



Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2020

The objective of this questionnaire is to gather information from the Member States in preparation of the United Nations E-Government Survey 2020. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA¹ assesses national portals with the assistance of independent researchers to construct OSI, requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. For any questions about this questionnaire, please contact dpidg@un.org.

TURKEY

04.04.2019

I/We hereby authorize UNDESA to publish my/our responses as deemed necessary.

I. Institutional Framework

1. What is the official **e-government² portal** at the national level? If more than one, please list all.

www.turkiye.gov.tr

2. Please also provide **URLs** for below **specific portals**, if exists:

- a. **E-services³:**

www.turkiye.gov.tr

- b. **E-participation⁴:**

www.cimer.gov.tr, edilekce.tbmm.gov.tr

- c. **Open government data:**

www.resmiistatistik.gov.tr

- d. **Public procurement:**

ekap.kik.gov.tr

- e. **Other major portals at the national level:**

www.uyap.gov.tr, ivd.gib.gov.tr, spor.sgm.gov.tr, eokulyd.meb.gov.tr, ais.osym.gov.tr, enabiz.gov.tr, mersis.gtb.gov.tr, eba.gov.tr, nvi.gov.tr

¹ This questionnaire is conducted by the Division of Public Institutions and Digital Government (DPIDG) of the UNDESA.

² **E-government or digital government** will be used interchangeably in this survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs)

³ A specific portal where you can see the list of all online services available for the public

⁴ **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

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3. Please provide **name(s) and URL(s)** of the government agency/department/ministry at the national level in charge of e-government.

Digital Transformation Office of the Presidency - <http://www.cbddo.gov.tr>
Ministry of Transport and Infrastructure - <http://www.uab.gov.tr>

4. Does your country have a **Chief Information Officer (CIO)**⁵ to manage national cross-agency e-government programs/strategies?

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5. Please provide **names and URLs** of the government agencies/ministries/departments at the national level in charge of the following:
- Planning and Development

Presidency of Strategy and Budget - <http://www.sbb.gov.tr/>

- Education

Ministry of Education - <http://www.meb.gov.tr/>

- Health

Ministry of Health - <https://www.saglik.gov.tr/>

- Social Protection and Welfare

Ministry of Family, Labor and Social Services - <https://www.ailevecalisma.gov.tr/>

- Employment and Decent Work

Ministry of Family, Labor and Social Services - <https://www.ailevecalisma.gov.tr/>

- Environment

Ministry of Environment and Urbanization - <https://www.csb.gov.tr/>

- Energy/Water

Ministry of Energy and Natural Resources - <https://www.enerji.gov.tr/>
Ministry of Agriculture and Forestry - <https://www.tarimorman.gov.tr/>

- Finance/Taxation

⁵ **CIO** or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (**CTO**) or Chief Digital Officer (**CDO**)

Ministry of Treasury and Finance - <https://www.hmb.gov.tr/>

i. Industry/Trade

Ministry of Industry and Technology - <https://www.sanayi.gov.tr/>

Ministry of Trade - <https://www.ticaret.gov.tr/>

II.Strategy and Implementation

6. Is there a **national development strategy** incorporating the Sustainable Development Goals (SDGs)?

Yes. Tenth Development Plan (2014-2018) is still in force and will stay so until the 11th Development Plan (2019-2023) is published by June 2019.

7. Is there a **national e-government strategy/digital readiness strategy** or equivalent?

Yes. 2016-2019 National e-Government Strategy and Action Plan

8. Please check whichever applies.

National e-government strategy or equivalent:

- has an implementation plan.
- is aligned with the national development strategy
- is aligned with the Sustainable Development Goals (SDGs).
- is aligned with sub-national/local digital development strategy.
- has an emphasis on digital-first principle
- has an emphasis on digital by default; digital by design; mobile-first principle
- has an emphasis on once-only (data) principle
- has an emphasis to 'leave no one offline' or to 'leave no one behind'; or other specific measures to ensure e-government is accessible by the most vulnerable groups⁶
- makes specific reference to e-participation, digital inclusion and/or engagement.
- makes specific reference to the use of social media in the government.
- makes specific reference to the use of new technologies⁷ such as artificial intelligence, blockchain, big data

The 2016-2019 National e-Government Strategy and Action Plan was prepared within the scope of Turkey's 2023 vision, the Tenth Development Plan (2014-2018) and the 2015-2018 Information Society Strategy and Action Plan (ISS), taken into consideration the other strategic plans of agencies / institutions and other national strategy documents (such as "Action Plan Program to Reduce Informal Economy", "The National Cyber Security Strategy and Action Plan", etc.) and the needs of all stakeholders in the e-Government ecosystem. International documents such as "Digital Agenda for Europe: A 2020 Strategy Initiative and 2016-2020 e-Government Action Plan" of the European Union (EU), "Sustainable Development Goals (SDGs) perspective" of the United Nations (UN) and "Recommendation of the Council on Digital Government Strategies" of the Organization for Economic Cooperation and Development (OECD) were important references in the preparation of the Strategy and Action Plan. In this document following issues were considered, increasing open data sharing, transparency and accountability, cyber security, public innovation, the development and delivery of government services primarily as e-Government services (digital by default), the principle of developing e-Government services to enable completion with single process or application (once only principle), and enabling services to be developed with the participation of stakeholders. Also there are actions aiming to increase the accessibility of the e-government services. One of the strategic aim is to strengthen e-participation mechanisms. Another objective is to form policies to determine the benefits of big data and IoT technologies for improving public services.

⁶ Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

⁷ Also referring to emerging technologies

III. Legal Framework

9. Is there any legal framework on:
- access to information such as Freedom of Information Act
 - personal data protection including digital security
 - open government data
 - digital identity
 - digital certification/signature
 - e-procurement
 - digitally publishing government expenditure⁸
 - data interoperability
 - digital government as a right

Right to Information Law - <http://www.mevzuat.gov.tr/MevzuatMetin/1.5.4982.pdf>
Law no 6698, Protection of Personal Data Law- <http://www.mevzuat.gov.tr/MevzuatMetin/1.5.6698.pdf>
Law no 5809, Electronic Communications Law-<http://www.mevzuat.gov.tr/MevzuatMetin/1.5.5809.pdf>
By-Law on Network and Information Security in Electronic Communications Sector-
<http://www.mevzuat.gov.tr/Metin.Aspx?MevzuatKod=7.5.198808&MevzuatIliski=0&sourceXmiSearch=bilgi%20g%C3%BCvenli%C4%9Fi>
Law No. 5070 on Electronic Signature - <http://www.mevzuat.gov.tr/MevzuatMetin/1.5.5070.pdf>
Ordinance on the Procedures and Principles Pertaining to the Implementation of Electronic Signature Law-<http://www.mevzuat.gov.tr/Metin.Aspx?MevzuatKod=7.5.7224&MevzuatIliski=0>
Public Procurement Law No. 4734 - <http://www.mevzuat.gov.tr/MevzuatMetin/1.5.4734.pdf>
Electronic Procurement Regulation - <https://www.mevzuat.gov.tr/Metin.Aspx?MevzuatKod=7.5.14742&MevzuatIliski=0>
Identity Card Directive - <https://www.nvi.gov.tr/PublishingImages/mevzuat/mevzuat/yonerge/TurkiyeCumhuriyetiKimlikKartiyonergesi.pdf>
Circular No. 2009/4 on Interoperability Principles in Public Information Systems - <http://www.resmigazete.gov.tr/eskiler/2009/02/20090228-14.htm>

IV. Usage of online services

10. Do you collect usage statistics of e-government services?
 Yes No
11. If yes, do you publish results online and share those with the public institutions concerned?

Yes. Statistics are published online on "istatistik.turkiye.gov.tr" web site and when requested, shared with public institutions.

V. User satisfaction

12. Do you measure satisfaction of citizens on e-government services?
 Yes No
13. If yes, do you publish results online and share those with the public institutions concerned?

Results of e-government satisfaction survey are shared with citizens and public institutions on biruni.tuik.gov.tr/medas.

VI. Social Media

14. How does your government use social media at the national level to interact with and engage people in e-government activities? Please also explain if there were any guidelines for government officials on the

⁸ Related to SDG Indicator 16.6.1

use of social media.

e-Government Gateway has Facebook (with 230.9K followers), Twitter (with 27.1K followers), Instagram (with 18.4K followers) and Youtube accounts (with 12.3 K subscribers). Citizens can use these channels to report problems, to make suggestions, to request new services and improvements. Besides, people can apply Ombudsman to convey their requests and suggestions through its web site: <https://ebasvuru.ombudsman.gov.tr> and apply the Presidency's Comm.Div.(www.cimer.gov.tr). Also, a social media guideline for government officials is ready to be disseminated to other public agencies

VII. New Technologies

15. Does your government have a **specific national strategy** on one or more of following new technologies?

- Artificial Intelligence (AI) Blockchain Big data Smart cities
 Robotics Internet of Things (IOT) Quantum computing Virtual reality
 Augmented reality Other:

2019-2022 National Smart Cities Strategy and Action Plan - <https://www.akillikent.gov.tr/>

16. Does your government have any government body⁹ at the national level working specifically related to the new technologies?

Yes, The Scientific and Technological Research Council of Turkey (TÜBİTAK) - www.tubitak.gov.tr

VIII. Indicators

17. What is the percentage of the population¹⁰ satisfied with their last experience of online public services?

94.24% (2018, Turkish Statistical Institute)

18. What percentage of your GDP is allocated for ICT investment in the public sector?

0.137% (July 2018 - Public Information and Communication Technologies Investments, Ministry of Development)

19. What is the proportion of persons employed in central government organizations routinely using ICTs?

100 % (this statistic is not published officially but considering the fact that all persons employed in central government organizations have mobile phones, we thought that it is reasonable to assume it as 100%)

20. What is the proportion of persons employed in central government organizations routinely using the Internet?

⁹ This can be an agency, cabinet, commission, committee, initiative etc.

¹⁰ Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf

99% (this statistic is not published officially but considering the fact that all persons employed in central government organizations have mobile phones and almost all of them are smart phones with internet access (wireless and/or cellular), we thought that it is reasonable to assume it as 99%)

21. If any, what kind of indicators do you collect/use to track digital literacy at the national level?

Computer usage, internet usage and access to the internet of households are collected and published regularly by TUIK (TurkStat, www.tuik.gov.tr).

IX. International and Regional Cooperation¹¹

22. Is your government part of any sub-regional, regional or international cooperation on e-government?

Cooperation Council of Turkic Speaking States

23. Is your government offering (or planning to offer) support to other countries in the area of e-government?

We have memorandum of understandings with Azerbaijan, Qatar, China, Japan, Bulgaria, Greece, Egypt, Pakistan, Syria, Iraq and South Korea. And we are planning to work with Palestine, Iran, Afghanistan, Nigeria, Montenegro, Sudan and Palestine.

24. Are there any ongoing public-private partnerships and multistakeholder partnerships, focusing on e-government?

Turksat Inc. Corporation and the Ministry of Transport and Infrastructure have been working on developing e-government gateway according to a partnership protocol signed between them for more than 10 years.

X. Contact and Additional Information

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Email: sezen.yesil@uab.gov.tr

Organization: Ministry of Transport and Infrastructure

1. Please select whichever applies:

A group of government agencies responded to the questionnaire collectively.

¹¹ WSIS Action Line C.11 - International and regional cooperation - <https://publicadministration.un.org/ws10/WSIS-Action-Lines-and-Facilitators>

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- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other:

Please explain further (Max 250 words).

2. How did you hear about this questionnaire?

- Directly from UN DESA
- From the Mission of my country to the United Nations
- United Nations E-Government Survey website
- LinkedIn
- Facebook
- Other:

Please explain further (Max 250 words).

Thank you for taking the time to fill out the Member States Questionnaire (MSQ) 2020.
We appreciate your participation.