

**National University of Public Service
Doctoral School of Public Administration Sciences**

Ruslan Seitkazin:

Civic Engagement in the Digital Age: The Case of Hungary

Summary of PhD Dissertation

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Abstract

In the modern world, innovations in ICT have impacted peoples' attitudes and their desired information demands, by having significantly transformed the way in which people work in various fields and communicate. It changes cultural and social, as well as administrative and commercial structures, especially the internet, which provides various possibilities of information access, interaction opportunities, along with knowledge sharing and creation, while strengthening this digital transformation. Digitalisation and globalisation connect people and institutions worldwide and minimise the importance of regional borders. As a result, consequences greatly influence the public and private sectors accordingly. It is a fact that people expect and require public services with a very good level of quantity, quality and 24/7 availability. To meet such criteria, public officials across the globe are now attempting to advance electronic services and information systems through investing and developing needed architecture. Hungary is no exception. There have been propositions relating to the potential for more user-centred and efficient approaches in order to provide online public services. Therefore, user awareness of such services, ease of use and people's willingness to utilise them are significant components for further development of e-Government.

In this research, constructs from the adoption research, such as TAM, DOI, demographic characteristics and trust were integrated into an insightful model of e-Government adoption. The research was conducted by taking a poll of a variety of Hungarian citizens ranging from 18–74 years old. What can be concluded is that perceived usefulness, perceived ease of use, compatibility, trustworthiness, demographic characteristics (including age, gender and education) play a particular role in identifying people's intention to utilise the Client Gate portal in Hungary. Implications of this research for future studies and practitioners are presented in the dissertation. It concludes with an insight that without trust and confidence in the e-Government services, the vision of fully integrated service delivery will remain a challenging task for the Hungarian government.

Absztrakt

A kortárs információs társadalomban, amelyben mindannyian élünk, a kommunikáció és informatika innovatív megoldásai nagyban befolyásolják az emberek attitűdjét és információigényét, mivel jelentősen átalakították az emberek különböző területeken végzett munkáját és kommunikációját. Ehhez hasonló információs fejlesztési technikák változásokat idéznek elő mind kulturális és szociális, mind adminisztratív és kereskedelmi struktúrákban. Legfőképpen az internet, mely az információhoz való hozzáférés, az interakciós lehetőségek, valamint a tudásmegosztás- és teremtés különböző lehetőségeit kínálja, miközben erősíti ezt a digitális átalakulást. A digitalizáció és a globalizáció világszerte összeköti az embereket és az intézményeket, és minimalizálja a regionális határok befolyását. Következésképpen mindez nagymértékben befolyásolja az állami és a magánszektor is. Tényként kezelhetjük, hogy az emberek többségének igénye van a jó minőségű és megfelelő mennyiségű közszolgáltatások meglétére a nap 24 órájában. Ahhoz, hogy ezeket a szükségleteket kielégítsék, a világ állami vezetői befektetéseket eszközölnek az infrastruktúra fejlesztésére, hogy korszerűsítsék az elektronikus szolgáltatásokat és az információs rendszereket. Ez alól Magyarország sem kivétel. Több javaslat is megfogalmazódott az online szolgáltatások hatékonyabbá és felhasználóbarátabbá tételére. Ebből kifolyólag az e-kormányzat meghatározó fejlesztési elemei közé tartozik az ilyen jellegű szolgáltatások minél inkább köztudatba építése és a használatuk megkönnyítése, ezzel is növelve a felhasználási hajlandóságot.

A kutatásban az adaptációs kutatásokból való olyan koncepciókat, mint a DOI vagy a TAM, illetve demográfiai jellemzőket integráltuk az e-Kormány adopciónak éleslátó modelljébe. A kutatás egy 18–74 éves magyar állampolgárokat bevonó közvélemény-kutatás felhasználásával készült. Az a következtetés vonható le, hogy az egyszerű használat, a szolgáltatás nélkülözhetetlensége, az összeegyeztethetőség, a megbízhatóság, a demográfiai jellemzők (ideértve az életkort, a nemet és az iskolázottságot is) fontos szerepet játszanak abban, hogy felmérjék az emberek hajlandóságát az ügyfélkapu magyarországi használatát illetően. Bemutatjuk ennek a kutatásnak a jövőbeni tanulmányok és a gyakorlati szakemberek számára gyakorolt hatásait. A kutatás azzal a meglátással zárul, hogy a bizalom, megbízhatóság és átláthatóság kiépítése nélkül az e-kormányzati platformok széleskörű használata Magyarország számára nehéz feladat marad.

Introduction of the scientific problem, hypotheses, research objectives

We all know that e-Government, has been on the global agenda for a number of years. Since the late 1990s, central governments all over the world have established e-Government initiatives in order to provide online public services and information to the general public and businesses. However, today, a landmark has shifted towards research and practice with such a new agenda attracting more attention from governments, research and technology providers¹. It is true that despite e-Government having been around for a few years now, the field of research is yet to pick up steam, with further country-specific examination required in order to understand its development and progress.

While researching the subject area, I have realised that e-Government produces a considerable amount of scholarly literature every year² and even though the field of e-Government is indeed wide enough, only a few scholars are specifically involved in a variety of research initiatives on different topics within the subject area. Moreover, the matter of sifting through such content is rendered challenging since, as of now, there remains an alarming lack of approved e-Government creators and researchers, not to mention the area of analysis having not yet been more richly developed. Therefore, it is unavoidable to conclude that the concept of e-Government is still in its infancy and is more than likely going to remain so for years to come³.

In spite of the deficiency of and complexity in deciding upon a fixed definition, there have been attempts to establish a certain definition and e-Government has been differently determined in research and scholarly literature^{4,5,6}. Yet, some may argue that e-Government is only considered

¹ CURTIN, G. G., SOMMER, M.H., and VIS-SOMMER, V. (Eds.). -Bp.: *The World of e-Government*. New York: Haworth Press, 2004.

² GRÖNLUND, A.: *State of the Art in e-Gov Research – a Survey*. -In. TRANMÜLLER, R. (Eds.) *Electronic Government: Third International Conference, EGOV 2004*, August 30- September 3, 2004.

³ Ibid.

⁴ CURTIN, G. G., SOMMER, M.H., and VIS-SOMMER, V. (Eds.): *The World of e-Government*. -Bp.: New York: Haworth Press, 2004.

⁵ SCHOLL, H.J.J.: *e-Government: A Special Case of Business Process Change*. -In. Proceedings of the 36th Hawaii International Conference on System Science – 2003. IEEE, 2003.

⁶ ZWEERS, K. and PLANQUÉ, K.: *Electronic Government: From an Organisational Based Perspective Towards a Client Oriented Approach*, in PRINS J.E.J. (Eds.), *Designing e-Government*, p. 92. Kluwer Law International: The Hauge, 2001.

an electronic service delivery to citizenry, despite the fact that people working in this particular field claim that e-Government is beyond just providing some public services and information on the internet. It is stated that e-Government is involved in almost every aspect of government, deep within the key departments of each governmental institution and is sure to have a significant impact on government over time⁷.

However, the main focus has substantially changed towards the demand-side. More governments, including in developing countries, have turned to individual citizens while providing public services over the internet. Also, studies in this direction are now becoming more frequent. In other words, interest has moved from the national level of government to more individual-related issues, such as the willingness to utilise the electronic public services and their usability.

It is a fact that progress in providing online services relies on the self-confidence and capability of people in performing online public transactions, along with their trust in government and the internet itself. My intention was to find out the factors that impact people's intentions to utilise the online platforms that deliver public services and information. I think it is critical since the acceptance and success of e-Government projects rely fully on people's intention to utilise and adopt online public services and information. It was also important for me to understand in regard to the deficiency of e-Government usage, the predominant issue relates to access, causing focus to essentially be centred on this significant problem of the digital divide. This, to my view, concerns the following features, namely, racial gap, economic gap, geographic gap and disability gap.

All of these have been found as reasons for the general public not utilising e-Government services and information. It is argued that behavioural and social aspects that may also impact individuals not to get access and utilise online services have not been widely explored. Yet, it is noted that e-Government must be carefully analysed at both practical and theoretical level⁸. The reasons of social behaviour, which might provide means for better understanding of the usage of e-

⁷ CURTIN, G. G., SOMMER, M.H., and VIS-SOMMER, V. (Eds.). -Bp.: *The World of e-Government*. New York: Haworth Press, 2004.

⁸ JAEGER, P.T. and THOMPSON, K.M.: *Social Information behaviour and the Democratic Process: Information Poverty, Normative behaviour and Electronic Government in the Unites States*. - In. *Library and Information Science Research*, 2004. 26, no. 1, p. 94-107.

Government services and information, have also been examined and it is argued that the conception of information poverty and regular behaviour should be addressed in studies that have been done and which may serve as a grounding model for future research⁹.

Although the research is exploratory in nature, the set of hypotheses is formulated in order to investigate the subject area thoroughly. This number of hypothesis statements describes the prediction, as well as possible outcomes, with respect to the hypothesised relationship. Thus, such a number is considered reasonable for this particular study.

The thesis is driven to apply the research questions by addressing the following hypotheses:

1st hypothesis (H1): Age has an impact on the use of e-Government.

2nd hypothesis (H2): Education plays a significant role in using e-Government services.

3rd hypothesis (H3): Male users are more likely to utilise modern technology and e-Government services than female users.

4th hypothesis (H4): Users with different professional backgrounds have used e-Government services differently.

5th hypothesis (H5): A higher degree of perceived usefulness will be positively connected to a higher degree of intention to utilise the Client Gate platform

6th hypothesis (H6): A higher degree of perceived ease of use will be positively connected to a higher degree of intention to utilise the Client Gate platform

7th hypothesis (H7): A higher degree of perceived image will be positively connected to a higher degree of intention to utilise the Client Gate platform

8th hypothesis (H8): A higher degree of perceived relative advantage will be positively connected to a higher degree of intention to use the Client Gate platform

9th hypothesis (H9): A higher degree of perceived compatibility will be positively connected to a higher degree of intention to utilise the Client Gate platform

10th hypothesis (H10): A higher degree of trust in the internet will be positively connected to a higher degree of intention to utilise the Client Gate platform

11th hypothesis (H11): A higher degree of trust in the Hungarian government will be positively connected to a higher degree of intention to utilise the Client Gate platform

⁹ Ibid.

I have set up my objectives (please see below) through applying a two-stage research approach. In the first stage, I have undertaken a literature review, examining the subject related fields such as e-governance assessment frameworks, the Technology Adoption Model (TAM), the Information Society, e-Government, End User satisfaction, etc. Secondly, a pool of questions for online-structured questionnaires was formed as a result of the first stage. The questionnaires were then circulated through social media channels, emails and other means in order to reach the focus group of Hungarians who were specifically targeted for this research.

- To explore and understand citizen intention (acceptance) to use the Client Gate portal.
- To find the link between willingness to use electronic services and trust, TAM/DOI-based models and demographic characteristics.

My thesis mainly focuses on the central research question of *are Hungarian citizens willing to utilise electronic services, particularly the Client Gate platform?* In order to arrive at a suitably detailed and accurate realisation, it was necessary for me to get familiar with existing service options provided by Client Gate and to explore how these are experienced by Hungarian residents. It has been argued that previous e-Government research has paid more attention to examining e-Government services from the supplier side, with the people's perspective being overlooked. This has resulted in limited work being published in this domain.

Thus, a gap in the literature exists in that, while various studies into the adoption of e-initiatives have been conducted, such as Bonsón et al. (2012)¹⁰, the utilisation of online services through Client Gate has not been explored just yet; particularly, there is a need to identify key factors impacting citizen adoption of e-Government in Hungary. The motivation for this study is to address this research gap by exploring the importance of demographic aspects, trust and elements of adoption research in relation to the Client Gate portal.

In order to fulfil the research gap, to ensure that the stated hypotheses are proved and to answer the central question, I have analysed the following sub-questions as well:

¹⁰ BONSON, E., TORRES, L., ROYO, S. and FLORES, F.: *Local e-Government 2.0: Social Media and Corporate Transparency in Municipalities*. – In. Government Information Quarterly, 2012. 29, p. 123-132.

1. To what extent are Hungarian people interested in e-Government opportunities?
2. Do demographic characteristics influence the use of e-Government?
3. Does trustworthiness play a significant role in e-Government?

Research Methods

In this thesis, I have chosen a quantitative methodology because it allows me to focus on academic activity and is reliable when it comes to determining it more technically. This methodology also includes creativity employed in a systematic way to enhance knowledge formed by culture, human knowledge and society. In other words, it involves the examination of facts, the reconfirmation of outcomes from previous research, provides solutions for existing or new issues and supports propound theories. In addition, it involves knowledge building, continuing experiments to figure out the cause and effects of intention and to provide the basis for future research.

The research was based on the Miles and Huberman framework¹¹ because the research questions were answered through the following components: data reduction, because it reduces the data without important loss of information and data display, because it helps to organise and summarise the data. It is noteworthy that it comprises iterative and repeated displays of data. The reason for approaching these steps was to assist in drawing conclusions. The analysis of the data begins with an open coding process because “the process of labelling in open coding is guided by two main activities – making comparisons and asking questions”¹².

It is also relevant to utilise information technology adoption theories to understand the adoption of e-Government itself. I think that adoption scholars normally explain and describe the acceptance decision of individuals using various social models of decision-making. As a result, one of the models utilised in my study is Technology Acceptance Model (TAM) that aims to provide for how

¹¹ MILES, M. and HUBERMAN, A.: *Qualitative Data Analysis. 2nd edn.* -Bp.:Thousand Oaks, CA: SAGE, 1994.

¹² PUNCH, K.: *Introduction to Social Research. Quantitative and Qualitative Approaches.* -Bp.: London: SAGE, 2014, p.10.

individuals approve of and employ a technology¹³. The key aspects of TAM are *perceived usefulness (PU)*, the degree to which an individual believes that utilising a concrete system would improve job performance and *perceived ease of use (PEOU)*, the degree to which an individual believes that utilising a concrete system would be effortless¹⁴. TAM is predicated on purposeful behaviour, which provides that what one believes has an impact on intention, with intentions impacting action¹⁵. Further, user behaviour defines usage. It is known, however, that ‘usage attitude’ was eventually excluded from the model after being refined. In fact, Davis’ (1989) model is one of the most widely utilised when it comes to the prediction of Information Technology Adoption. TAM is also employed in order to better comprehend user behaviour while utilising Information Systems.

Based on chosen models and observations of relevant literature, my testable research hypotheses assisted me in analysing data. The proposed research model considers overlaps previously outlined and incorporates constructs from different areas such as public administration, information systems and sociology. I believe that my proposed model is comprehensive and tries to gauge the complex relations between public officials and citizenry while utilising the Client Gate platform. To verify as feasibly as possible, the research was administrated by polling a wide range of Hungarian nationals. The target group was determined as active internet users who have an experience in using the Client Gate platform. The questionnaires were distributed to 209 individuals but only 196 responses were received. It can be noted that after all incomplete responses were excluded, 167 usable responses were taken for further consideration as the sample.

Therefore, the sample consisted of 167 respondents aged between 18 and 74 years old. There were 48.5% male and 51.5% female. The respondents were employed in different occupations: 15.6% in academia; 13.2% in the public sector; 16.2% were students and 33.5% from the private sector. Please see Table 6-3 for more details. For the questionnaire, the Google Forms program was utilised. In the questionnaire, 24 Likert-type scale questions, along with demographic questions,

¹³ DAVIS F.: *Perceived Usefulness, Perceived Ease of Use, and User Acceptance of Information Technology*. -In. MIS Quarterly, 1989. 13, p. 318-341.

¹⁴ KÖCK, J.: *The Technology Acceptance Model (TAM). An Overview*. Available online at: <https://www.grin.com/document/378123>.

¹⁵ AJZEN, I. and FISHBEIN, M.: *Attitudes and Normative Beliefs as Factors Influencing Intentions*. -In. Journal of Personality and Social Psychology, 1972. 21, p. 1-9.

were included. Precisely, the questionnaire was put together having two parts. The first one contained questions related to the participant's age, gender, educational level, etc., while the second included the measurements of constructs of the Client Gate platform as relating to the individual. The questionnaire was circulated by email, social networks and other means. The main aspect to be used in the description of the questionnaire was the experience in employing public services through the Client Gate platform. On this occasion only, the participants were only Hungarians; expats and foreigners were excluded from the target group. Further, collected responses were examined through the SPSS package.

Concise description of the test carried out, by chapter

This dissertation is divided into seven chapters. The first chapter provides an introduction to the topic of e-Government as well as it outlines the topicality of the issue, rationale of the study, research hypotheses and objectives, questions and significance of the research. The second chapter explores the phenomenon of the information society in which an attempt is made to explain the importance of information in our world and how we all inevitably turn into one big information society. The chapter elaborates a formal definition for information as accepted by various scholars worldwide. It also tries to present a developing concept of an information society.

Chapter three explains the term of e-Government. Moreover, the history of e-Government is outlined, as well as giving an idea of e-democracy. In addition, in this chapter, social media use in e-Government is discussed through analysing Twitter and how it is being used worldwide by policy makers. Furthermore, outsourcing is also taken into account as a driving force in public services. Such analysis gives us an insight into delegating ICT infrastructure to the private sector that knows better and has the financial resources and human capital to run such digital initiatives efficiently and cost-effectively.

Chapter four is dedicated to the country profile that embraces the ways of how the Hungarian government has modernised its public administration system through increasing its use of modern information and communication technologies (ICTs) and implementing various e-projects. The central administration platform known today as the Client Gate platform (Ügyfélkapu) is presented.

Chapter five tries to describe the existing practices of e-Government evaluation. Some limitations of practised techniques are also outlined in this part of the study.

Chapter six is dedicated to presenting the research design, study variables, sample size, data collection and data analysis procedure, limitations and implications. It outlines the statistical procedures and methods of collecting data, analysing the data through SPSS and generating a discussion of such analysis. Moreover, it also gives practical implications for the public administration realm and recommendations for future research. It concludes with the limitation that the study faced. Chapter seven provides conclusive remarks concerning the relationship between trust and the use of electronic services.

Summary conclusions, the new scientific results, the recommendations, practical applicability of research results

While researching, I have found out that e-Government becomes more critical due to the fact that almost all transactions with the Hungarian government tend to be online. Hence, it is expected that a certain need of improving the quality of Client Gate and other e-Government initiatives in the country. I do believe that the Client Gate portal will one day become more fashionable and should begin to have a more dominant place in people's minds, resulting in a higher intention of adoption, as well as views towards the government itself improving.

It is true that the development of high-quality e-Government services and information is a significant issue applied through the development of a model for understanding people's expectations and willingness that triggers a foundation for the development of measurement approaches. It notes that identifying key factors that impact people's intention to utilise electronic services might offer greater insights into service delivery, modification of the platform's design, operations and e-Government policies.

The intention behind this study was to define the willingness of Hungarians to use online services in Hungary, particularly the Client Gate platform. The insightful model of e-Government adoption in the context of Hungary was developed based on the constructs from adoption research, such as

TAM, DOI, demographic characteristics and trust. 196 respondents aged between 18 and 74 years old participated in the research and who were defined as active internet users having experience in using the Client Gate platform. However, only a total of 167 valid responses were collected to validate the model. My empirical results indicated significant connections between the constructs of the model, in which 7 hypotheses formulated between 11 constructs were supported. The findings revealed that perceived usefulness, perceived ease of use, compatibility, trustworthiness, along with demographic characteristics including age, gender and education are significant predictors of people's intention to utilise the Client Gate portal in Hungary. Ease of use and usefulness can keep users satisfied and as a result, would keep their continuing positive intention and attitude towards utilising the Client Gate platform.

Such willingness and confidence levels will increase if users find the platform easy to use and it remains intuitive. In other words, the important data should be structured and displayed for the particular needs of the user, providing them with the possibility to get what they seek effortlessly and quickly. It is also noted that the correct and efficient display of information is one of the key functions of e-Government¹⁶. Such information allows users to keep track of the work of state institutions and figure out more about administrative processes impacting them.

It is clear to me that if a user feels confused and disappointed with the interface and their inability to fulfil transactions with minimum effort and in good time, this might diminish user intention to continue adopting online services. Such a negative turn could negatively affect the development of e-Government services. The research found positive and significant relationships between the training support of ordinary people and citizen intention to use the Client Gate portal and other e-Government services. The study indicates that the educational component must be in place and practised countrywide. There are residents who are digitally illiterate and unaware of computers, digital devices and the internet itself. Digital divide is an issue in the modern world and should be taken into account seriously by the Hungarian government. This can be tackled by providing educational materials and tutorials explaining how online services run and how such online

¹⁶ SZABÓ, B.: *Good Examples of M-Government in Hungary*. -In. Publicationes Universitatis Miskolcensis Sectio Juridica et Politica, Tomus XXXVI/1, p. 204-218, 2018.

transactions can save not only time but offer flexibility in taking required actions at any time and, as a result, adding to the well-being and efficiency of the individual.

It is important to value growth in people's trust because it is critical for widespread utilisation of all e-Government services. According to the findings, perceived trustworthiness of the internet was not supported, yet the government–citizen relationship seems strong. It is argued that citizen's trust in the Hungarian government is closely linked to user's trust in Client Gate and other official online services. In other words, a Client Gate service is basically a substitute for the government offering state services to citizens through conventional offline means. Thus, if the Hungarian government demonstrates profound care for the people and can accessibly provide its services, residents should trust the Client Gate portal and other online services more, including the internet itself.

The findings of this research are believed to be of practical importance to decision-makers in Hungary. The theoretical model deployed in this research can be used to measure the intention to utilise other e-Government platforms in Hungary and other countries. The findings can provide an insight for policymakers with similar platforms by reviewing TAM-, DOI- and trust-based models. Future research is required to validate the model that was used in this research. In addition, this research highlights the significance of undertaking more studies with a broader diversity of citizens, including residents living in the countryside or even abroad. Such data is not able to capture the beliefs of those who are new to Client Gate, thus caution must be expressed when analysing the results of this research in later incarnations.

The results of this study, however, have been examined on the basis of the measurements determined on the Likert scale. Therefore, it is argued that such questions might not identify the feelings of citizens, which probably could have been better explained by employing a qualitative metric; interviews, for instance. Hence, it is recommended that future studies may focus on expanding this research to a wider random sample of people to capture non-users and potential Client Gate users. Also, future studies could use qualitative methodologies with some experienced individuals and professionals to explore why the analysed constructs are crucial toward user's willingness to utilise the Client Gate platform in Hungary.

Finally, the idea of this project was to provide a foundation for future studies in the field of e-Government and in this thesis, some interesting trends have been determined and examined. Consequently, a rough map of current study was created, and several shortcomings were defined concerning research within the field of e-Government. The project is limited, and the intention was not to put all in one piece, but instead, to make this research comprehensive enough to offer a grasp of the most fascinating areas in the e-Government field and to present insights for scholars already working in this particular area.

Publication List

Year	Name of Journal	Title of Publication
2017	Transylvanian International Conference in Public Administration - Cluj-Napoca, Romania	The Role of Knowledge Management in Public Sector: New Digital Perspectives
2018	The Future of Administrative Sciences - Budapest, Hungary	Centralization for Effectiveness - The Impact of Urgent Problems on Decision-Making
2019	Pro Publico Bono – magyar közigazgatás - Budapest, Hungary	Globalisation and Democracy: The Concept of Cosmopolitanism
2019	Univerzity Pavla Jozefa Šafárika v Košiciach – Bratislava, Slovakia	The Role of Private Sector in Outsourced Military and Prison Services: Experience of the UK and Germany
2020	Kosice Security Revue - Bratislava, Slovakia	Leadership Styles in Public and Private Organizations
2021	Pro Publico Bono – magyar közigazgatás - Budapest, Hungary	Political Communication and Influence through Twitter

The Professional-scientific Biography of the Doctoral Candidate

Ruslan Seitkazin is a PhD of Doctoral School of Public Administration Sciences at the National University of Public Service. He has more than nine years of practical hands on experience in local government field. His last position was Head of Internal Policy Department at Mayor's office of Pavlodar city, Kazakhstan. His research interests focus on civic-engagement through e-government and other online services with a specific emphasis on local government. While working in the public sector, he found himself useful in promoting e-initiatives. Such experiences have built his confidence and an interest in doing research in this field.

While studying in London he was involved as an interpreter in the first forum of the British and Kazakh universities that was held with the participation of governance of the Ministry of Education and Science of the UK and the Republic of Kazakhstan. Forum has become a unique platform for exchange of experience for 35 Kazakhstani and 32 British universities, the top executives in face-to-face discussed prospects for cooperation in the field of implementation of international educational programs. He was also a student ambassador, student representative and a member of different societies at UCL and Queen Mary University of London. He was a finalist of the Republican Competition "The youth's personnel reserve-2010", which was organized by Head of the Republic of Kazakhstan to form 100 potential government managers among young people.

In 2011, he was responsible for the implementation of a United Nations project in Kazakhstan to encourage electoral activity among young people. Following this, he reported the results of democratic principles and election activities of the young generation at the Central Election Commission of the Republic of Kazakhstan. In 2012, he graduated the Higher Party School of the Democratic Party "Nur Otan". He was awarded an international scholarship "Bolashak". In 2017, he attended a training course of Specialised International Cycles in Public Administration provided by Ecole Nationale d'Administration (Paris, France). The course of 'Local Authorities, cities and global diplomacy' embraced different themes as smart cities, local diplomacy, city diplomacy: the example of the City of Paris was examined. The program was also included a parliamentary session at the upper house of the French Parliament. In 2018, he was invited to participate in The Baltic International Summer School, organized by University of Minnesota – Morris (USA) and Vidzeme

University of Applied Sciences (Latvia). The topic of summer school was “Media Literacy and Democracy: Baltic Perspective”. In 2018, he participated in the summer course “State & Governance in a Historical Comparative Context” organized by National University of Public Service. In 2018, he was invited to participate at the World Youth Forum (Sharm El-Sheikh, Egypt). In 2019, he was involved in the think.BDPST Young Leaders’.

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