

IMPACT OF DEMOGRAPHIC PROCESSES AND IMPROVEMENT OF REGIONAL DEVELOPMENT THROUGH THE IMPLEMENTATION OF E-GOVERNMENT AND REDUCING UNEMPLOYMENT IN DOBRICH DISTRICT

Mihaela Georgieva¹

¹E-mail: mihaelchity@abv.bg

ABSTRACT

The present article is devoted to problems related to demographic change and trends in the management of the territories of the imposition of new technologies. The present report is dedicated to the opportunities for improving the labor market in Dobrich district in terms of improved e-services. To a great extent the characterization of the employment and unemployment and the impact of e-Governance are connected with more electronic services, the demand and the supply of labor and mostly with the improvement of e-services for citizens. The processes of demographic development in the Dobrich region show the formation of a new population profile and clear tendencies towards a decrease in all social and ethnic groups. With advances in communication technology in the local level it is necessary to develop e-Governance. It will make the business to look for trained specialists in IT sector for the real business activities and the administration of the business.

KEYWORDS: labor, employment, unemployment, communication, e Government, e-services

ABSTRAKT

Der vorliegende Artikel widmet sich den Problemen im Zusammenhang mit dem demographischen Wandel und den Trends in der Verwaltung der Gebiete, in denen neue Technologien zum Einsatz kommen, sowie den Möglichkeiten zur Verbesserung des Arbeitsmarktes im Bezirk Dobrich im Hinblick auf verbesserte elektronische Dienstleistungen. Der vorliegende Bericht widmet sich den Möglichkeiten zur Verbesserung des Arbeitsmarktes im Bezirk Dobrich im Hinblick auf verbesserte elektronische Dienstleistungen. Die Prozesse der demographischen Entwicklung in der Region Dobrich zeigen die Bildung eines neuen Bevölkerungsprofils und deutliche Tendenzen zum Rückgang in allen sozialen und ethnischen Gruppen. Mit den Fortschritten in der Kommunikationstechnologie auf lokaler Ebene ist es notwendig, E-Governance zu entwickeln. Dies wird die Unternehmen dazu veranlassen, nach ausgebildeten Fachkräften im IT-Sektor für die eigentlichen Geschäftstätigkeiten und die Verwaltung des Unternehmens zu suchen.

STICHWORTE: Arbeit, Beschäftigung, Arbeitslosigkeit, Kommunikation, E-Governance, E-Services

RÉSUMÉ

Le présent article est consacré aux problèmes liés aux changements démographiques et aux tendances dans la gestion des territoires de l'imposition des nouvelles technologies. Le présent rapport est consacré aux possibilités d'amélioration du marché du travail dans le district de Dobrich en termes d'amélioration des services électroniques. Dans une large mesure, la caractérisation de l'emploi et du chômage et l'impact de la gouvernance électronique sont liés à davantage de services électroniques, à la demande et à l'offre de main-d'œuvre et surtout à l'amélioration des services électroniques pour les citoyens. Les processus de développement démographique dans la région de Dobrich montrent la formation d'un nouveau profil de population et de nettes tendances à la diminution dans tous les groupes sociaux et ethniques. Avec les progrès des technologies de communication au niveau local, il est nécessaire de développer la gouvernance électronique. Cela amènera les entreprises à rechercher des

spécialistes formés dans le secteur des technologies de l'information pour les activités commerciales réelles et l'administration de l'entreprise.

MOTS-CLÉS: travail, emploi, chômage, communication, gouvernement en ligne, services en ligne.

INTRODUCTION

In the new conditions of Bulgaria's real membership in the European Union, the opportunity to increase regional employment and reduce unemployment is becoming more and more relevant. In practice, this is linked to the search for new measures and opportunities to promote the socio-economic development of Bulgarian regions in order to overcome regional disparities. On the other hand, with the advancement of communication technologies at the local level, it is necessary to develop e-government. In Bulgaria, e-government is associated with a purely institutional approach, which mainly focuses on the development and upgrading of elements of the basic systems infrastructure, as well as equipping the central, judicial and local administrations with information and communication technologies, the availability of websites and the information and e-services offered through them, as well as the extensive training of civil servants and the possibilities of building geographic information systems and the possibilities of building an information environment. In this paper we will attempt to highlight the need to improve e-government in order to increase employment opportunities and reduce unemployment (Boyadzhiev , V. 2006) . Thus, in the field of increasing the competitiveness and digitalization of enterprises, the development of the innovation ecosystem, is necessary in the Dobrich region. Moreover, digitalization of public administration and use of SMART City technologies, energy efficiency of buildings, creation of new green areas, development and modernization of public passenger transport, improvement of road safety and development of regional public transport, education and tourism is the new challenge in the field of regional development and territorial management. From a purely theoretical point of view, it is necessary to outline the main directions for e-government communications and services, in order to show the possibilities for promoting economic activity in the Dobrich region and the implementation of measures to improve the socio-economic environment of the region's development, as well as to raise the awareness of the population in the provision of electronic services and more employment opportunities in the information society. In practice, the e-government framework covers four main areas. First of all for communication and services, mainly related in the direction of "Administration - Citizens", which includes modern Internet and intranet WEB-based solutions, combined with traditional means of providing broad access to lead to qualitative changes related to improving the conditions for communication and service delivery for citizens (Dimov , N. 2006).

Secondly - effective improvement of the relationship between "Administration - Business", imposing with effective solutions that include common rules that impose a new type of relationship, mostly related to optimizing the relationship and efficiency of processes and business relations between the administration and various economic entities (Atanasova, M., Kl. Naydenov 2016).

Thirdly - improving the relationship within the system between "Administration - Administration", which should include the development of information technology on a purely local and regional scale , with a view to effective interaction between different administrative structures.

Fourthly, the opportunities for improvement of "Internal departmental effectiveness and efficiency" can be identified in order to structure, adapt, model, organize and optimize the business processes and services related to the relationship between "Administration - Employees", especially between the units related to the service of the business and the structuring of effective communication in the different administrative structures.

In this case, we have to analyze the state of demographic processes in Dobrich region. They are related to negative natural growth as a result of low birth rate and high death rate, leading to depopulation of small municipalities. On the other hand, population ageing and negative demographic processes, especially in the smaller settlements of the district, lead to a regressive type of age structure. In the villages, the majority of the inhabitants are of non-working age, and the number of lonely old people among them is significant. The economically active population is migrating to the larger and developing districts of Bulgaria, others to the larger cities and abroad, leading to a progressive decrease in the relative share of people of working age in the district. In practice, the biggest problem in the region is unemployment - lack of jobs in the localities, especially in small municipalities; loss of jobs also for those employed outside their permanent residence; low qualification and education for a large part of the unemployed, which further narrows the opportunities for access to employment. There are vacancies in remote locations for graduates who are undesirable because of the need to travel. An underdeveloped and unmaintained road network, poorly organised inter-village transport as well as a reduction in the potential for economic development due to lack of investment and a high share of people with primary and lower education are important findings for the state of the population in Dobrich district.

RESULTS AND DISCUSSION

1. Socio-economic situation of Dobrich district

In spatial terms, Dobrich District has proven economic potential in all three economic sectors. The economy of Dobrich District is at a relatively high level compared to other NUTS 1 districts in Northern and Eastern Bulgaria, but in practice the renewal of the region's economy is the main deficit in its development. The gross domestic product per capita in Dobrich district continues to grow, but its value remains relatively low. Relative poverty in the district remains high. The labour market remains challenged by the low education level of the labour force. Investment in the district is shrinking but output is growing. Road surfaces are of extremely poor quality. The level of local taxes in the municipalities of the district is relatively low. Transparency in local administrations remains highly rated. The specific characteristics of the region are a prerequisite for the development of agriculture as one of the priority sectors of the district's economy. Dobrich produces high quality products which are processed locally and are competitive on both the domestic and foreign markets. The arable agricultural land in the municipality is 7700 ha. The main agricultural crops are wheat, maize, sunflower. A structurally defining industry in the municipality is the food industry. It has a solid national share in the production of dairy products, bread and confectionery, oil and margarine, wines and spirits. The town hosts the country's largest agricultural exhibition, Agriculture and Everything for It. A significant share of the town's economy is occupied by the light industry with production of men's and women's clothing, furniture, fabrics, leather, jacquard products. The share of the population living in material deprivation is 19.5% (compared to 19.9% in the country) and the share of the population living below the national poverty line is 22.8% (compared to 22.6% in the country). Thus, GDP per capita (2018) - 9176.00 BGN. Average annual per capita household income (2019) - 5500.00 BGN. Average annual gross salary of employees (2018) - 10429.00 BGN. Percentage of the population living in material deprivation (2019) - 19.50% Relative share of the poor to the national poverty line (2019) - 22.80% The educational status of the workforce remains a challenge for the local labour market. The share of graduates in the working age population is rising to 21.1% but lags behind the national average of 28.0%. The workforce with primary and lower education also increased for the second consecutive year and reached 24.8% - also significantly less favourable than the national average of 17.6%. The demographic replacement rate as a ratio of the population aged 15-19 to that aged

60-64 has been declining more slowly than the national average over the last ten years. In 2019, it was 67.9% in the district (compared to 65.9% nationally). Average annual unemployment rate (15-64) (2019) - 7.00% Demographic replacement rate (2019) - 67.90%. Average annual employment rate (15-64) (2019) - 66.90%. Proportion of population aged 25-64 years with tertiary education (2019) - 21.10%. Proportion of population aged 25-64 years with primary education and below (2019) - 24.80%. Average annual economic activity rate (15-64) (2019) - 73.90%. The state of infrastructure in Dobrich District is far from the national average. Infrastructure density, especially rail, remains low. The share of motorways and first-class roads in the district in 2019 is almost double the national average - 10% compared to 19%. However, road quality is relatively good, with 46.7% of the district's road surface in good condition compared to 41.4% nationally. The proportion of households with internet access has increased significantly over the past decade, but has declined to 70.0% in 2019 (vs. 75.1% nationally). On the other hand, in terms of economic indicators, the GDP produced in Dobrich District grew smoothly, reaching BGN 85 450 678 thousand in 2015. This process directly corresponds to the slow decline since 2010 when it reached its highest value of BGN 1 280 000 thousand. In 2009, its value represented 17.05% of that of the North East region and 1.82% of the national GDP. In practice, the years from 2007-2010 are of basic importance, because then we notice a gradual increase, which to a large extent forms the new economic profile of Dobrich District. Moreover, it is assumed that the years 2009 and 2010 were crisis years (Yankov, R.2016). In chronological order, the normal state of the socio-economic development of Dobrich region is to improve in the period 2017-2020, when the upward development of our economy is expected again. However, it is expected that the economy will start to comply with innovation and the penetration of new information technologies. The described situation is also related to the business activity in the district as well as to the decline in foreign investment in the period 2008-2015.

Table 1. GDP for Dobrich region, North-East region and Bulgaria (thousand BGN). Source: TSB- Dobrich

	2007 г.	2008 г.	2009 г.	2010 г.	2022 г.
Bulgaria	60 184 616	69 295 031	68 321 610	70 511 200	167 807 023
Eastern Planning Region	6 661 379	7 771 232	7 159 964	7 503 000	16 754 904
Dobrich region	963 765	1 174 093	1 037 533	1 280 000	2 123 987

On the other hand, the transformation of economically active people in the Dobrich region and the entry of new economic entities leads to the difficult recovery of the labor market. This is because of the relatively low base and the severely deteriorated educational structure of the workforce. Low natural growth and increasing population displacement did not favour the demographic picture in the district. Dobrich has the highest share of dropouts compared to the national average, but at the same time graduates receive high grades at matriculation exams. Healthcare continues to suffer from a lack of doctors and hospital beds. Criminal judges in the district are relatively underbusy, which contributes to the relatively fast conclusion of cases. In practice, conditions are created for seeking solutions to improve the socio-economic situation of the region through its modernization and the introduction of new technologies in it.

2. Employment and unemployment situation in Dobrich District

The general assessment of the specialists is that the labor market in the Dobrich region is highly inertial, its stagnation or recovery is manifested by a significant time threshold after the manifestations of financial and economic factors. The unemployment rate in Dobrich District in June 2023 was 3.7%, the Regional Employment Service announced. The number of registered unemployed in the district's labor offices was 2,256, 253 fewer than in May 2023 (2,509). Compared to May 2023 (4.2%) there is a decrease in unemployment. The level of the labor force in the period 2020-2023 in the district of Dobrich is contrasting and changing in the direction of optimizing labor resources and achieving an average human resource capacity. In 2022, economically active persons in the district of Dobrich were 78.6 thousand and their relative share of the population aged 15 and over was 54.9% (vs. 56.6% nationally). The economic activity rate was 63.4% for men and 47.0% for women, respectively. In terms of the number of economically active persons, Dobrich ranks fourteenth among the districts in the country and thirteenth in economic activity rate. The economically inactive persons aged 15-64 were 29.7 thousand, of which 11.6 thousand were men and 18.1 thousand - women. The economic inactivity rate for the same age group was 28.2%, respectively 21.8% for men and 34.9% for women. The share of the urban population and its density remain low. The correspondence between vocational education and the economy is high. Student scores are relatively low. In this direction, if we make the necessary analysis from the period 2007-2015, we can find that the demographic stagnation has led to a significant decline in the population, which, on the other hand, has achieved a demographic plateau of negative trends. It is obvious that the district of Dobrich has its demographic framework. The analysis shows that the employment rate of the population aged 15+ in Dobrich District for the period 2007-2015 decreased by 10.2 percentage points. The employment rate in 2015 amounted to 55.2%, which is lower than the national average of 62.6%. For comparison, the employment rate of the population aged 15-64 in 2011 was 53.5% and was below the national average of 58.5% and the national average of 55.8%. Although there is room for further improvement in the labor market (the employment of the population aged 15-64 in 2014 was 66% compared to 62% in 2008), the capacity of the regional economy to generate employment in the absence of significant external capital seems limited (Naydenov, Kl., T. Traykov. 2016). The huge labor pool is among people with primary and lower education, whose employment rate, although rising in 2014, remains at just 19.2% of the working-age population. Regarding the key indicator of the "Europe 2020" Strategy, Employment for 75% of the population aged 20-64. In 2017, the employment rate in the district was 61.0%, the average for the country was 63.9%, and for SIR it was 61.1%, or the district was 2.9 percentage points behind the average employment for the country. Important for the regional economic development of the region is the slight increase in employment, but the share of young people is significantly decreasing on a purely regional scale.

Table 2. Employed persons and employment rate of the population in Dobrich region 2011-2015. Source: NSI and author's calculations.

Years	Persons employed — thousand		Employment rate - %		
	15 years+	15 - 64 years	15 years +	15 - 64 years	20 - 64 years
2015	75,5	74,7	43,9	55,2	61,9
2014	72,4	78,3	57,1	63,4	65,1
2013	72,1	75,8	53,4	59,5	63,8
2012	71,9	72,3	45,6	52,3	62,3
2011	71,7	70,7	42,2	53,5	61

If we assume that 2011 can be a basic year for the period from the beginning of our EU membership in 2007 to 2016, we will be able to determine the main trends and trends in the development of Dobrich District. Thus, the analysis by age groups in 2011 shows that the employed persons are distributed: 15-24 years – 5. 2%, 25-34 years – 19. 5%, 35-34 years – 30. 0%, 45-54 years – 29. 5% and 55-64 years – 15. 8%, which shows that the young population in the medium term does not have great opportunities to feed the labor market with staff. This is also evident from the distinction by levels of education, where employed persons in 2011 with higher education were 21. 9%, with secondary (including professional qualifications) 58. 0% and with primary and lower education 20. 1%. In this direction, the high proportion of people with lower education is shown. On the other hand, the transformation of the economy and the financial crisis has led to an increase in unemployment. The unemployment rate of the population in the district of Dobrich for the period 2007-2011 was higher than the national average and slightly better than the SIR, reaching its lowest level of 7. 01% in 2008, but then it began to rise slightly. As a result of the financial crisis, in the following years the indicator increased to 9. 96% and 10. 53% respectively in 2010 and 2011, with national average values of 9. 47% and 9. 67%, respectively. Interestingly, this trend continues for the years in the period 2011-2015. Looking at the situation in the internal regional plan, the problem with unemployed people remains most serious in the municipality of General Toshevo, where the unemployment rate varies between 19-23%, in the period 2011-2015. Next are the municipalities of Krushari (18%) and Tervel (16%), while the lowest share is the municipality of Dobrich (8%), which determines the relatively lower value for the district compared to the values of the other municipalities. Going back to the key period 2007-2011 can be noted relatively with several percent lower unemployment in the district.

Table 3. Annual average unemployment rate in Dobrich District - (2007 - 2011) (%). Source: NSI-Dobrich

District, municipalities	2007	2008	2009	2010	2011
Bulgaria	7,75	6,31	7,59	9,47	9,67
Chese	9,35	7,54	8,65	10,53	10,59
Dobrich region	8,49	7,01	8,37	9,96	10,53
Balchik	8,99	5,65	7,27	7,74	7,98
General Toshevo	17,91	15,12	14,61	19,6	22,67
Dobrichka	13,55	10,63	9,75	10,01	11,83
Cavernous	9,28	7,7	8,8	10,86	12,72
Pears	20,2	11,71	12,19	15,56	20,03
Tervel	17,33	13,56	13,13	16,08	18,89
Dobrich	3,96	3,66	5,33	7,27	7,11
Shabla	12,76	11,76	12,29	14,23	15,4

The development of entrepreneurship is established as an important basis for the economic growth of the country, which requires improvement of the conditions that support the development of companies. The lack of financial support, complex administrative procedures and the lack of skilled labor are still identified as key partners for starting and expanding businesses and improving employment in the Dobrich region.

Therefore, it is necessary to improve e-government by using e-services by citizens and businesses and implementing measures to promote the construction of broadband infrastructure related to the imposition of new approaches to building effective information networks and a hopeful environment of

services to remote and sparsely populated areas, as the transmission infrastructure is brought closer to consumers.

3. Labour Market and Income of the Population in Dobrich District

The incomes of the population in the district of Dobrich for the period 2007-2016 were below the national average. For a person, the average annual income in 2016 was BGN 8,112, or the average gross monthly salary in the Dobrich region amounted to BGN 676. The average salary in the region is about 250 leva lower than the average salary for the country - 931 leva. The district ranks 14th in the country in this indicator along with the district of Sliven. The highest average monthly salary is received by employees in the districts of Sofia (capital city) - 1 202 BGN, Vratsa - 897 BGN, Stara Zagora - 877 BGN. Over the past years, Dobrudzhans have received an average of BGN 668 for 2015. In the public sector, the average monthly salary is BGN 742, and in the private sector - BGN 650. In the second quarter of 2015 in comparison with the same period of 2014 the average monthly wages and salaries in Dobrich District increased by 4. 8%. The highest average monthly salary for this period was received by employees in the sectors "Production and distribution of electricity, heat and gaseous fuels" - BGN 1 220. "Mining and quarrying" - 990 BGN; "Creation and dissemination of information and creative products; telecommunications" - 878 BGN; "General government" - 877 BGN. The lowest paid employees were in economic activities: "Professional activities and scientific research" - 499 BGN; "Manufacturing" - 527 BGN; "Administrative and support activities" - 558 BGN; "Other activities" - 581 BGN, "Construction" - 605 BGN. According to data from the National Statistical Institute (NSI), the number of employees under labor contract in the district of Dobrich as of 2016 increased by 5 thousand. or by 13. 3% compared to the end of March 2015, reaching 42. 4 thousand..

There are internal regional differences in the income of the population in cities and villages, as well as between municipalities where most of the services provided and entrepreneurship are concentrated and municipalities that are less developed in the sector of services for business. Wages and salaries continue to be a major source of household income with over 43 % of total income. At the same time, in the district of Dobrich, the share of the population living in material deprivation and that of the poor relative to the poverty line in the country continued to be lower in 2016. The district is among the leaders in the category measuring the effectiveness of the administration. However, it is necessary to develop and implement a single, common to the whole administration, information system for organizing and managing the processes of providing services.

4. Demographic situation of Dobrich District in the period 2020-2024

In 2023, the population of Dobrich District was 147,208, which represents 2.3% of the country's population. Men were 70 448 (47.9%) and women – 76 760 (52.1%), or 1 000 men accounted for 1090 women, vs. 1080 women nationally. The number of men predominates in the ages up to 49 years. With increasing age, the number and relative share of women in the total population of the country increases. At the end of 2022, the settlements in Dobrich District are 215, of which 6 are towns and 209 - villages. In the district there are three settlements without population - the village of Karvuna (municipality of Balchik), village of Brestnitsa (municipality of Tervel) and village of Travnik (municipality of Kavarna). In 50, 4 3.3% of the settlements, live from 1 to 49 people inclusive, as in 14 settlements live from 1 to 10 people inclusive. With a population of over 1000 people, there are 10 settlements in the district, where 74.2% of the district's population live. The largest city in the area is Fr. Dobrich with a population of 71947 people, which is the ninth largest in the country after the town of Dobrich. Sliven (79 362 people) and before the

town of Sliven. Shumen (67 300 people). In Fr. Dobrich live 48.9% of the population of the district. The smallest in terms of population in the district of Dobrich are the village of Kraishte (municipality General Toshevo), village of Voyniovo (municipality of Tervel), village of Staevtsi (municipality of Shabla), Uzovo (municipality of General Toshevo), village of Bryastovo (municipality of Balchik), village of Ograzhden (municipality of General Toshevo) is. Dryanovets (municipality of Dobrich-ruralska) with less than 5 inhabitants, and the largest village in the district is the village of Obrochishte (municipality of Balchik) -1 726 people. The main factors influencing changes in the number and structures of the population are demographic processes - birth rate, mortality and migration.

Table 4. Demographic situation of Dobrich district. Source: NSI

Communities	all	male	female	in towns	Villages in district
Dobrich	147208	70448	76760	104331	42877
Balchik	15910	7704	8206	9291	6619
Gerenl Toshevo	10889	5280	5609	5524	5365
Dobrich district	16634	8212	8422		16634
Dobrich sity	71947	33703	38244	71947	N/A
Каварна	13007	6219	6788	10216	2791
Krushary	3094	1544	1550		3094
Tervel	11821	5879	5942	4598	7223
Shabla	3906	1907	1999	2755	1151

4. Developing e-government to strengthen the regional economy

The municipality of Dobrich-City emerges as a dominant player in the regional economy. The highest number of economic units and all economic outputs are concentrated there, also the number of employed and employed is the highest. The services sector has the highest share in the revenue of the district economy, followed by the secondary sector. It can be stressed that the number of firms in the district is moving in line with the economic conditions in the country. It is normal that the number of firms decreased after 2009 due to the crisis, but it is a distinctive fact for the district that in 2011 the number of firms was higher than in previous years. The behavior of the main economic indicators - output, operating income, net sales and operating expenses - is quite normal (Budinov, B., Kl. Naydenov 2016) . They are accounted for in the annual balance sheets of firms and no comparability can be sought. In order to develop the labor market it is necessary to further develop e-services and activities. In practice, the one-stop e-government achieved is not sufficient, although it is relatively well developed and there is a relatively transparent administration.

There is a need to accelerate the development of ultra-high-speed communication connectivity for Next Generation Access (NGA), with connectivity provided to the town hall of each municipal administration, as well as to the buildings of the public institutions therein (judiciary, prosecution, police, schools, hospitals). In practice, the implementation of a qualitative new e-services environment is needed in Dobrich region, linked to the single portal for access to e-administrative services and the single environment for the exchange of electronic documents. This will address the need to provide quality services by ensuring data safety, security of connections in a fully secured environment. Technical skills:

required to solve innovative problems, design, operate, improve and maintain machinery and structures, including new advanced digital technologies, professional IT skills. Innovative management skills: related to business planning in the context of i4.0 and i5.0, regulatory compliance and quality control, human resource planning and effective resource allocation in innovative activities. Creative skills: useful for innovative activities, in creating new value-added products, in experimenting outside conventional norms and in transforming different social and economic problems into entrepreneurial opportunities. Entrepreneurial skills for innovative companies, especially in the high-tech sector: specific to new companies, such as creating a sustainable business plan, accepting and managing risks, strategic thinking, ability to create new networks, ability to cope with new challenges and related requirements with the transition to i4.0 and i5.0. Environmental skills (green): specific to generating or modifying products, services and processes in line with circular economy principles, e.g. recycling, upcycling, reprocessing and the need to continuously adapt to climate change, respectively climate change regulations.

It is of utmost importance to further develop the primary and backup technical centres to primary and backup data centres, thereby setting the stage for the establishment of a reliable IT environment. Conditions should be created for the proper functioning of and access to primary electronic registers, as well as for the development and widespread provision of electronic services with a high public impact. Thus providing higher added value for the customer and responding to the "hot spots" of the lifecycle of life episodes and business events and identifying significant benefits from integration with other administrative services, it is necessary to prioritize a portfolio of e-services of municipal administrations and territorial authorities. The introduction of e-invoices and the introduction of e-invoicing will help reduce tax fraud, better control budget revenues and reduce administrative costs. The usability of e-services will increase with the introduction of e-payments as the preferred way to pay for state and municipal fees and services, as well as the creation of a tool for administrations to pre-calculate the cost of a complex service before requesting it electronically. On a local level in the region, a national spatial data portal needs to be launched to provide services with information for national and European users and a link to the European Geoportal. The portal will provide public access to share interoperable spatial data in accordance with European standards and the Infrastructure for Spatial Information in the European Community (INSPIRE) Directive (Vladev, I., R. Vladeva 2022).

5. Putting e-government into practice in Dobrich region

For the development of e-services, it is necessary to develop in the municipalities of Dobrich district the practice of "Request for issuance of a certificate of the existence or absence of obligations by the revenue authorities", without the need to go to the relevant territorial directorate of the NRA to obtain the document. It may also be necessary to apply for other services electronically, such as the service for granting benefits for newborn children, exchange of data with the Social Assistance Directorate, Child Protection Department. The upgrading of existing and the construction of new central systems of e-government with a view to improving the information and communication environment for better administrative services to citizens and businesses in Dobrich district can help to attract investment and the development of local businesses, and hence to increase employment and the need for additional qualifications for young people. This means that the municipalities of the district will get access to the registers of the state administration, the so-called RegiX systems. The system provides centralised, controlled access to retrieve data from central government registers. At the moment when the module is implemented in all municipalities of Dobrich district, it will be possible to use data from more than 30

registers, including: the Customs Agency, the Registry Agency, the Ministry of Interior, the Ministry of Education and Science, the Ministry of Agriculture and Rural Development, the Bulgarian Food Safety Agency, the Executive Motor Vehicle Inspection Agency and others, requested in advance by the administration. In this way, citizens will not be required to submit documents issued by the above-mentioned administrations, but they will be obtained ex officio. The next step is to purchase at least 213 VPN devices to be installed in most town halls in order to improve service to the population of Dobrich district. The purpose of this type of connectivity is to work in a single network. This network enables data transmission, internet access to all settlements in the district. Full use is made of the electronic document management system "Akster Clerk", LDB "Population", program "Aktopis", civil status records for the entire district, GIS platform, which facilitates service users in remote settlements and more complete control over the work in the town halls. By building the virtual network, better quality, efficient and easily accessible electronic services are provided to citizens and businesses. On-line services can be requested through the e-administrative services portal in localities throughout the district. All town halls and town halls on the territory of the Dobrich district have started to accept applications, requests, complaints and other requests of citizens at the town halls. With their entry into the electronic system of the municipality, all documents submitted through the town halls immediately reach the relevant department or directorate to which they are directed. Citizens can receive their services, through a licensed postal carrier, by email or by any method they have specified for their convenience. On a daily basis, the municipal administrations in Dobrich region can exchange data with the town halls regarding the provision of complex administrative services. This will enable the citizens of the respective locality to receive complex administrative services in the field of civil status, both for the entire municipality and district, as well as for the entire country, by submitting an application to the respective town hall where they live.

CONCLUSION

The creation of the unified database aims to facilitate regional business and at the same time to modernize the Dobrich region to make it attractive for investment. Dobrich region requires to become a competitive region at European level, with a high level of innovation, able to attract and capitalise on investments, connected internally and internationally, whose citizens benefit from an education system at European level, in environmentally clean areas and which guarantee a high quality of life. The emerging regional disparities can be reduced through the introduction of e-government to help attract foreign investment and qualify the available human resources. In line with best practices and recommendations of the European Union, e-government has as one of its main objectives the electronic provision of quality, cost-effective and easily accessible administrative services to citizens and businesses. Offering services electronically creates convenience for citizens and businesses, reduces the cost of providing services, increases efficiency and minimises corruption pressure. This leads to easing of administrative pressure and enables new professions to enter the labour market. The electronic exchange between the units of the administration ensures the effective implementation of the powers of the administration and the provision of administrative services to citizens and businesses electronically. The results of combining a new formula of secondary education and lifelong learning in terms of e-government is oriented towards services that allow scalability and fractality (related to the repetition of the same structure at different levels) of e-administrative services aimed at overcoming regional disparities at the local level.

REFERENCES

Atanasova, M., Kl. Naydenov.(2016) Obezlyudyavaneto v R Bulgariya i tselenasochenite investitsionni programi – bulgarskiya opit i praktika. str. 240-248

Boyadzhiev, V. (2006) - Regional Development and Local Government, Economic aspects of regional policy. Q: The economy of Bulgaria and the European Union. Catching economic development strategy and Realities, 2006

Budinov, B., Kl. Naydenov. .(2016) Demografsko povedeniye na naseleniyeto v R Bulgariya – tendentsii i perspektivi. str. 252-257

Dimov, N. (2006) - Problems of self-organization and synergy in regional development in Bulgaria, WB.: Bulgarian society to join the European Union, the " Fr. Ebert " - Institute of Sociology, BA, Ed."East-West"S

Naydenov Kl. (2008) Istoricheskoto razvitiye na kontseptsiiite za demografska politika do kraya na Vtorata svetovna vojna, sbornik „Geografiya i regionalno razvitiye“, S. 2008

Naydenov, Kl., T. Traykov. (2016) Zastaryavane na naseleniyeto v Bulgariya - tendentsii, osobenosti i regionalni razlichiya str. 286-292

Patna karta z aizpalnenie na Strategiyata za razvitiye na aelektronnoto upravlenie v Republika Balgariya za perioda 2016-2020

Regionalen plan za razvitiye na Severnoiztochen rayon za perioda 2014 – 2020 Employment and unemployment - annual data 2014

Vladev, I., R. Vladeva.(2022) Healthcare problems – one of the most important modern geoglobal problems.//SocioBrains, ISSUE 90, February 2022, p. 190-202

Yankov, R. (2016) Depopulatsiyata na Severna Bulgariya str. 293-300