature Law, six Electronic Certificate Service Providers were authorised as of December 2021.
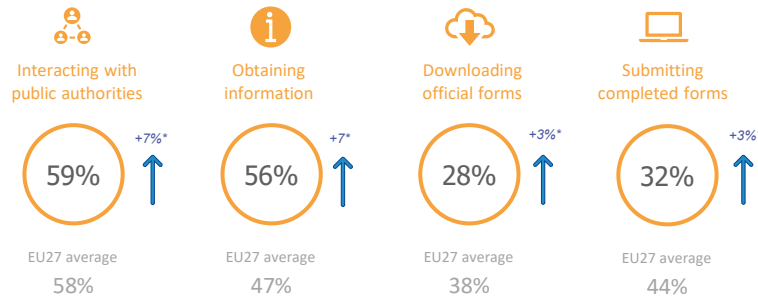
Governance

The Information and Communication Security Audit Guide was published in 2021 which sets guidelines for the way audit and surveillance activities will be carried out by the internal audit units of institutions and organisations.

Infrastructure

The eGovernment Gateway provides an infrastructure for electronic payment transactions. Payment is made to public institutions via credit card. 79 municipalities have already been integrated into the ePayment infrastructure of the eGovernment Gateway.
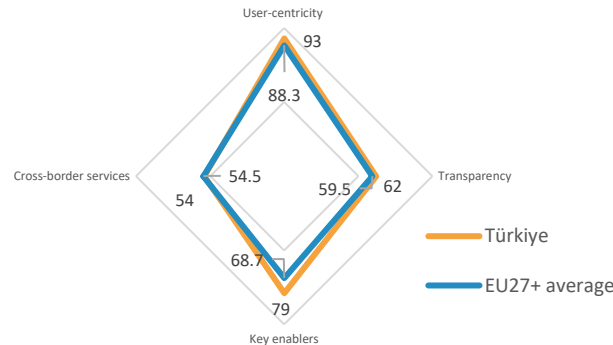
Digital Public Administration indicators

Percentage of individuals using the internet for

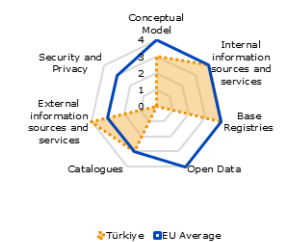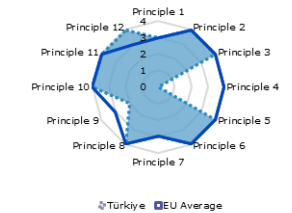**Interacting with public authorities**
59% +7%*
EU27 average 58%

Obtaining information
56% +7*
EU27 average 47%

Downloading official forms
28% +3%*
EU27 average 38%

Submitting completed forms
32% +3%*
EU27 average 44%

Source: Eurostat 2022

eGovernment indicators

eGovernment performance across policy priorities

- User-centricity: 93 / 88.3
- Transparency: 62 / 59.5
- Key enablers: 79 / 68.7
- Cross-border services: 54 / 54.5

— Türkiye
— EU27+ average

Source: eGovernment Benchmark report 2022

State-of-Play of Interoperability

SCOREBOARD 1 — TWELVE PRINCIPLES
Principle 1–12

Türkiye · EU Average

SCOREBOARD 2 — INTEROPERABILITY LAYERS
Interoperability governance, Integrated public service governance, Legal interoperability, Organisational interoperability, Semantic interoperability, Technical interoperability

Türkiye · EU Average

SCOREBOARD 3 — CONCEPTUAL MODEL
Conceptual Model, Internal information sources and services, Base Registries, Open Data, Catalogues, External information sources and services, Security and Privacy

Türkiye · EU Average

Source: European Interoperability Framework Monitoring Mechanism 2021