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## GETTING ON COMPUTERIZATION OF PUBLIC ADMINISTRATION

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**Abstract:** Approaching the subject regarding the improvement of local public administration is justified both by the social requirements in which it works, and the development of the scientific views on how is the best to streamline local government activity. Starting from the premise: The information system should simplify the rules and administrative procedures in order to ensure rapid and non-discriminatory access of citizens to public services and information, we become aware that only by rethinking and reshaping the priorities and needs we will to live in the XXI century, that of technology. **Key words:** information technology, public administration, e-Government, portal, citizens.

### 1. INTRODUCTION

Romania has 3,300 local public administration authorities, each with its own protected information systems based on different charts with a different degree of development.

Currently, however, there isn't at the central or local government level, standardization of forms or information provided to citizens.

The following is a complex application that can serve the economic side of any public administration institution called eCUB.

#### 1.1 eCUB

Integrated accounting and financial management eCUB, consists of several software modules that developed specific operations and services for the offices from an economic department, from a public institution.

Communication between these modules is defined by specific legal regulations of government and is based on the internal organization of the institution or the organization.

It follows that the with minimum usage effort to obtain full control of data and information so that efficiently processing them to obtain the expected results.

ECub software architecture is a client / server, using Microsoft SQL Server, which

leads to performance characteristics, concurrent access, data in other formats, security and eliminating the possibility of data corruption.

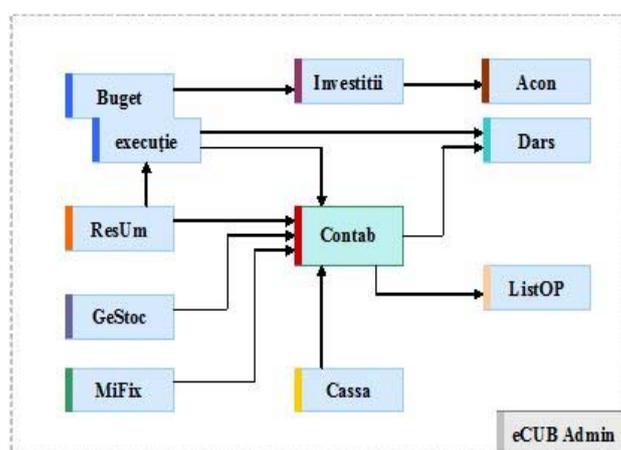


Fig. 1. Application eCUB[1]

Components:

- (a) Budget - provision, execution and budget reporting (allowing the management of revenue and expenditure based on budget, hiring charges involving the smooth running of

- activities required to measure achievement of expected income.),
- (b) Contab - budgetary accounting (tracking and analysis of activity of the institution by managing all accounting entries calendar periods),
  - (c) DARS - Quarterly report (automate the process of drawing up the accounts quarterly and monthly performance data acquisition and processing modules operated and Budget Accounting and reporting in print and electronic products to the Financial Administration),
  - (d) GeStoc - inventory management and material objects (tracking inventory items, materials, goods and other assets in the supply, inputs and outputs both in quantity and value).
  - (e) MiFix - fixed (management of assets, the tangible and intangible assets.).
  - (f) ResUm - HR and payroll (staff management, calculation and drafting statements of wages due to social security institutions).
  - (g) Cassa - cash book (allows recording and tracing of receipts or payments made by cash, issuing and listing the cash receipt).
  - (h) ListOP - orders and payment sheets (unitary and centralized control type of tax documents for the state treasury payment order).
  - (i) ECubAdmin - central management module.

## 2. NEED AND OPPORTUNITY FOR PUBLIC ADMINISTRATION INFORMATIZATION

Computerization of public administration in general and local governments in particular is a widespread concern within the European Union, and Romania is no exception to this rule.

Even though in recent years was invested heavily in the purchase of equipment and software to automate the activities of public administration institutions, these projects were characterized by two major deficiencies:

Lack of a vision of integrated information systems architectures, dealing workflows as a whole and not just to try automating activities that aim not only implementation of independent but allowing the exchange of information between different subsystems - to maximize the benefits obtained from computerization

Focusing on the activities of the institution itself, to the detriment of a vision to be among its citizens, its needs and the ways in which it can access the information they need and that is managed within systems of public administration institution. [2]

That is why this paper aims to address precisely these two aspects deficit by:

1. Implementation of computer systems that integrate existing information in other computer subsystems existing within the institution and to naturally integrate existing work processes within the institution.
2. Implementation of technical systems and information to make the interface between the citizen, and managed information in electronic form, in the institution's IT systems (through Portal), and provide automatic access to this information.

Relevance and impact of this project for the following results:

- Creating and providing citizens with an integrated information system in areas of social, cultural and economic.
- Familiarize citizens with electronic information and create the mentality that computer is a personal utility for each individual.
- Approach and involvement of citizens in the governing electronic access to information in an easy way using the County Council's website.

Receiving messages directly from citizens on the County Council website (it will integrate with document management).

The vast majority of public services in Romania are characterized by: [3]

- Many forms to fill out,
- Completion of queues for submission, often at different sites of deposition,

- Limited public program,
- Long response time.

Law 161/2003, Title II, Transparency and public services providing information electronically requires public institutions to ensure that public services are equally accessible and transparent to all citizens and lead to better information and service to citizens through services publicly available "on-line".[4]

The necessity resulting from the project implementation needs the following principles: transparency in providing public information and services, equal access, non-discriminatory, information and services, including people with disabilities, confidentiality or guarantee the secrecy of personal data, ensuring availability of information and public services.

The added value will reside in:

- Accessibility, promoting access to a large number of users, providing service through alternative channels, design centered on the needs of citizens and not government internal flows, simple interface, easy to learn and use, clear navigation mechanisms, relevant content and quality.
- Efficiency by producing financial savings, increased employee productivity, better organization, better IT architecture, high-impact promotion services.
- Effectiveness by cutting bureaucracy, increase user satisfaction, including public services.
- Democratization, providing openness, transparency and accountability, citizen participation.

### 3. EFFICIENCY OF THE INTERNAL ACTIVITIES

Figure 2, represents principles of the computerization project. [5]

- Affordable, promoting access to a large number of users, providing service through alternative channels, design centered on the needs of citizens and not government internal flows, simple interface, easy to learn and use, clear navigation mechanisms, relevant content and quality.

- Efficient by producing financial savings, increased employee productivity, better organization, IT architecture, clear, high-impact promotion services.
- Effective, reducing bureaucracy, increasing user satisfaction, on-line public services included.
- Democratic ensuring openness, transparency and accountability, citizen participation.
- Innovative and technologically neutral, using the most appropriate technologies.
- Collaborative.
- Safe - confidentiality of data provided by users.
- Scalable.



Fig.2. Principles of the computerization project

### 4. INTERACTIONS E-GUVERNMENT

Government Decision 195 of 9 March 2010, the Romanian Government approved the National Strategy "e-Romania".[6]

E-Romania, according to Toma Cîmpeanu, head of e-Romania project is "not just a simple website or portal but a national e-government by promising interconnection authorities and local governments and computerizing all public services for citizens and companies." [7]

It is noted the growing interest of authorities for public sector computerization and not

anyway, but centralized ensuring interoperability and consistency of the database.

The four main components of e-Government are represented in Figure 3:

- (a) Interaction between Government / Administration and Citizen
- (b) The interaction between government / Administration and business.
- (c) Interaction between Government / Administration and its employees / it.
- (d) The interaction between government institutions / Government institutions.



Fig.3. e-Government

The proposed solution offers an alternative to the classic citizen interaction, meaning that they can choose where and when to access public services aimed at them.

In the electronic interaction with local government ease and adaptability of public services will be accompanied by protection of personal data, which is a necessary condition to substantiate confidence in the new way to interact with government.

By implementing this software system will be achieved:

- Reduce time and costs of processing information conveyed between the County Council and citizens on the one hand and within the institution.
- Raising awareness of citizens about the activities and decisions of the institutions.
- Increase operability in between subordinates of the institutions and institutional

relationships between institutions and citizens.

- Standardization of information transmission mode.
- Increasing the speed of response to requests from the citizens.
- Providing real-time selective and all levels of users with current information to substantiate the decision making at all levels.
- Ensure transparency of the institution.
- Replace movement's classic format (paper) format of electronic documents.
- Improving information flows to eliminate data redundancy and reduce efforts of citizens.
- Instant access to information concerning them on service recipients after their identification electronically with their confidentiality.
- Instant access to selectively information of the institution staff (based on access rights) while ensuring data security according to legal provisions given the sensitivity of the information conveyed.
- Data exchange with other institutions locally and centrally.
- Online payment of various taxes.
- Completion of different applications, online forms.

This project follows the principles of sustainable development, involving needs today without jeopardizing the ability of future generations to meet their own development needs.

Information technology is part of a sustainable development by promoting clean technologies and reduces resource consumption.

EU Council adopted on June 9, 2006, renewed Sustainable Development Strategy for an enlarged Europe.

It envisages the creation of a public administration more efficient and capable of generating appropriate public policies and manages them effectively in order to implement the principles of sustainable development by:

- Increased government capacity by making structure and process improvement cycle management policy.

- Improving the quality and efficiency of service delivery, focusing on decentralization.

This will improve the quality and efficiency of service delivery through:

- Addressing the complexity of processes and regulations from the perspective of citizens and businesses to simplify and reduce administrative burdens and reducing time monitoring of service with a corresponding reduction in costs,
- The introduction of a service quality evaluation system that includes measurable objectives for services for citizens, developing, testing and implementing cost standards and quality of public services,
- Developing mechanisms, tools and procedures to improve the system of tax collection, including the interfacing of the existing databases,
- Implement initiatives to shorten delivery of public services (one-stop shop for citizens, portals and other electronic services, document management, etc. Using the rule of tacit approval.),
- Training in field service performance assessment,
- Implementation of the framework document for public services with the establishment of clear performance criteria (equal treatment, impartiality, continuity, regularity, transparency, freedom of choice, courtesy, promptness, consultation, cost / value),
- Introducing and maintaining operational performance assessment systems management in relation to the natural environment such as EMAS (Eco-management and Audit Scheme). [8]

The project contributes substantially to reduce the gap to the average performance of central and local government and public services in other EU Member States, increasing public confidence and satisfaction in relationships with central and local public administration authorities.

It contributes to significant near the average of other EU member states in the central and local government performance in delivering public services.

The essence is to use integrated information society, massive and pervasive information and communication technologies in all areas of economic and social development, including public administration, production and artistic material, services, leisure, etc. [9]

Information society integrates objectives of sustainable development based on social justice and equal opportunities, environmental protection, freedom, cultural diversity and innovative development, restructuring and business environment.

## 5. CONCLUSIONS

Development and implementation of electronic government concept in public administration, in order to contribute to the development and growth of electronic public services to citizens, will be achieved by providing online public services to citizens / public administration, and not least by streamlining activities institution's internal, using specific means of information technology by implementing new work flows, related to e-government services. [10]

Ensured exchange of information between government entities in terms of increased security and quality and will seek to build effective working tool for solving citizens.

Through electronic administration we understand the use by the public administration institutions, as local public administration authorities of the information technology applications, in order to:

- Improve access to and provision of information and public services of local public administration to citizens.
- Eliminate bureaucracy and simplify working methodologies.
- Improve the exchange of information between components of local authorities.
- Improve the effectiveness, efficiency and quality of public services to the local authorities.

- Create a single portal to facilitate and unify access to legal documentation, laws and government regulations.

Solution for electronic government is implementing an integrated electronic information system at county level which can achieve the computerization of government structures, public access to information, fast services and quality.

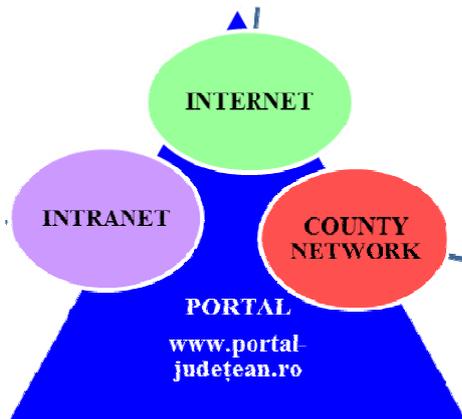


Fig.4. Portal County

Streamlining administrative procedures, the relations between local governments and the public administration and efficient operation of the civil servant can be achieved by implementing an integrated information system.

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### Noțiuni despre informatizarea administrației publice

**Rezumat:** Abordarea subiectului privind perfecționarea activității administrației publice locale este justificată atât de cerințele mediului social în care aceasta funcționează, cât și de evoluția viziunilor științifice privind identificarea modalităților optime de raționalizare a activității administrației publice locale. Pornind de la premisa: Prin sistemul informațional trebuie să se simplifice regulile și procedurile administrative astfel încât să se asigure accesul rapid și nediscriminatoriu al cetățeanului la serviciile și informațiile publice, devenim conștienți că doar printr-o regândire și reșezare a priorităților și a necesităților vom reuși să trăim în secolul XXI, cel al tehnologiilor.

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