

IT GOVERNANCE IN PUBLIC ADMINISTRATION

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Abstract

The revolution in information and communication technologies (ICT) has changed not only people's daily lives, but also the interactions between governments and citizens. Digital governance or e-government (e-government) has started as a new form of public organization that supports and redefines existing, new information, transactional interactions with stakeholders (e.g. citizens and companies) through ICT, in particular through Internet and Web Technologies, with the aim of improving government performance and processes. The evolution of e-government has been studied as different stages that describe the patterns of interactions of digital governments with the public: the first stage of e-government focuses on the "digital presence" with simple websites that provide passive information, namely a digitization of government information.

The aim of this research is to identify the affinity that the citizens of the county have for electronic administration (e-governance). If they agree with the introduction of e-governance and consider it useful, then we will take the necessary steps to successfully implement this governance. A priori any strategy for introducing IT governance in public administration is very important to understand if people need such governance / administration or if they want to continue as before. Therefore, it is considered to ask for their opinion, and if they want this implemented, let's see how we can implement it.

Keywords: IT&C, e-governance, digital government

1. Introduction

Information and communication technologies (ICT) are being used to support public services, government administration, democratic processes, and relations between citizens, civil society, business, and the government. E-government is a broad term that encompasses the use of ICT in a variety of contexts. This paper examines the evolution of e-government, which has occurred over more than two decades of technological innovation and policy response, in terms of five interdependent objectives: a policy framework, improved public services, high-quality and energy-efficient governance operations, and a policy framework. Involving citizens in democratic processes and administrative and institutional reform comes at a high financial cost. This brief assessment of e-government in the United States and local governments reveals that the greatest amount of money and progress has been made in improving public services and streamlining government operations and operations. While policy development has made significant strides on several fronts, new policy issues are constantly being added to an already complex set of concerns. Attempts to consolidate democracy and investigate the implications of electronic government for administrative and institutional reform appear to have made only the most insignificant progress. In the foreseeable future, ICT-based governance will continue to evolve, providing a dynamic environment for lifelong learning and action in a variety of fields.

The advancement of globalization and new information and communication technologies (NICT) has brought about an age of tremendous change. Globalization has caused increasingly complex interdependencies in both the economic and political realms. News, currencies, and political and economic intelligence is spilling over boundaries, making it hard or impossible to have a political or economic impact on national governments, and so creating conditions for political or economic impact very impossible to influence. Conversely, while government academics and researchers once used the Internet as a general-purpose tool, the development of the World Wide Web and navigation technology allowed it to bloom from a research tool to a global mass of media, and will now revolutionize the world's financial and communications systems, affecting nearly every area of life and work in the 21st century. Forces like the ones that transform how people live, talk, and work have made it clear that people need to think about how they want to be governed in the new millennium. Some answers were given under the subject of "external governance," with some of the individual replies fitting within that category. It describes a type of governance that has "widespread adoption" and is helped by modern technologies, which allows "greater connectivity". Local NICT implementation can generate economic, social, and political transformations which can be embodied by the concept of a "smart community."

The changing technological landscape and the effects of globalization have brought about a new era of significant change. With the onset of globalization, it has been apparent that there are economic and political interdependencies that are quite intricate, and that many long-held beliefs about sovereignty and the function of the nation-state are no longer valid. The subject of how people will be governed in the new millennium is becoming relevant as digital communication and social networks transform the way people live, interact, and work. Elements of the replies were given a generic label and organized under the topic of e-government. It shows a shift in government to one that focuses more on the community, with modern technologies aiding in connectedness. A smart community movement is marked by local economic, social, and political transformations that come about through NICT application. This essay examines how new governance systems would work and how the collective intelligence of communities would operate.

Yet despite how significant it appears, this transition is much more comprehensive than meets the eye, and there is a danger that current promises of digital interdependence will fail to entice reluctant parties to side with them, due to their lack of a clearly defined reform of working practices in accordance with technology. Critics argue that a lack of important facts about the possible plan for raising tax revenue for public education has made their lives easier because it means that there is no cause for concern. To answer this type of question, more facts are needed about the new governance structures, which will allow communities to interact on a higher level of collective intelligence. We want to lay out some of the basics of this topic in this essay. First, we will describe the creation of smart communities. These are metropolitan regions with greater public participation. Section two calls for communal wisdom to form the foundation of any community government structure.

Even while a focus on electronic governance and smart communities is obvious, it should be apparent that NICT does not provide only an administrative or geographical approach. Section three of the paper is dedicated to an assessment of the Canadian federal government's plan to support the advancement of smart cities and includes a discussion on the extent to which some of the arguments we've made are widely accepted. The fourth segment explores major barriers to

social learning, which can serve as a foundation for tackling the "e-government" challenge that is fundamental to digital-age success.

The rapid evolution of information and communication technologies (ICTs) has permeated almost every aspect of government, business, and everyday life over the last two decades, and they continue to do so. The amount and variety of digital information has exploded in recent years. Thousands of different applications can be created, shared, and used in a variety of ways to generate both public and private value. Individuals, groups, and organizations can communicate with one another no matter where they are or what time it is. Communication networks connect people all over the world. The network society, on the other hand, is densely packed with complexity and vulnerable to new threats - threats to stability, privacy, security, and administration, to name a few. The public sector faces a variety of challenges because of the changing risk and opportunity environment. Various ways have been used to describe its impact on the public sector, from "interesting but progressive change" to "the next American revolution". The full impact of these trends is not yet known, but there is no doubt that the government today is fundamentally different from the one that existed in 1993 when the Winter Commission deliberated on the future of state and local public service.

A lot of what people call "e-participation" deals with people getting involved in democracy. It involves issues like the general accessibility and usefulness of tech and information content, communicating with the government, public discourse about issues, and the inclusion of citizens in setting public policy. The reform of government structures and processes, as well as the roles and responsibilities that government delegates to the private and non-profit sectors to perform public functions, focuses on accountability, transparency, and trust. The reform is also in how government views its role in governing the people and its society, how government feels about itself, and its own culture.

The ICT revolution has impacted people in more ways than just how they spend their day-to-day lives, but also in how governments engage with their citizenry. For a long time, government has supported its residents and industries via transaction and information management through the infrastructure that exists today. E-government was created to use modern technology, specifically Internet and Web technologies, to further these duties.

According to the United Nations Educational, Scientific, and Cultural Organization (UNESCO), "E-government is the use of information and communication technologies in the public sector with the goal of improving the provision of information and services, encouraging citizen participation in decision-making, and making government more accountable, transparent, and efficient." A new leadership style, innovative ways of debating and making decisions on policy and investment, new ways of accessing education, new ways of listening to citizens, and new ways of organizing and delivering information and services are all part of the evolution of e-government. E-government is generally regarded as a broader concept than e-government alone because it has the potential to alter the way citizens interact with their governments and with one another. E-government has the potential to introduce new concepts of citizenship, both in terms of the needs of citizens and the responsibilities that citizens have. The organization's mission is to hire, empower, and empower the citizen. E-government can be analyzed in terms of five interdependent goals, each of which can be evaluated separately.

The first is an administrative structure - General guidelines that define standards for data integrity and procedures for decision-making are the bedrock on which the trustworthiness of e-government is built. Provide overall direction and rulemaking for all citizens and corporations for the gathering, use, protection, and sharing of information by setting up policy objectives,

specifying rules, and establishing policies. And finally, improved public services that would meet citizens and business' needs for convenient and personalized services. A wide range of objectives, including improving efficiency and infrastructure, management, and information use, would benefit both from improving capabilities and the use of performance appraisal in the workforce. In addition to efficiency, government administration is geared toward better infrastructure, better information management and usage, organizational innovation, risk management, procurement reform, workforce capabilities, and performance appraisal.

2. Literature review

The evolution of e-government has been examined as a progression of stages that describe patterns of interaction of digital governments with the public. This progression features the first stage of e-government, where digital governments rely on "digital presence" to provide information in simple, passive websites, where data are digitized (Burlacu et al., 2021). The second stage enables simple interactions with government entities that include emails to citizens, companies, and other government organizations, as well as an interactive form that is dynamic and can supply information whenever necessary (Burlacu, 2004).

Online services, such as license renewal, authorization applications, and tax payments, are offered in the third stage of the evolution. The government will foster shared governance, making data flow more efficient and collaborative decision-making (Radulescu et al., 2020). E-government is recognized as a process of modernization of activities and processes in the public sector (Burlacu, 2010). This process is going through three phases and can be viewed as an important initiative in e-governance (Profiroiu et al., 2020). This information delivery strategy, which supports simplification and automation of services, produces fast and accessible 24/7 access to government data and administrative operations. Citizens have limited influence on the content of these stages, which move from the government to the people and only somewhat in the other direction. We use the term "eGovernment 1.0" for the type of e-government we're talking about here.

The final step of the transition still isn't complete; a simple conversation between citizens and their government and among citizens themselves is still needed to bring about the change. Citizens must also have a voice in government. It is the responsibility of our government to show they have understood the concerns of citizens by utilizing an appropriate response strategy. Citizen participation will be supported by advanced technical assistance to make this type of change possible (Bodislav et al., 2020). To improve the nation's social fabric, the government should be completely transparent about issues and encourage the people to address them openly and actively (Bran et al., 2020). It will stimulate discussion that includes the public on policy creation that takes place at the start of a new government administration (Burlacu et al., 2019).

To achieve openness, participation, and cooperation, the open government program of the US federal government advocates for the implementation of three principles for government: transparency, participation, and collaboration. By giving citizens with information on what the government is doing, transparency in government may be achieved, and enhanced accountability can be accomplished through increased accountability (Radulescu et al., 2020).

Government agencies should make information about their operations and decisions available to the public in a timely manner and in formats that are easy to discover and use. Involvement promotes public participation by providing chances for the public to participate in policymaking and to supply the government with the collective information, ideas, and expertise of the populace. Government efficiency and the quality of its decisions are both improved when

citizens participate in this manner (Profiroiu et al., 2019). To promote government effectiveness, the idea of collaboration necessitates partnerships and cooperation across federal government agencies, at all levels of government, as well as with nonprofit organizations, corporations, and individuals. Individuals are active participants in creating, organizing, editing, combining, sharing, commenting, and evaluating web content, and in forming a social network through interaction and connections between them (Burlacu et al., 2018). Web 2.0 technologies refer to a collection of social networks in which individuals are active participants in creating, organizing, editing, combining, sharing, commenting, and evaluating web content, and forming a social network. Web 2.0, often known as the Social Web, refers to the web that has been established via the use of social networks.

Blogging platforms, wikis, social networking hubs (e.g., Facebook, Myspace), web-based modes of communication (e.g., chat, chat groups), photo sharing (e.g., Flickr), video sharing and sharing (e.g., YouTube), audio sharing (e.g., podcasts), mashups, widgets, virtual worlds (e.g., Second Life), microblogs (e.g., Twitter), social annotations, and website Individuals play an active role in the creation, organization, combination, and sharing of digital content through the use of social media networks (Radulescu et al., 2018).

There is a strong emphasis on the "wisdom outside" or "wisdom of the crowds" method, in which data and information are generated by people outside of an organization's boundaries through a collaborative network of people. This contrasts with the "authoritarian knowledge from the inside out" strategy that is commonly used. People are regarded information consumers in Web 1.0, where an organization is the primary creator and organizer of material, and organizations are the primary creators and organizers of content. Implementing Web 2.0 technologies, which encourage public participation, makes it simple to carry out the functions required for open government in your community. Adoption of Web 2.0 applications in a business organization results in the creation of a platform known as Enterprise 2.0, which provides employees with social media tools to increase productivity, customer relationships and communication quality, as well as the overall efficiency of the company.

Among the most important characteristics of Enterprise 2.0, according to McAfee, are the following: Search, Links, Authorship, Tags, Extensions, Signalling (SLATES). Employees can look for resources and knowledge more efficiently with the help of search tools (Burlacu, 2005). Employees can use connection skills to build sophisticated and useful social networks with the help of other employees (Costache et al., 2015). Employees can publish and share their thoughts, experiences, and knowledge through the author feature (Burlacu, 2009). When it comes to knowledge sharing, labels help people organize and connect information, and collaborative filtering helps them narrow down their broad knowledge to a specific area of interest. Signal capabilities such as RSS and Twitter enable new information to be transmitted as rapidly as possible. Furthermore, when social technologies are adopted by government, the resulting phenomenon is known as Government 2.0. This should encompass the above-mentioned functions not only for civil servants in the various government agencies, but also for members of the public who are not part of the government's organizational limits.

Electronic government, also known as "e-government," is the use of information and communication technologies (ICT) at various levels of government and the public sector, as well as outside of the public sector, to improve governance and efficiency (Bedi, Singh and Srivastava, 2001; Holmes, 2001; Okot-Uma, 2000). The authors of Keohane and Nye (2000) state that "government involves processes and institutions, both formal and informal, that guide and limit the collective activities of a group." The government is the subset of the population that

has the authority to act and create legal obligations. To be effective, governance does not always have to be dominated by governments. Non-governmental organizations (NGOs) and NGO associations are all involved in the creation of governance, often in partnership with government bodies but also on their own initiative and without the authority of the government. Without a doubt, this definition implies that e-government should not be restricted to the public sector. This includes the administration and management of policies and procedures in the private sector as well as the public sector.

According to some authors, e-government is only a subset (albeit a significant one) of e-government. According to these authors, e-government is a broader concept that includes the use of ICT by government and civil society to promote greater citizen participation in the governance of political institutions, such as the use of the internet by politicians and political parties to effectively obtain constituent opinions or the publicity of opinions by civil society organizations (Howard, 2001 and Bannister & Walsh, 2002).

3. Findings

Social networks can be defined as a disruptive technology for government, which can serve as "disruptive innovation" for digital government. To innovate and make substantial changes to the government, they must figure out how to use enabling technologies to deliver government services, make decisions, make policies, run operations, and operate in general.

The Romanian government uses social networks to communicate with and among departments. Most importantly, the government distributes information to the public, ensuring that many different forms of governmental information are available to citizens and other stakeholders. With people having widespread input, known as "crowd sourcing," Thanks to this technology, the concepts of participatory democracy and the digital information market have grown significantly.

Using social networking tools can help promote collaboration, information exchange, and the sharing of ideas throughout the government system from the local to the federal level. Governments are encouraged to become more transparent and open with new electronic mobilizations based on social technology. The government is a participant, involving citizens and other organizations (such as NGOs) as collaborators and partners in the creation of information, the improvement of services, and the development of policies. A more inclusive, digital governance with an increase in citizen participation is the next step toward a more democratic process, the term for which was created for this kind of situation. A fresh approach allows citizens, politicians, and other people to participate in making policy, creating content, collecting data, exchanging knowledge, and coming to group decisions.

One of the biggest differences between modern and earlier modes of governance is how the people in power care about the daily lives of citizens. Some localities may require citizens to have ID cards to obtain government services. With those ID cards, citizens can do everything from renewing licenses to getting married. These IDs also have cash-less payment capabilities that take the form of coin-free jukeboxes. The digitalization of processes has been a lengthy project, one that has stretched for several years, and it aims to replace traditional paper-based procedures with web-based ones. My presentation will include the needs of the population when it comes to e-governance.

New challenges arise in a knowledge-based socio-economic environment that is driven by technological change and innovation. In recent years, two sets of forces have combined to produce the current exploitation of interest in smart and e-government communities: the

increased importance of cities and regions because of globalization, and the increased potential for citizen participation in government. It is claimed that the expansion of the city's regions, globalization, rapid development, and the spread of NICT have all resulted in the dissolution of borders. The process of international integration runs parallel to the process of national disintegration: subnational units are compelled to adapt to their specific environments and have shown the greatest adaptability in a disintegrating environment. Naisbitt (1994) referred to these forces as a "global paradox," which helps explain why interest in the smart community movement has grown in recent years. At the international level, there is a thriving literature on innovation systems from a local perspective, much of which is written in English. The terms industrial and technological clusters, local industrial systems, and local innovation systems have been used to designate subnational entities, their coordination and learning models, and the main determinants of socio-economic development in their respective areas of responsibility. Many recent ideas about digital or smart communities have been influenced by the growing body of literature on the subject.

Identifying the key determinants of regional competitiveness, Saxenian (1994) attributes the success of Silicon Valley to the establishment of a "network system," which he describes as a "network of networks." According to the Saxon, a network system is a decentralized industrial system in which production is organized by networks of specialized companies that compete fiercely while also cooperating both formally and informally among themselves and with local institutions, such as universities. It is the relationships that are important in this network system, both within and between competitive and collaborative communities. Entrepreneurship, experimentation, and collective learning are encouraged in Silicon Valley because of the abundance of social, technical, and productive relationships. So the social, technological, and productive infrastructure of the region is just as important to the success of local businesses as the activities of those businesses themselves.

The network system, which connects public, private, and academic organizations, facilitates collective learning, giving Silicon Valley companies a competitive advantage in today's highly competitive environment by providing a regional advantage. Because of the system's fluidity, people who have innovative ideas can develop them and bring them to market more quickly than in the past. Innovation is facilitated by several factors, according to Saxenian (1994), including the density of communications networks, group affiliations, cooperation between competing companies; fluid organizational structuring; labor mobility; local discussion forums; venture capital leadership; collaboration with world-class universities; and international connections. Every one of these areas was where Silicon Valley excelled, and as a result, the region was able to create start-ups much more quickly and successfully than any other region in the world.

As a result, the success of a community is heavily influenced by its ability to collect and apply knowledge and technology efficiently and effectively. A critical component of being able to innovate and improve technological performance is being able to gain access to intensive learning relationships with other people. Innovation results from the interaction of various institutions and individuals - including businesses, laboratories, universities, and consumers - who work together to solve problems. As a result, we have a society that is composed of a variety of patterns of network-based governance (Stoker, 1996).

Although the allure of electronic networks may be at the heart of the smart community movement, the location of government is determined by more complex networks of social connections than electronic networks alone. Ecology's learning and adaptation dynamics, which

are essential to understanding the complexities of ecological systems, are increasingly being used as analogies for the collaborative relationships that exist between sectors in local government systems. To coordinate economic activity, generate ideas, and translate them into products, our economies develop a much more diverse ecology of institutions than their counterparts. It is the most critical process in this new ecology that will be organized by a number of corporate, regional, and personal networks: the generation of new knowledge that can then be translated into products and services. Mutual trust and reciprocity are essential for the development of sustainable and dynamic networks, as they enable members to more easily share information, risks, and opportunities (Leadbeater, 1999, p. 148).

A growing number of commentators today believe that the competitive advantage of city-regions lies in the concentrated diversity that is the defining characteristic of city-regions - the diversity of intellectual capital, business and infrastructure being just a few examples. The cities-regions have also demonstrated that they are uniquely capable of achieving the critical mass required to attract and support high degrees of specialization - skilled labor and knowledge-based industries, business services and media, among others. By virtue of these distinctive characteristics, city-regions contribute in a unique and significant way to the adaptability, responsiveness, and innovation of an enterprise in the global marketplace (Capello, 1999). The growing pressures of globalization and the Internet of Things (NICT) have prompted communities around the world to sketch the first sketches of "networked" communities: networks of individuals and businesses who are electronically connected to one another. These are the "smart" communities of the future, and they are already here.

The costs of implementing information technology governance in public administration are extremely high, but this is since they are difficult to achieve even by experienced programmers, which is why they are so expensive. Furthermore, the high price of these elements that enable e-governance is also explained by the fact that they are extremely useful, even though they are extremely expensive. The fact that, for the most part, these costs are partially or entirely covered by European funds, funds from the state budget (in a very few cases), or funds from Norwegian sources is also noteworthy.

The development of strategies that include projects, as well as the writing of those projects in such a way that they convince the commission of the usefulness of the project and the benefits it will provide to European citizens, are required to obtain any type of funding, whether it is Norwegian or European (those in the country where this e-government is implemented). The scarcity of specialists in the field is a significant impediment in the city, which I will examine in greater depth later. Because of this, attracting these funds while also undertaking writing projects in many parts of the country is nearly impossible in many cases. When it comes to e-governance, there are only five cities and two communes in the country that have implemented this type of governance, and the results have been visible: fewer queues at counters (sometimes even non-existent counters), happier people, and less bureaucracy.

So as a result, when proposing elements that will lead to an electronic / digital governance in the public administration of a city, the first step is to determine the degree of absorption of that city and the most important thing is to determine the needs of the people to realize those projects that will lead to an electronic / digital governance in the authentic public administration.

4. Conclusions

Globalization and the development of new information and communication technologies (NICT) have ushered in a period of profound transformation. For example, globalization has increased the intensity of economic and political interdependencies while also challenging the fundamental assumptions about sovereignty and the role of the nation-state. As a result of the development of the World Wide Web and navigation technology, the Internet has grown from being a specialized tool used by government academics and researchers to becoming a global mass of media that is poised to become the leading operator of financial transactions and communications that will affect life and work in the twenty-first century.

It is possible that current claims of digital interdependence will remain too vague to compel the participation of skeptics who are not satisfied with a simple request for a redefinition of employment rules in accordance with the promise of technology. Those who are skeptical believe that the devil is in the details, and they believe that the details are missing. When dealing with this type of request for information, it is necessary to specify more fully how the collective intelligence of communities, such as the new governance structures, would function to properly respond. The purpose of this article is to provide a preliminary map of the terrain described in this section. First, we identify a pair of dimensions of geographic governance in the workplace that contribute to the emergence of smart communities: the expansion of city regions and the new predominance of citizen engagement. In the second section, we examine the relationship between geographic governance and organizational performance. It is proposed in the second section of this paper that community-based governance models should be built on what we refer to as collective intelligence.

In addition to altering people's daily lives, the revolution in information and communication technologies has also altered the interactions between governments and citizens. e-government, also known as digital governance or e-government (e-government), is a new form of public organization that supports and redefines existing, new information, transactional interactions with stakeholders (e.g. citizens and businesses) through information and communication technologies, particularly the Internet and Web technologies, with the goal of improving government performance and processes. The evolution of e-government has been studied as a series of stages that describe the patterns of interactions between digital governments and the general public: the first stage of e-government focuses on "digital presence" with simple websites that provide passive information, namely a digitization of government information; the second stage of e-government focuses on "digital presence" with simple websites that provide active information, namely a digitization of government information; and the third stage of e-government focuses on "digital.

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