

→ Digital service delivery

Country Turkey

Project title Information for all people

Twinning Municipality of Deventer (the Netherlands)
Municipality of Lüleburgaz (Turkey)

Project period 1 June 2008 to November 2009

Project budget € 60.018,68

A practice to improve the service delivery of local governments

Project objective

Improve the exchange of information between the local government and the citizens in Lüleburgaz by providing public services adaptable to new information technologies.

Project summary

The project is the follow-up of the Single Service Desk (SSD) project under the 1st phase of the LOGO East programme, meant to further improve the SSD services, together with the development of digital services to the public.

Core information

Lüleburgaz is the largest town of Kırklareli province in the Thracian region of Turkey, with a population of 98,000. While agriculture and trade are important sources of income, the economy of Lüleburgaz is mainly based on the industrial sector. The municipality has various factories around it, mainly in textile. The municipality of Lüleburgaz is the local administration serving citizens especially in the fields of infrastructure, city planning, and social services.

Problem analysis

Lüleburgaz has been experiencing a rapid growth and development. This brings the need to modernize to offer a faster and more modern flow of information to the citizens. None of the public services provided by the municipality were digitally registered due to a lack of software programmes and hardware equipment. The Strategic Plan (2007-2011) of the municipality stipulates the necessity of improving the quality of services to be able to provide different types of services compatible with new technologies (network, internet, etc.) which would reduce the physical distance between the citizens and the local government.

Project implementation

The project consisted of two main goals, improvement of the services of the Single Service Desk, and development of digital services. On the SSD component, a satisfaction survey and performance measurement was carried out to assess the current situation. Internal training of the SSD staff was implemented.

A work visit to Deventer followed to observe the Dutch counterpart of SSD and to finalize the guidelines which were subsequently published. On the digitalisation part, knowledge exchange visits were paid to two municipalities. During the work visit to Deventer, the concept plan of approach was finalized. The project was concluded with an evaluation.

Process management

The municipalities of Lüleburgaz and Deventer collaborated as twinning partners. Deventer conveyed its experience in the areas of Single Service Desk and the digitalisation process.

Recommendations: do's and don'ts

- Conduct a satisfaction survey among citizens to evaluate the strengths and weaknesses of the application.
- Determine improvements and training needs.