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IMPACT OF COVID-19 ON THE PROVISION OF SERVICES BY PUBLIC ADMINISTRATION

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GOAL AND METODOLOGY

The aim of the paper is to analyze and compare electronic services provided by public administration to citizens, businesses before and after the corona virus.

This process involved two steps:

- Primary research conducted by a survey.
- Development prediction.

PUBLIC ADMINISTRATION AND DIGITAL ECONOMY IN THE SLOVAK REPUBLIC

E-Government is a component of the digital economy, it is currently implementing new technologies and has become an integral part of the public sector. The United Nations considers the role of e-Government to be "to improve relations between the citizen and the public sector by providing affordable and efficient services as well as providing new information and knowledge".



PANDEMIC PLAN AND ITS IMPACTS ON PUBLIC ADMINISTRATION IN THE SLOVAK REPUBLIC

The analysis of the impact of COVID-19 on the provision of services by the public administration examined the impact on the public administration and the pandemic plan.

The purpose of the Pandemic Plan:

is to ensure the readiness of the Slovak Republic for a pandemic of acute respiratory diseases, elimination of health and economic burden on the population, economy and public life, determination of tasks of state administration bodies, local authorities and professional bodies.

Perform activities in connection with ensuring the protection of public health in preparation for a pandemic and at the time of a declared pandemic.



PRIMARY RESEARCH SAMPLE SIZE CALCULATION

Sign	Characteristics	Values
n	minimum sample size (minimum number of respondents)	196
$t_{1-\alpha/2}$	reliability of estimation, critical value determined from tables	1.96
σ^2	variance calculated from the standard deviation	0.5
Δ	maximum allowable margin of error	± 0.07

$$n \geq \frac{1,96^2 + 0,5^2}{0,07^2} \geq 196$$

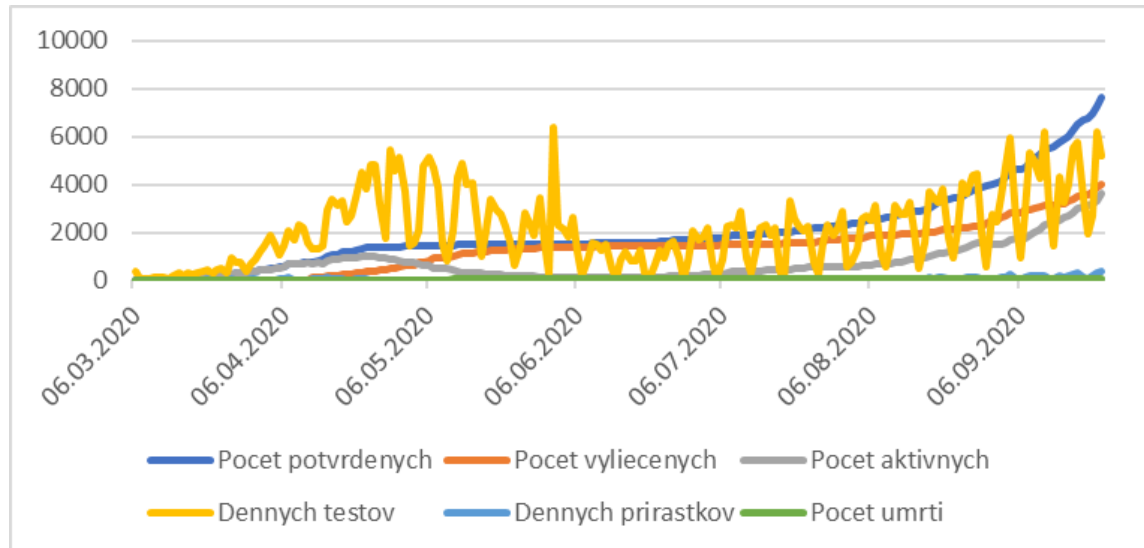


STEPS OF RESEARCH

The above methods were used to evaluate the primary research. The last step was to use the synthesis method. The individual conclusions were made as described above. The sample of respondents was purposefully selected to be citizens who use electronic services as citizens, but also as entrepreneurs.

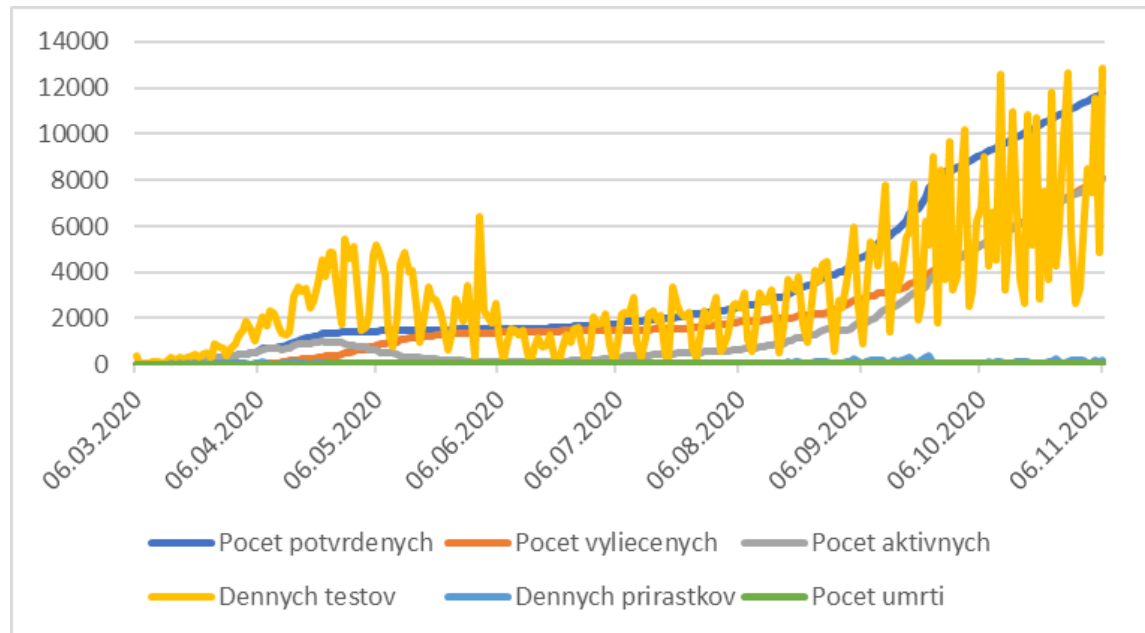


CONCLUSION



Overall development of the situation with COVID-19 in Slovakia

PREDICTION OF THE DEVELOPMENT OF THE DAILY NUMBER OF NEW TESTS CONFIRMED BY COVID-19



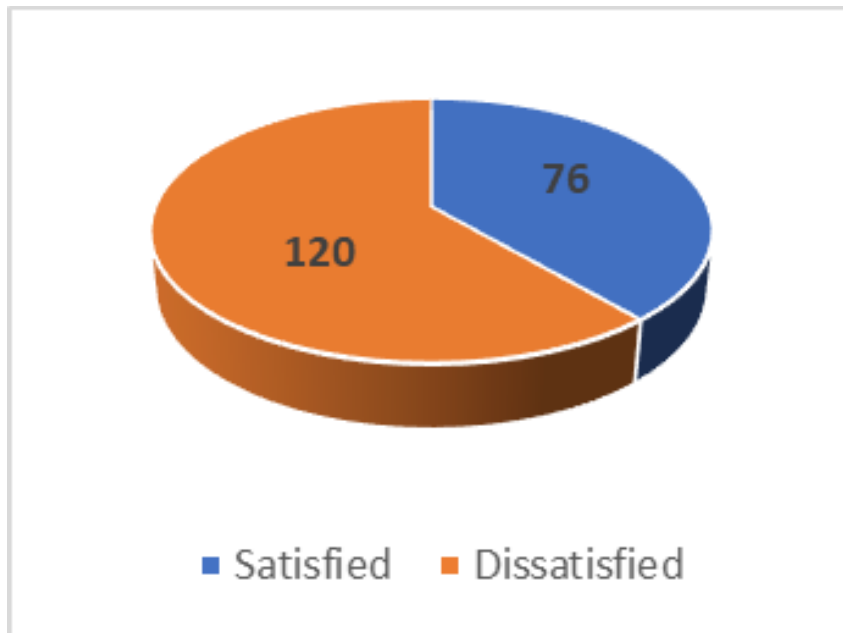
NEW AND EXPANDED PUBLIC ADMINISTRATION SERVICES THANKS TO CORONAVIRUS

Digital public service delivery has improved in Europe over the last two years. This is the result of a reference report on electronic government (eGovernment) published today by the European Commission. Evaluation criteria include transparency of public online services, user accessibility and cross-border mobility. European pioneers in the eGovernment zone include Malta (overall score 97%), Estonia (92%), Austria (87%) and Latvia (87%). These countries scored highest in all four benchmarks at the highest level, closely followed by Denmark (84%), Lithuania (83%) and Finland (83%).

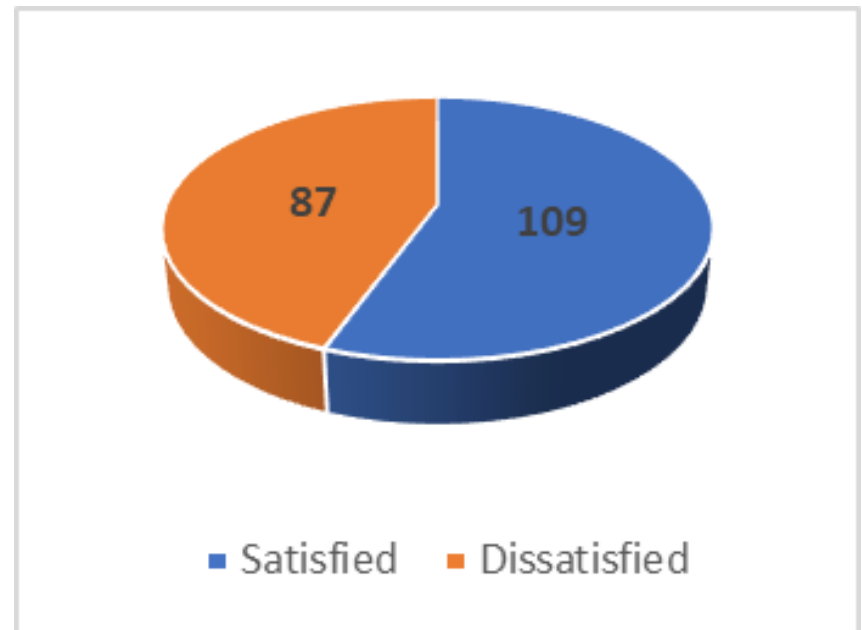


SATISFACTION OF USERS OF ELECTRONIC SERVICES

Before the coronary crisis



After the coronary crisis





CONCLUSION

During this period, governments around the world have benefited from a wide range of communication channels to which citizens can be challenged and thus contribute to limiting the spread of the virus and to protecting and supporting vulnerable people.



DISCUSSION

In summary, it can be stated that all ministries of the Slovak Republic have added links to electronic services, forms, and applications to their websites. Similarly, self-governing regions, cities, municipalities, the social insurance company, health insurance companies and the financial administration approached the situation with COVID-19. The digital transformation of the Slovak Republic has helped to better manage the crisis and the overall coronary crisis, which persists, and the damage caused in this period will be reflected in the economic, economical and health aspects of our country.



ACKNOWLEDGEMENTS

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THANK YOU FOR ATTENTION

