

A Study on Improvement of Customs and Tax Organization by ICT

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Abstract: Nowadays ICT has a significant job in policy implementation by setting out open doors to mechanize a great deal of manual tasks. Both internal and inter-institutional processes of cooperation in public administrations that promote access to services and service quality, facilitate administrative processes for citizens and businesses, and contribute to the accessibility of information are facilitated by ICT, which plays an important role in improving customer service. Every day, public authority faces a significant obstacle: lowering labor costs while simultaneously introducing new ideas. Public administrations face a serious challenge in achieving both of these goals: how to operate in a connected environment by involving stakeholders and how to solve problems by utilizing new working methods, tools, and management models at the same time. The efficiency and effectiveness of resource use is one of the strategic goals of tax and customs administrations; As a result, they are constantly looking for ways to automate internal work processes and significantly reduce manual workload, improve service quality and the business environment as a whole, and simplify administrative procedures. The purpose of this study is to identify the factors that have the greatest impact on increasing institutions' effectiveness by examining the structure of the efficiency indicators.

Keywords: Administrations of taxes and customs, information and communication technology, productivity, efficiency, and manual labor