E-GOVERNMENT DEVELOPMENT. TYPES AND MATURITY LEVELS OF E-ADMINISTRATION SERVICES IN THE SILESIAN REGION

Summary

The aim of this paper is to assess the development of e-government in the Silesian region. The paper explains the nature, scope and key relationships occurring in the e-government. Various models used to assess the maturity level of e-public services is then presented. In the practical part, using the model of the European Union and the regional platform SEKAP (Electronic Communication System for Public Administration), the diagnosis of public e-services in the Silesian region was made. The article ends with recommendations for the development and improvement of e-public services.

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