

Abstrakt:

The aim of the thesis is to approach the issue of eGovernment, the current services of the Citizen Portal and the reflection of attitudes of citizens towards the digitization of public administration. The introductory chapters will be devoted to the development of eGovernment in the Czech Republic, comparison with some states of the European Union, comparison of the current state with the originally intended plan, criticism, and disadvantages of digitalization of offices. Furthermore, the functions of the Citizen Portal, the previous state, user suggestions and possible future modifications will be analyzed. In the practical part, we will encounter research dealing with the use of electronic forms, services of the Citizen Portal and their possible expansion, the use of data boxes, and trust in the provision of information by citizens. The interdependence between offices and the work of public administration employees will also be mentioned here. The conclusion will be devoted to a summary of the knowledge presented, a critique of the current state, a proposal for a possible solution and suggestions for further research.

Key words:

Citizen Portal, Czech POINT, digitization, eGovernment, information system of public administration, public administration