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An Analysis of the E-Government Services Provided by the Ministry of National Education in Terms of Development Plans^a

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Abstract

Türkiye's last five development plans have prioritized policies aimed at transitioning to an information society and developing e-government services. Public institutions have adapted to Türkiye's digital transformation processes by fulfilling their roles and responsibilities defined in the development plans and annual programs prepared in accordance with these plans, making significant progress in both their internal administrative processes and the services they provide to citizens on a yearly basis. The Ministry of National Education is a public institution with over a million personnel and serving millions of citizens, effectively utilizes information and communication technologies and contributes to high-quality public services. This study examines and evaluates the e-government services provided by the Ministry of National Education to its central and provincial organizations, as well as the services it offers to citizens through the e-Government Portal, in line with development plans. The examination concludes that the Ministry of National Education has successfully improved the quality of its e-government services and made significant contributions to the e-transformation process in line with the policies and strategies outlined in the development plans, in today's era of digital government transition.

Keywords: E-government, Development Plans, Ministry of National Education

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1. Introduction

The significant advancements in information and communication technologies have reshaped public services across various domains including science, economy, social life, and education. The rapid evolution of technology has parallel impacted the delivery of public services to citizens, compelling public administrations to transform, improve, and innovate their service delivery models. Since the 1980s, public sector reforms have influenced both developed and developing countries. The fundamental paradigm of public administration reform and restructuring efforts is centered on the concept of better governance. As a result of the development of information and communication technologies, the strategy of utilizing e-government applications in the delivery of public services, which has become increasingly widespread since the 1990s, also serves the purpose of good governance (Coşkun & Yıldırım, 2018).

E-government refers to the electronic delivery of government services to citizens. The objective is to provide citizens with government services in the most convenient, efficient, high-quality, fast, uninterrupted, and secure manner (E-devlet Kapısı, 2023). While e-government is a tool for service delivery, definitions that emphasize that it represents a transformation beyond merely a web interface in terms of the government-citizen relationship state that: “e-government is not about using computers for information access or creating a website; it is about transforming the fundamental relationship between government and people through the delivery of public services using technology” (Reffat, 2006).

The United Nations (UN) has defined e-government as a framework that leverages information and communication technologies to enhance the efficiency of traditional institutions by enabling a broad range of interactions among citizens, businesses, and other government entities (UN, 2023). The Organization for Economic Cooperation and Development (OECD), on the other hand, defines e-government as the use of information and communication technologies, particularly the internet, to provide better governance (OECD, 2008).

The Regulation Concerning the Procedures and Principles for the Implementation of E-Government Services defines an e-government service as "each public service transferred to the electronic environment by institutions in a fast, secure, efficient, transparent, and accountable manner, respecting fundamental rights and freedoms, and protecting privacy, based on inter-institutional data sharing, including the restructuring of service processes with a citizen-centric approach" (Resmi Gazete, 2016).

Türkiye's developments in information and communication technologies, its transition to an information society, and its e-government status have followed a similar trajectory as other countries in the world. When looking at other countries, it is evident that the process of transitioning to an information society and the creation of e-government policies have been carried out through conscious interventions, taking advantage of the opportunities offered by ICT (Güngör, 2020). Since the 1980s, and even considering the MERNIS Project, which dates back to the 1970s, various projects have been carried out to utilize information and communication technologies in public services (Aktuna, 2019). These efforts gained momentum, especially after the widespread adoption of the internet in the 2000s.

Some of the most significant milestones in Türkiye's digitalization processes after the 2000s include the Türkiye e-Transformation Project (2003), the launch of the e-Government Portal (2008), the 2015-2018 Information Society Strategy and Action Plan, the 2016-2019 National e-Government Strategy and Action Plan, the establishment of the Digital Transformation Office, and the National Artificial Intelligence Strategy (2021-2025). Development plans have been at the forefront of digitalization policies. The policies outlined in development plans, which are the top-level policy documents of the Turkish public administration, are the most critical references for institutions in determining their strategies.

The Ministry of National Education (MEB) is one of the leading public institutions in the country in terms of the diversity of services it provides, the number of citizens it serves, and the number of personnel. To provide higher quality public services to both its central and provincial personnel and the citizens it serves, the Ministry has been utilizing information and communication technologies, setting strategies, and implementing projects for many years. In this study, it is aimed to examine the e-government services of the Ministry of National Education, which is one of the public institutions with the largest organizational network providing services to millions of citizens in Türkiye, within the framework of development plans.

2. Method

In this study, the citizen-oriented e-government services of the Ministry of National Education have been examined and evaluated within the scope of the e-government policies included in Türkiye's last five development plans. The qualitative research method of document analysis was used in the study. Document analysis involves the analysis of written materials containing information about the phenomena or events to be investigated (Yıldırım & Şimşek, 2005). In line with the document analysis approach, the e-government strategies in Türkiye's last five development plans, as well as sources related to the e-government services of the Ministry of National Education, were examined and evaluated.

3. Findings

The literature review and data-based findings on "E-Government Policies in Development Plans for Public Services and E-Government Services of the Ministry of National Education" are presented below

3.1 E-Government Policies in Development Plans for Public Services

The Eighth Development Plan, covering the years 2001-2005, had not yet started using the term "e-government," but concrete policies were defined to accelerate the transition to an information society. It was emphasized that these fundamental transformations required by the information society would make a significant contribution to preparing the country for the future and achieving a powerful position in the world (8. KP, 2000). In this context, the development plan primarily focused on training human resources with the knowledge and skills required by the information society, utilizing them productively, and improving the quality of life (8. KP, 2000). In line with the information society goals, it was prioritized to improve the qualifications of managers and employees in the provision of services to the public and to ensure widespread use of information and communication technologies.

Table 1. E-Government Application Policies in the 9th DP (2007-2013) (9. KP, 2007)

Section Numbers	Policies and Measures
704	Public services will be redesigned based on business processes and the needs of citizens and the business world, and will be provided effectively, transparently, continuously, reliably, through a single window, and in an integrated manner from different platforms by making the maximum use of information and communication technologies.
705	E-government will be used as an effective tool in public sector restructuring, and support will be provided for the formation of a public administration structure that can provide flexible, high-quality, efficient, fast, and collaborative services, and that adopts good governance principles, including local governments. In this context, existing institutional structures will be evaluated and strengthened in terms of their suitability for e-government formation.
706	The creation of basic information infrastructures for the provision of public services will be ensured; in this context, information systems based on a single number for both natural persons and legal entities, as well as address and real estate information systems, will be developed. Effective sharing of basic information about natural and legal persons among relevant public institutions will be ensured electronically within the framework of certain authority and responsibility principles. In inter-institutional information sharing required by e-government services, the principle of protecting the privacy of personal information will be the primary consideration.
707	The creation of basic information infrastructures for the provision of public services will be ensured; in this context, information systems based on a single number for both natural persons and legal entities, as well as address and real estate information systems, will be developed. Effective sharing of basic information about natural and legal persons among relevant public institutions will be ensured electronically within the framework of certain authority and responsibility principles. In inter-institutional information sharing required by e-government services, the principle of protecting the privacy of personal information will be the primary consideration.
709	The use of electronic signatures in the public sector will be widespread.
711	The programs and initiatives of the EU related to the development of the provision of electronic public services will be closely followed, and the necessary measures will be taken to comply with the determined targets.

The Eighth Development Plan outlined policies for the transition to an information society. The Ninth Development Plan can be characterized as a plan that concretized these policies outlined in the previous plan. The policy of providing one-stop services by enabling public institutions to share information through joint service provision, thereby accelerating the services provided to citizens, can be cited as an example. Applications such as identity verification, electronic payments, and the use of e-signatures in the public sector are examples of this policy.

Table 2. E-Government Implementation Policies in the 10th Development Plan (2014-2018) (10.KP, 2014)

Section Numbers	Policies and Measures
397	The importance of enacting legislation to protect information security and personal data in terms of the effectiveness, sustainability, and user-centricity of e-government applications and services remains crucial.
399	There is a continuing need to define common approaches and standards to increase the provision and use of e-government services, designed with a user-centric perspective, in a cohesive and integrated structure that ensures user satisfaction.
401	The primary goal is to establish an e-government structure where services designed according to the needs of users, including disadvantaged groups, are provided in a user-centered, interoperable, integrated and reliable manner through various platforms, while ensuring personal data privacy and information security, in order to contribute to effective, participatory, transparent and accountable public administration.
406	Importance will be given to mobile applications and e-participation in determining and meeting user demands and needs in the provision of e-government services.
412	Solutions suitable for the public sector will be implemented by evaluating products, services, and trends such as open-source software, big data, cloud computing, green IT, mobile platforms, and the Internet of Things.

Following the Ninth Development Plan, which introduced the policy of establishing the e-Government Portal, the quality of service delivery to citizens was addressed in the subsequent Tenth Development Plan. This plan included policies focused on standardizing e-government services, creating a user-centric design, and providing e-government services through mobile applications leveraging the advancements in mobile technology.

Table 3. E-Government Implementation Policies in the 10th Development Plan (2014-2018) (11.KP, 2019)

Section Numbers	Policies and Measures
260.4.	A public administration structure will be established that enables the more efficient and effective delivery of services, consisting of fewer administrative units through review of the organization and methods of public service delivery. New services will be provided by existing public administrations rather than establishing new units and e-government applications will be expanded, thereby increased efficiency in public expenditure.
808.4.	There will be an expansion of service channels, with a strong emphasis on mobile services and an increased focus on initiatives to promote accessibility for disadvantaged populations.
809.2.	Process and technological infrastructure improvements will be made to enable the use of new technologies such as big data, cloud computing, mobile platforms, the Internet of Things, artificial intelligence, and block chain to improve public services.
811.	Capacities to manage the digital transformation process will be developed by following international technological trends and developments and human resources in IT units will be strengthened.
812.9	In order to minimise bureaucracy and increase the efficiency of business processes, all exchanges of data, information and documents between public institutions will take place electronically, without the need for correspondence, provided that the necessary information systems are available.
815.	Public data will be made available as open data within a framework of privacy principles, to increase transparency, accountability and participation and to enable the production of new value-added services.
816.	It will be aimed to increase cost-efficiency, innovation and domestic value added in the procurement of IT products and services by public institutions.

Eleventh Development Plan, prepared immediately after the transition to the Presidential Government System, had policies focusing on the quality of e-government applications and public services to be provided by making maximum use of technology. Through the newly established Digital Transformation Office, it is aimed to enhance the effectiveness of e-government initiatives by consolidating their governance and coordination under a single framework. In contrast to the preceding development plan, which focused on central government policies for service delivery via the e-government portal, the current plan underscores the significance of collaboration between central and local authorities to enhance the quantity and quality of local government services provided via the e-Government Portal.

Table 4. E-Government Implementation Policies in the 10th Development Plan (2014-2018) (12.KP, 2024)

Section Numbers	Policies and Measures
811.3.	Training and activities will be carried out to ensure that the elderly population can safely and effectively use essential public administration services such as e-government and e-Nabız.
897.6.	Infrastructure services will be developed with the objective of providing access to digital services, in particular e-government, in rural areas.

For the first time, the Twelfth Development Plan outlines policies aimed at ensuring that e-government applications reach all citizens, with a particular focus on increasing usage among the elderly population and developing the necessary infrastructure to enhance rural access.

3.2 E-Government Services of the Ministry of National Education

It can be stated that the incorporation of information technology (IT) into the services provided by the Ministry of National Education has increased at a notable pace since 1984. In the initial efforts, it has been aimed to establish an IT infrastructure and promote the widespread use of IT among staff, teachers, and students. In addition to developing IT infrastructure, the Ministry of National Education has begun to integrate IT into its administrative operations. The Ministry launched the Personnel Information System (PERSIS) project launched in the year of 1987. In addition to the Personnel Information System it has been aimed to increase speed, quality and efficiency in service delivery with the implementation of several other information systems such as the Budget Management Information System, Administrative and Financial Affairs Management Information System, Provincial and District National Education Directorate Management Information System, Higher Education Management Information System and Foreign Education Management Information System (Onat, 2011). In 2006, it can be stated that the integration of e-Government applications within the MEBBIS (Ministry of National Education Information Systems) framework, along with the launch of the e-Okul system, represents a pivotal milestone in the Ministry's efforts to embrace e-Government. The Ministry of National Education has consistently ranked as the leading institution on the e-Government portal, established in 2008, offering the greatest number of online services to its citizens. Current e-government applications of Ministry of National Education have been categorized into two main groups: internal e-government applications for administrative purposes and e-government services offered to citizens. These applications are detailed in the tables below. Internal applications take part in the integrated MEBBIS system and are used by personnel working in central and provincial organizations, school administrators and teachers.

Table 5. MEB Internal e-Government Applications Integrated into MEBBIS (Temel, 2024)

Application/Service	Explanation
MEBBİS	Ministry of National Education Information System
E-OKUL	School Management Information System
DYS	Document Management System
E-POSTA	Institutional Electronic Mail Operations
MEBData	Statistical Information About the Institution
MEB Panel	School / Institution Website Management Panel
Açık Öğretim Ortaokulu	Open Education Secondary School Operations
E-Mesem Modülü	Vocational Education Centers Operations
E-Özel Modülü	Private Education Courses Operations
Bir Milyon Fikir	Platform where teachers can communicate their ideas, projects and suggestions to the Ministry of National Education
e-Yaygın MEB Personel Girişi	Lifelong Learning Course Operations
e-Kurs	Support and Training Course Operations
TEFBİS	Financing of Education in Türkiye and Education Expenditures Information Management System
EBA	Education Information Network
İLKSAN	Primary School Teachers Health and Social Aid Fund Operations Individual User Module
Veri Toplama Yönetim Modülü	Individual Participation in Institutional Surveys and Monitoring Module
E-Kütüphane	Digital Library For Teachers
CBS-YAPI	Module for Operations Based on Geographical Information of Schools
Meb Bulut	Cloud storage system that can provide protection for information and documents in electronic environment
AYS- Ağ Yönetim Sistemi	Management of Institutional Networks
Kısa Url Oluşturma Servisi	Uses it to shorten long Urls in corporate posts
Proje ve Protokol Takip Sistemi	Management and follow-up of projects and protocols
MEB Ajanda Mobil Uygulama	An application that provides access to MEBBİS and DYS applications from mobile

Not all modules under MEBBIS are accessible to all personnel. Personnel or groups of personnel whose duties are related to a particular module are authorized to use it. The applications listed in the table titled 'MEB Internal e-Government Applications with Explanations' are displayed on the MEBBIS screen as follows. Beyond the internal e-government applications, the Ministry of National Education offers dozens of services to millions of citizens through the e-Government portal. These services are accessible through the e-Government Portal, providing convenience to citizens. The Ministry offers 53 services and seven identity verification services via the e-Government Portal (e-Government Portal, 2023).

Table 6. Ministry of National Education Services on the e Government Portal (e-Government Portal, 2023)

Service Name	
Açık Öğretim Liseleri Öğrenci Durum Belgesi Sorgulama	Kalfalık, Ustalık, Usta Öğreticilik ve İş Yeri Açma Belgesi Doğrulama
Açık Öğretim Liseleri Öğrenci Durum Belgesi Doğrulama	Kalfalık, Ustalık, Usta Öğreticilik ve İş Yeri Açma Belgesi Sorgulama
Açık Öğretim Liseleri Mezuniyet Belgesi Sorgulama	Lise Mezuniyet Belgesi Doğrulama
Açık Öğretim Liseleri Mezuniyet Belgesi Doğrulama	Lise Mezuniyet Belgesi Sorgulama
Açık Öğretim Liseleri Hizmete Özel Öğrenci Durum Belgesi (Ek-C2) Sorgulama	MEB Öğrenci Nakil İşlemi
Açık Öğretim Liseleri Hizmete Özel Öğrenci Durum Belgesi (Ek-C2) Doğrulama	Mesleki ve Teknik Açık Öğretim Okulu Kurs Başarı veya Yetki Belgesi Doğrulama
Açık Öğretim Ortaokulu Öğrenci Durum Belgesi Sorgulama	Mesleki ve Teknik Açık Öğretim Okulu Kurs Başarı veya Yetki Belgesi Sorgulama
Açık Öğretim Ortaokulu Öğrenci Durum Belgesi Doğrulama	Öğrencilik Belgesi Doğrulama
Açık Öğretim Ortaokulu Tamamlama Belgesi Sorgulama	Öğrencilik Belgesi Sorgulama
Açık Öğretim Ortaokulu Tamamlama Belgesi Doğrulama	Özel Okul Öğretim Desteği Sorgulama
Sözleşmeli Öğretmenlik Atama Sonucu Sorgulama	Ücretli Öğretmenlik Başvurusu
Sözleşmeli Öğretmenlik Atama Tercihi	Yaygın Eğitim Sertifika Belgesi Doğrulama
Sözleşmeli Öğretmenlik Sözlü Sınav Merkezinin İlanı	Yaygın Eğitim Sertifika Belgesi Sorgulama
Sözleşmeli Öğretmenlik Sözlü Sınav Sonucu Sorgulama	MEB Sınav Sonuç Sorgulama
Millî Eğitim Bakanlığı Öğrenci Bilgi Sistemi Bireysel Okur Yazarlık Belgesi Doğrulama	MEB Sınav Yeri Sorgulama
Bireysel Okur Yazarlık Belgesi Sorgulama	Araştırma, Yarışma ve Sosyal Etkinlikler İzin Projesi (Kimlik Doğrulama Hizmeti) Eğitim Bilişim Ağı (EBA) (Kimlik Doğrulama Hizmeti)
Çırac Öğrenci Devamsızlık Bilgileri Sorgulama	Rehberlik ve Araştırma Merkezi Randevu Sistemi (Kimlik Doğrulama Hizmeti)
e-Dilekçe Sorgulama	Resmi Burslu Öğrenci Bilgi Sistemi (Kimlik Doğrulama Hizmeti)
Elektronik Belge Yönetim Sistemi Evrak Doğrulama	Sözleşmeli Öğretmenlik Başvurusu (Kimlik Doğrulama Hizmeti)
İletişim Merkezi Başvuru Sonucu Sorgulama	Yaygın Eğitim Bilgi Sistemi (Kimlik Doğrulama Hizmeti)
Görev Yeri Belgesi Doğrulama	Görev Yeri Belgesi Sorgulama
Personel Hizmet Belgesi Doğrulama	Personel Hizmet Belgesi Sorgulama
Kariyer Kapısı-Kamu İşe Alım	İlköğretim Okulları Adrese Göre Kayıt Okulu Sorgulama (e-Kayıt)
Uzman Öğretmenlik/Başöğretmenlik Sertifikası Doğrulama	Uzman Öğretmenlik/Başöğretmenlik Sertifikası Sorgulama
Özel Öğretim Kurumlarından Alınan Kurs Bitirme Belgesi Doğrulama	Özel Öğretim Kurumlarından Alınan Kurs Bitirme Belgesi Sorgulama

İş Makinesi Operatörlük Belgesi	İş Makinesi Operatörlük Belgesi
Motorlu Taşıt Sürücü Sertifikası Doğrulama	Doğrulama
MEBBİS Modülleri (Kimlik Doğrulama Hizmeti)	Motorlu Taşıt Sürücü Sertifikası
Özel Eğitim Değerlendirme Kurul Raporu (Destek Eğitim Raporu) Doğrulama	Sorgulama
	EBA Veli Bilgilendirme Sistemi
	Özel Eğitim Değerlendirme Kurul Raporu (Destek Eğitim Raporu) Sorgulama

Having previously offered administrative e-government services to its staff, teachers, and the public, the Ministry of National Education has now integrated these services into the educational realm. Below is a list of web and mobile applications developed by the Ministry of National Education for the benefit of students, teachers, and parents during the educational process.

3.2.1 Educational Information Network (EBA)

The Educational Information Network (EBA), a key component of the Fatih Project, was launched in 2012 (Türker & Güven, 2016). The EBA system provides not only educational tools for both teachers and students but also offers a wide range of educational content. The EBA platform provides over 1,900 courses from pre-school to grade 12 and more than 70,000 rich, reliable, and interactive content items. The platform offers a wide range of content tailored to different learning levels, including textbooks, supplementary materials, interactive books, applications, and tests. Additionally, it provides a multitude of content types such as video and interactive explanations, exercises, summaries, infographics, project documents, and teacher-specific materials, all aligned with specific topics and learning outcomes. The EBA platform provides not only text, audio, and image resources, but also offers video-based instructional content (MEB, 2024).

3.2.2 Educational Teacher Network (ÖBA)

ÖBA is a digital education platform where teachers can receive professional development training. For the first time, optional in-service training for teachers was offered on the platform during the mid-year break of the 2021-2022 academic year and teachers could access the trainings through the Educational Teacher Network using their MEBBİS and e-Government passwords. Teachers who completed the trainings received their e-Certificates from the MEBBİS In-Service Training Module. Based on the target audience and the number of trainings received, 1.036.669 individuals had completed 12.266.984 trainings on the Educational Teacher Network as of July 2023, including professional development programs required under the Teacher Career Ladder system (MEB 2024). Since its launch, teachers have had the opportunity to complete professional and professional development trainings through the Educational Teacher Network. The system offers flexible, asynchronous access to education anytime, anywhere (Akdağ, 2023).

3.2.3 OGM Material

The OGM Material is a web page created to develop high-quality, information and technology-based content addressing the needs of updated curricula developed by the Curriculum Development Department of the Secondary Education General Directorate. The platform aims to make course content easily accessible to teachers and students in an electronic environment, to make textbooks compatible with interactive whiteboards, and to prepare and share questions that support the learning outcomes of the curricula. (OGM, 2024). The OGM Material provides content and applications that can be accessed offline and are compatible with a variety of devices, including computers, phones, and tablets.

3.2.4 Lessons in Pocket

In the first semester of the 2022-2023 academic year, The Lessons in Pocket application was developed for high school students to reinforce the subjects they have learned and to correct any missing learning. Developed by the General Directorate of Secondary Education of the Ministry of National Education, the application includes all units and subjects of Biology, Geography, Physics, Chemistry, English, Mathematics, History, Turkish Language and Literature etc. courses of 9th, 10th, 11th and 12th grades. The content is enriched with small notes such as “Critical Information, Do You Know, It's Your Turn, Misconception, Homework” and consists of four sections: “subject summaries, lecture videos, multiple choice questions and questions I solved” (MEB, 2024).

3.2.5 Adult Education Centers Online Network (HEMBA)

HEMBA is a digital platform that offers courses and seminars through distance learning. Learners can access the platform via e-Government Portal. Launched in 2023, HEMBA courses allow individuals to complete courses and obtain certificates without attending physical courses at training centers.

3.2.6 Ministry of National Education Individual Learning Platform (MEBİ)

The MEBİ platform, developed by the Ministry of National Education in 2024 to support students preparing for the YKS and promote educational equity, offers personalized learning experiences powered by AI.

4. Conclusion and Recommendations

The Ministry of National Education has worked for many years to procure basic information and communication technology tools for schools and to ensure that schools have internet access. Today, all schools in Türkiye have internet access and citizens can connect to the internet daily through fixed or mobile devices. These enhancements in information and communication technologies have brought diversity and richness to education and teaching processes. Studies involving digital platforms, websites, mobile applications, and e-content have contributed to the development of high-quality learning processes for students.

It can be stated that the Ministry of National Education has established a data-driven decision-making system with qualified, reliable, and fast services produced through internal administrative e-government applications, and integrated applications. MEBBIS, which encompasses all electronic services offered by the Ministry of National Education, has created a vast scope of work through its numerous sub-modules. This includes everything from conducting correspondence electronically and tracking distribution processes, to managing student transfers, opening, closing, and converting schools/institutions, recording information and documents related to all personnel's personal files, keeping track of all data related to in-service training for teachers' professional and personal development, and conducting all business processes of private educational institutions. This system plays an active role in the service production processes of thousands of personnel with different titles in the central, provincial, and overseas organizations of the Ministry. It can be stated that internal e-government applications have enhanced accessibility, inclusivity, and data security in administrative processes, while reducing paperwork and improving service quality and speed for personnel in central and provincial organizations. These applications will also be used as an effective tool in the restructuring of the public sector, as stated in the development plans. It will

foster the creation of a public administration structure that adopts the principles of good governance and is capable of providing flexible, high-quality, efficient and interoperable services, including local governments.

It has been observed that these policies, which aim to reduce bureaucracy and increase efficiency in business processes, have been implemented by facilitating the sharing of all types of data, information, and documents among public institutions through electronic means, without the need for correspondence, provided that the necessary information systems are in place. Teachers, students, trainees, and parents have been able to access the information and documents they need most for educational processes through the Ministry of National Education's e-Government services, which rank among the top in terms of the number of services offered through the e-Government Gateway (www.turkiye.gov.tr) and mobile e-Government applications. Dozens of information and documents, such as e-exam certificates, official document verification, parent notifications, enrollment and transfer requests, e-petitions, attendance and absence information, exam grades, report cards, weekly class schedules, and diploma transcripts, are available on the e-Government Gateway Portal. It has been observed that these applications align with the development plans' policy of "increasing the provision and use of e-government services in an integrated and interoperable manner, designed with a user-centric approach to ensure user satisfaction." These applications have facilitated the provision of high-quality public services to citizens by increasing ease of use and transparency. The Ministry's e-government services, including those specifically designed for special education students and individuals, as well as the HEMBA platform that offers lifelong learning opportunities for individuals of all ages, demonstrate the inclusive nature of the public services provided. It was assessed that these activities were carried out in line with the policy of the 10. Development Plan, which states that "the main objective is to establish an e-government structure in which services designed according to the needs of users, including disadvantaged groups, will be provided in a user-oriented, interoperable, integrated and reliable manner from various platforms by ensuring personal information privacy and information security".

The Ministry of National Education not only utilizes information technologies for administrative purposes but also provides web/mobile services within the e-government framework to ensure equal opportunities in education through platforms and mobile applications such as EBA (Educational Information Network), ÖBA (Educational Teacher Network), and Dersler Cepte (Lessons in Pocket). EBA which offers e-content and ÖBA which provides teachers with the opportunity to access content for their professional and personal development anytime, anywhere and earn certificates, are both user-friendly platforms that save time and costs while offering fast, easy, and efficient services. These efforts are aligned with the 11. Development Plan "policy of increasing the diversity of service channels, particularly mobile services and prioritizing efforts to improve access for disadvantaged groups".

The Ministry of National Education has been actively involved in a long-term e-transformation process since 2005, notably by rapidly expanding internet access in schools and institutions to support administrative and educational functions, through e-government applications, development plans' citizen-focused policies have been effectively implemented in the digital transformation. The transition from e-government to Digital Government has necessitated the utilization of Big Data, IoT, and Artificial Intelligence in the development of public digital services. Notably, the 11. and 12. Development Plans have emphasized these policies. In this context, it is expected that the Ministry of National Education will take concrete,

consistent, and robust steps to support decision-making processes in the delivery of e-government services through a data-driven management approach based on artificial intelligence in the coming periods.

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Data Availability

The data underlying this study are openly available and can be accessed at [repository name] via the link.

Declaration of Computing Interest

The author declare that they have no competing interests related to this research.

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