

THE BENEFICIAL EFFECTS OF E-GOVERNANCE FOR MOLDOVAN SOCIETY

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The changes that take place in the information society determine the consolidation of a new type of social relations and also of a new legal framework that is regulating the interaction between citizens and their representatives. As the relations between the Government, the civil society and the business adapt to the information society, the establishment and consolidation of the electronic democracy takes place. E-governance is a basic component of the information society and constitutes a complex system of informational governance assurance through the application of information and communication technologies. Consequently, e-government becomes a social and economic necessity by the beneficial effects it brings, directly and indirectly, to the whole society.

The article proves the necessity of the e-governance implementation in modern society, it describes what are the main beneficial effects of e-Governance in Moldova and which are the obstacles that are met. It also emphasizes the most important objectives that were achieved by e-Government Center under the Government of the Republic of Moldova.

Starting with 2010, the Government of the Republic of Moldova has committed itself to the e-transformation process, aiming to make the government more efficient by using information technology intensively. To this end, in August 2010, the State Chancellery established the e-Government Center of the public entity - which aims to modernize the public services in order to bring the Government closer to the Moldovan citizens. Since 2011, Moldova e-Government Center has successfully implemented lots of digital transformation projects, building a sustainable platform for the further modernization of public services and other governance related innovations.

Due to e-governance the public sector will cease to be a fragmented one, the government agencies acting more coherently, changing the way of providing services - from traditional to modern methods, involving the use of information technologies. Citizens and business will be able to benefit from lower costs for information and services, which will become more accessible, integrated, inclusive and customer-oriented. Online participation in government will become a norm for citizens, who will benefit, at the same time, from an advanced level of information education and extended access to state services. In addition, governance processes will be more transparent, impartial and more efficient.

In conclusion, the implementation of electronic governance in the Republic of Moldova created a favorable environment for the transition to the information society. E-government allows citizens easy and fast access to public services and government data, in electronic format, thus eliminating the bureaucracy encountered in this type of relationship and, in addition, ensuring transparency, quality and trust. It is also an instrument that contributes to the consolidation of relations between citizens and public authorities, based on mutual respect and interested cooperation between the state and citizens. As a result, our country will be able to fortify its position among European countries with a high level of use of new technologies.

Keywords: *e-governance, communication networks, information society, e-services, benefit.*

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