INFORMATISATION OF PUBLIC SERVICES – STRATEGIC RESOURCE IN THE DEVELOPMENT OF SOCIETY

Lecturer Ph.D. **Daniela CIOCHINÃ**[1]

Abstract

Nowadays one of the strategic resources in the development of society is the information which is supported by modern information technologies. The impact of implementing information technologies in various fields of human activity is so strong that is brings into question a new phase in the society evolution – information society. One of the largest industries worldwide is the industry of information technology and it is an upward growing one. Because of the advantages that information technology brings for a social and economical growth, all the economically developed countries and all the ones still developing, have adopted informatisation on a general level as also in certain special areas. In our country on public administration services have been adopted by the Government Decision no. 1007/2001[2] approving Government strategy on informatisation of public administration, and many regulation, making this reference: Law no. 455/2001[3] regarding e-signature; Law no. 52/2003[4] regarding transparency of decisions from public administration; Law no. 291/2002[5] for approval of Government Decision no. 24/2002[6] regarding electronic means of collecting fees and local taxes; Law no. 161/2003[7] regarding some measures to ensure the transparency for exercising public roles in public positions and in the business environment, prevention and punishment of corruption.

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I.   The concept of informatisation of public administration in our country

The concept of informatisation of public administration cannot be restrained in a unique definition, pursuant to the strategy which the Government proposes to the citizens.

In our opinion, this have four main components:

The citizen can benefit of any public service to which he/she is entitled, by an application submitted to any administrative office in charged with exercising that particular service, without the relevance of their residence; if a change appears in the life of the citizen or a third party (relevant in this case) which he/she must notify or inform the administration about, this must be done only one time, at the moment when the event took place. This notification must bring the effects automatically. The Administration must keep, for every citizen, a separate file, which can allow the transmission of changes to all interested bodies and thus the services in charge can be activated; once the citizen asks for a service (beside the identity documents), he/she is identified and should not supply other personal information which are (or should be) included in the database of any state authority; The citizen can demand a service based exclusively on his/her

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[1] Daniela Ciochină, „Dimitrie Cantemir" Christian University, Bucharest, danielaciochina@yahoo.com.
[2] Government Decision no. 1007/2001 for the approval of Government strategy regarding the informatisation on public administration, published in the *Official Journal no. 705 from 6th of November 2001.*
[3] Law no. 455/2001 regarding e-signature published in the *Official Journal no. 429 from 31 of July 2001.*
[4] Law no. 52/2003 regarding transparency of decisions in public administration, published in the *Official Journal no. 70 from the 3rd of February 2003* and updated by Law no. 242/2010 published in the *Official Journal no. 828 from 2010.*
[5] Law no. 291/2002 for the approval of Government Decision no. 24/2002 regarding the collection of fees and local taxes by e-means, published in the *Official Journal no. 346 from 24th of May 2002.*
[6] Government Decision no. 24/2002 regarding the collection by e-means of local fees and taxes, published in the *Official Journal no. 81 from 1st of February 2002.*
[7] Law no. *161/2003* regarding some measures to ensure the transparency when exercising public roles in public positions and business environment, prevention and sanction of corruption, published in the Official Journal no. *279 from 21st of April 2003.*

needs, without being forced to know about the authority of each body, how the state works, but to benefit of a pack of services from a single public service supplier. We are stating the above-mentioned elements based of the features included in the Government's strategy for informatisation of public administration[8].

II.　　Main objectives and priorities for informatisation of public services

Article 7 of Law no. 161/2003[9] states the objectives of public service informatisation. Pursuant to this article, they are as follows:

a) cut down public expenses, prevention of bureaucracy and corruption at the level of public institutions;

b) increase the degree of transparency of use and management of public funds;

c) improving the access to information and public services pursuant to laws regarding protection of personal data and free access to public information;

d) cut off the direct contact between the public servant and citizen or company;

e) supply of public services and information by e-means;

f) strengthen the administrative capacity of public institution in order to fulfil the role an objectives and to insure the supply, in a transparent manner, of information and public services;

g) promoting the collaboration between public institutions in order to supply public services by e-means;

h) redefining the relation between citizen and Public Administration, moreover between the business environment and the Public Administration, in the sense of facilitating their access to public services and information, by means of information technology;

i) promotion of Internet use and high-quality technologies in public institution.

Article 8 of Law no. 161/2003 mentions the principles which lay at the basis of providing public services and information by e-means, as follows:

a) transparency of supply of public information and services;

b) equal, non-discriminatory access to public services and information, including in the case of handicapped persons;

c)efficiency when using public funds;

d) confidentiality, moreover the guarantee of protection of personal data;

e) guarantee of availability of information and public services.

The public administration authorities have thus the obligation to comply with the principles, terms and conditions necessary for the use of e-procedures in case of access to public information and services, in relation with physical or legal persons interested in using the e-procedure for access to public information and services, as well as for the information exchange.

III.　　Actions included in the Government Ordinance no. 1007/2001[10] Government strategy for implementation of public services informatisation

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[8] Government Decision no. 1007/2001 for the approval of Government strategy regarding the informatisation on public administration, published in the *Official Journal no. 705 from 6th of November 2001*.

[9] Law no. *161/2003* regarding some measures to ensure the transparency when exercising public roles in public positions and business environment, prevention and sanction of corruption, published in the Official Journal no. *279 from 21st of April 2003*.

[10] Government Decision no. 1007/2001 for the approval of Government strategy regarding the informatisation on public administration, published in the *Official Journal no. 705 from 6th of November 2001*.

- All bodies must be equipped with an informatics system, chosen not only to automatically render functions and internal procedures and services to users, but also to supply services directly form informatics systems to other units of central administration.
- A network of equivalent users must interconnect operational systems of all central administration units, without any hierarchy which reflects an institutional or organisation superstructure.
- Limitations and constraints of interaction between systems must be exclusively generated by the nature of the requested services. All administrations that function as back-office, for example the ones which, by institutional reason, possess archives that contain information necessary for the supply of its own services but also for the supply to other central administrative units, shall allow access to their own services, free of charge, on a permanent basis, to all administrative units which function as front-office, allowing them to supply services, without demanding the citizens information which the administration already has. The front-office administrations must fulfil the integration of back-office administrative services, with the purpose of supplying full services adjusted to the citizens' needs ad not based on some organisation arrangements of service supply units.
- The identification of the person (authentication of identity) who is requesting a service (physical or legal person) and the check of necessary licences must be made based on a procedure which is the same for the whole country, using identification means independent from the service requested, with the purpose of ensuring accessibility to all services from any national office. At that moment, the ID card shall be the work instrument preferred for the access to various public services.

IV. Conclusion

At first glance, one might say that it's just about reducing time, and of course time is significantly reduced, but that reducing has major implication on economic, cultural, social and why not, human development.

Public administration informatisation in Romania must be done in compliance with the standards set by European Union on the "process of informatisation of Public Administration".

Public administration is one of the most important engines of society in a state, so important that if not informatised or on to unfit parameters, it might have a devastating impact felt by all industries and services, and by so, each citizen.

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3. *E – Government in the Member States of the European Union, Francois Xavier Chevallerau, GOPA.*