

THE ESTABLISHMENT OF CONSOLIDATED INFORMATION RESOURCE FOR EVALUATION A QUALITY OF ADMINISTRATIVE SERVICE IN LOCAL GOVERNMENT

The article considers the features of consolidating information in evaluating the quality of administrative services in local government. The necessity of creating a consolidated resource and the expected effects of consolidation are grounded.

Keywords - consolidation of information, consolidated resource, administrative service quality.

Statement of the question

In democratic society, citizens are requiring more and more demands from authority. This makes governments focus their activities on a human being, to satisfy its needs and interests. The nowadays state does not control society, but provides it with a service. In addition to that the citizens are not just petitioners in relations with the authorities, they are the consumers of administrative services. Thus, the state should focus on the needs and expectations of the consumers, as it happens in the private sector. Moreover, contemporary public authorities should work like a company to provide adequate services to consumers - individuals and legal entities. The state should focus on the citizen`s needs as well as business entrepreneurs focus on customer`s demands, its needs and expectations. Research and improvement of mechanisms for providing quality administrative services to local governance in the context of increasing public confidence to them and reduce social tension is the important factor that characterizes the efficiency of local government. Customer`s satisfaction and orientation should be the basic principles in determining the criteria for evaluating the quality of administrative services.

Today, in local authorities a number of analytical tasks must be resolved for effective decision-making concerning the improvement of administrative services quality: gathering information, necessary for solving specific analytical and administrative tasks, its analytic-synthetic transformation for the selection of relevant information and obtaining the necessary information that is contained in the initial data in an implicit form, as well as the comparison, synthesis and interpretation of data, fixation results in information processing documents. Thus, the consolidation of information in this field is an urgent task today.

Analysis of recent researches and publications

In the scientific literature, the consolidation of information in assessing the quality of administrative services of local governments does not have adequate systematic presentation and requires a careful research.

However, the researchers stress the importance of consolidating information in public administration as a whole. Specifically D. Elchaninov notes that "the problem of consolidation of information is particularly relevant today in solving practical tasks in Ukraine modernization according to the following basic priorities: the creation of a modern competitive state; humanize development, the introduction of advanced model development policy assertion of national interests in the era of globalization "[1]. Author argues that the treatment of incomplete, contradictory verbal information coming from different sources, greatly complicates the analysis of information in the public administration.

Many works of national and foreign experts are aimed to studying the problems of information and analysis in government. In particular, M. Ditkovska analyzes the interaction and develops principles of construction, operation and development of information systems at the local, regional and national levels [2].

S. and A. Kandzyuba Duhonchenko consider the problem of the circulation of false and irrelevant information in public administration and local government and offer for it resolving to introduce modern technology integration of local databases of various government agencies. [3] A. Antonov and V. Dreshpak pay attention on necessity during the decision making proces to expand a range of sources of information and verify its accuracy, the involvement of private and public information and analytical resources, organizing incoming and outgoing balance information to the community and government [4] .

V. Petrov notes that one of the main task of civil servise professional analysts is information: gathering information necessary to solve specific analytical and administrative tasks of analytic-synthetic transformation for the selection of relevant information and obtaining the necessary information contained in the initial report are implicitly and comparison, synthesis and interpretation of data, fixation results in information processing documents [5]. L. Figline argues that one of the fundamental tasks of the scientific and analytical information service is to inform about the price society will have to pay for this or that decisions taken at the national level [6]. M. Grindle emphasizes the need to develop and use new methods of data analysis that supports solving complex problems, which public administrators are increasingly facing today. Today, business - analysts in their professional activities are using the consolidation phase information, the main stages of which are: clarifying and streamlining storage and data output requirements; identifying the necessary information (the formation of information resources), analys and synthes of the information (extraction and knowledge acquisition); providing the information in time in the required form to support decision making.

The problems of information-analytical support of the administration, said A. Ross, largely depend on such components as: 1) the particular information processes that determines the nature of sharing information resources, and 2) the state of the national information space (national information space - all "a set of information flows, both national and foreign origin that are available in the state"), and 3) the use of information technology. Specificity problems of scientific and analytical activities in Ukraine is that the work of all analytical institutions designed to meet the information needs of senior government, governmental, legislative branches of government. However, research analyst and the need for management of regional and local authorities, as well as in the study of significant scientific and commercial projects. But the industry still has no permanent information and analytical support and maintenance. The principal feature of the objectives of consolidated information to authorities, according to A. Ros, is the subject of analysis is precisely the content of textual information that is knowledge, it contains logical-semantic processing them in order to solve some applied problems in some another discipline.

The problems of evaluating the quality of administrative services was investigated by Dolechek W., T. Motrenko, R. Immortal Holosnichenko I., V. Tymoshchuk, I.Koliushko, L. Valenkevich, O.Kuts.

The aim of the article

The aim of the article is to determine the availability of information consolidated tools in the field of evaluation a quality of administrative service provision by Lviv local authorities during the formation of information content. In other words, the establishment of a consolidated information resource which will be used by citizens for obtaining the information on administrative service and evaluating the local government service quality.

The main material

Nowadays Ukrainian citizens are not sure about the opportunities in receiving quality administrative service, in spite of the increasing capacity of civil servants and local government officials, the desire to move towards democratic institutional standards and greater interaction with public. Especially acute is a

problem of communication between citizens and government, therefore there are complaints about the authorities' indifference to the needs of residents.

The issue of administrative service quality is rather abstract, as we are dealing with a subjectivity of the expected results. However, this does not mean that quality can not be controlled. Evaluating the quality of administrative service means the review of administrative agency's activities on providing administrative service, including the results of such activities, in compliance with the statutory requirements and / or expectations of consumers [7]. In order to be able to evaluate the quality of administrative service and standardize their provision it is important to define the criteria for such evaluation. Criteria for evaluating the quality of administrative service - these are the measures which should be a basis for establishing standards for the provision of administrative services. And according to which it is possible to define to what extent the needs and interests of the consumer / client are satisfied during the provision of specific service and how adequate is the work of professional and administrative authority. Fundamentally important purpose of the criterion is that it is the basis for determining one or more standards of administrative service.

Evaluation of administrative services can be defined in terms of the state (internal assessment body) and consumers (external evaluation). In addition to this there is also "mixed" evaluation, which is made by an external entity that is not a consumer, but most likely "responsible provider" of the services (such as a higher authority).

Taking into consideration the fact that customer's satisfaction and orientation on the customer should be the main principle in determining the criteria for assessing the quality of administrative services, we propose to start with a minimum set of criteria that should be considered by relevant authorities, namely:

- effectiveness;
- timeliness;
- access;
- convenience;
- openness;
- respect for the individual;
- professionalism.

Information, obtained by such assessment, is fragmented, diversified and dispersed to different sources. In order to make effective management decisions for improving quality of administrative services, such information should be subjected to information analytical processing. Thus, the purpose of consolidating the information in this area is forming most complete and comprehensive information about the quality of administrative services in Lviv local government in a single information resource.

Consolidation of information about quality assessment services to citizens in a single resource can be useful for multiple user groups. The first group - providers of services: executive departments of the City Council, including the district administration, utilities and agencies, state executive bodies involved in the provision of administrative services. Units of the City Council and district administration as well as centers of documents' reception and work with residents: centers for population service in the district administration, single receptions of district social security departments, department of civil registration and department " Licensing authority ", city service center also are belonging to them. Appropriate information model of service quality evaluation provides executives of abovementioned structures with complete and consistent information which is necessary for reaching management decisions and developing recommendations on improving the quality of services for citizens in local government. The second group of users - business applicants, consumer services: city residents, Ukrainian citizens and foreign citizens, legal persons. All information about the service is integrated into a single resource, including a list of services, legislative documents on approval standards for services, information cards, etc.

Before creating a single consolidated information resource we need to build a target tree. It will ensure correct and consistent actions while creating the consolidated resource (Figure 1).

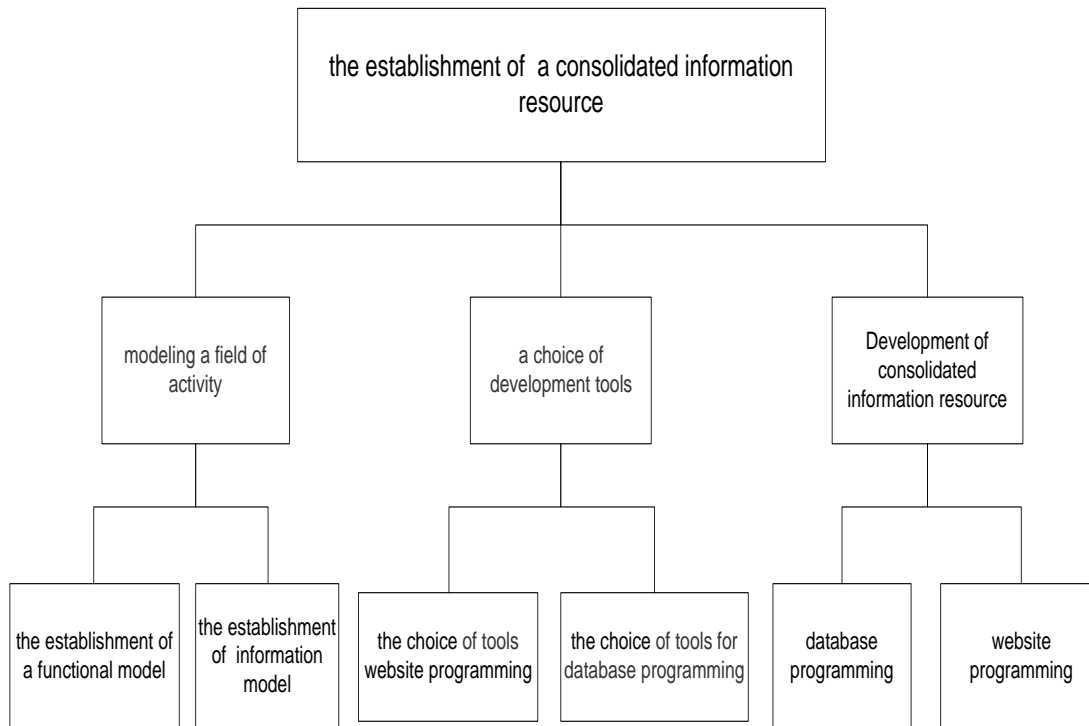


Fig.1. A target tree of consolidated information resource

As it is shown in Fig. 1, the general aim consists of three sub-goals, namely: modeling a field of activity, a choice of development tools, development of the consolidated resource.

Sub-goal of modeling a field of activity involves building a functional model of consolidated information resource and building information model. As a result of this sub-goal execution the model of consolidated resource will be presented.

Sub-goal of development tools choice includes choice of instrument for web site creation and selection of a database. As a result of this sub-goal execution software tools for the practical implementation of a consolidated resource will be selected.

Development of consolidated information resource provides database design and website development. Consequently, the practical implementation of consolidated resource will be done.

With the help of data flow diagrams (DFD) the boundaries of the system are set, the external entity with which it interacts are identified and the incoming and outgoing data are defined. A set of data flow diagrams makes it possible to build a hierarchy of processes in the data processing system and to determine how they interact during the process of system functioning, to specify them to such a level that makes it clear what performs each process and how to implement its functionality. While showing data flow diagram the Heine-Sarsona's notation is used.

Context diagram is shown in Figure 2

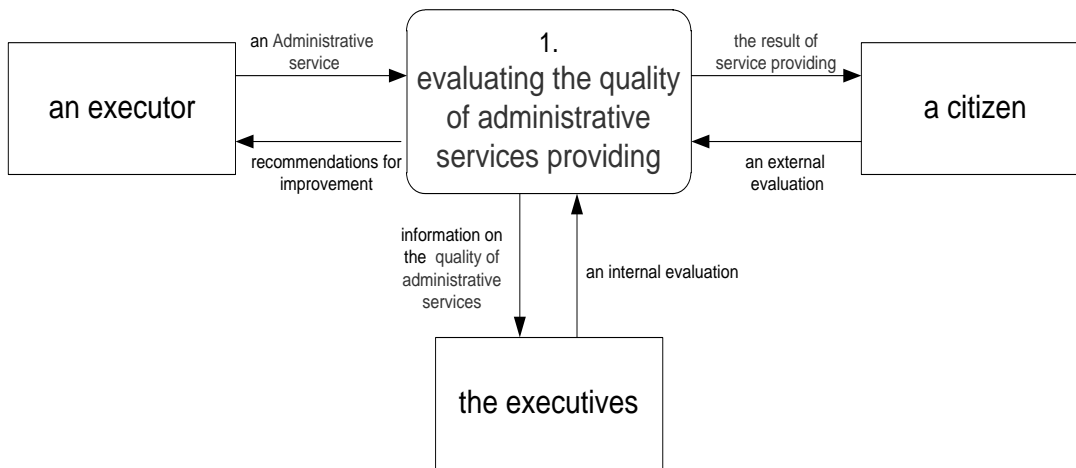


Fig.2. Contextual diagram

The basic process of “Evaluating the quality of administrative services”. External entities are an executor, citizen, leadership. The executor represents local authorities and is involved in the provision of administrative services, the citizen is a consumer of these services. Since the basic principle of assessing the quality of services for citizens is the focus on the consumer, the citizen makes the external evaluation of the services. Structural departments` executives receive data about the quality and provides an internal evaluation of the administrative service`s quality.

Let`s draw in detail the main process into the subprocesses. Diagram of the first level of decomposition is shown in Fig. 3.

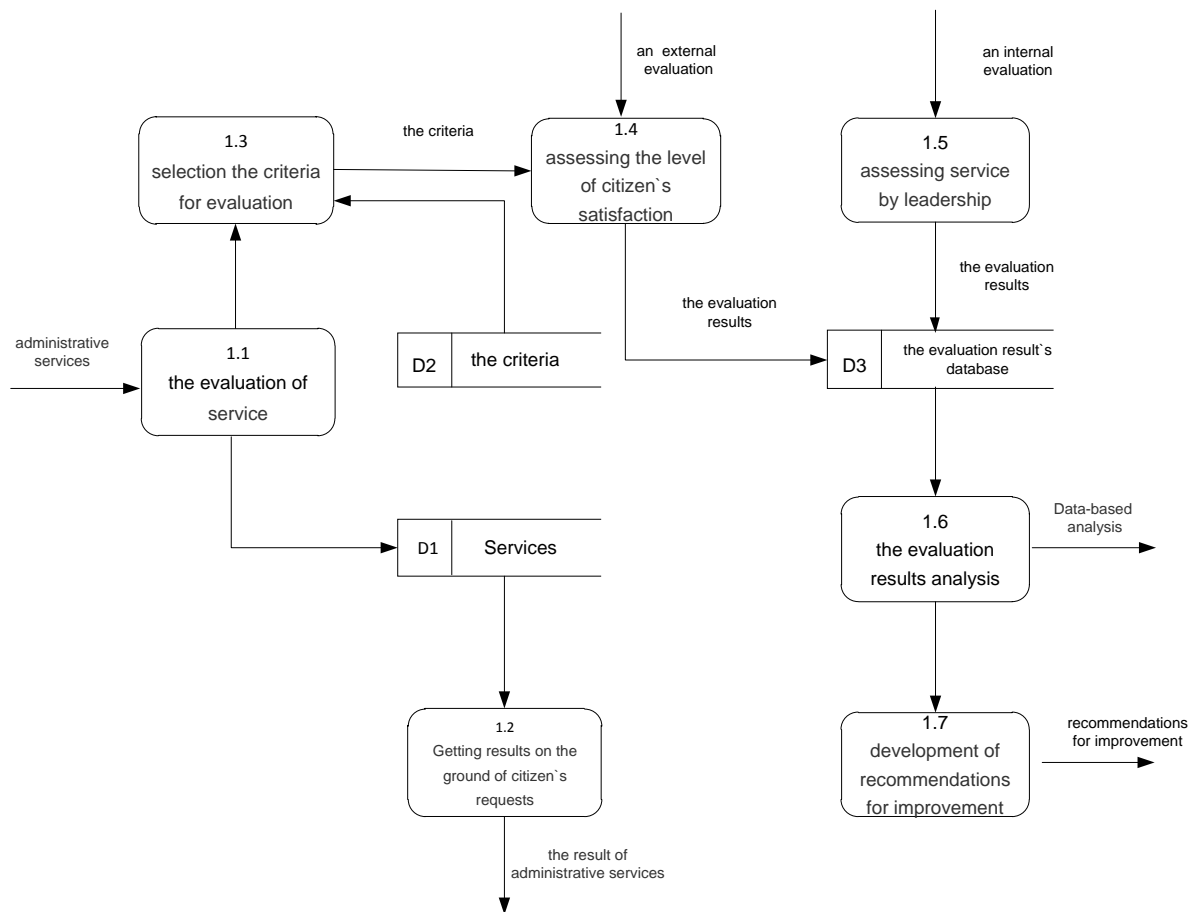


Fig.3. Diagram of the main decomposition process

The main processes of the first level is the "Analysis of services", "Getting results on the ground of citizen`s requests", "Selection the criteria for evaluation", "Assessing the level of citizen`s satisfaction", "Assessing service by leadership", "Data based analysis", "Development of recommendations for improvement". The first process is "Analysis of services", for which the input information is the administrative service. In consequence of fulfilment the process "Getting results on the ground of citizen`s requests" the result of administrative services is formed. To assess the quality of services evaluating criteria are required. This process is performed in the block "Selection the criteria for evaluation". The initial value of this block are the selected criteria for evaluation. Criteria and citizen`s external evaluation are the input value to the process "Assessing the level of citizen`s satisfaction". On the output of this process are the evaluation results. After the process "Assessing service by leadership" is complied, the input information - internal assessment - enters the evaluation results. On the grounds of these data the process of "Data-based analysis" is executed. The output of this process - data quality. The last process is "Development of recommendations for improvement", for which the initial information are recommendations for improving the quality of administrative services.

We performed detailed process 1.4 "Assessment of citizen`s satisfaction" (Fig. 4).

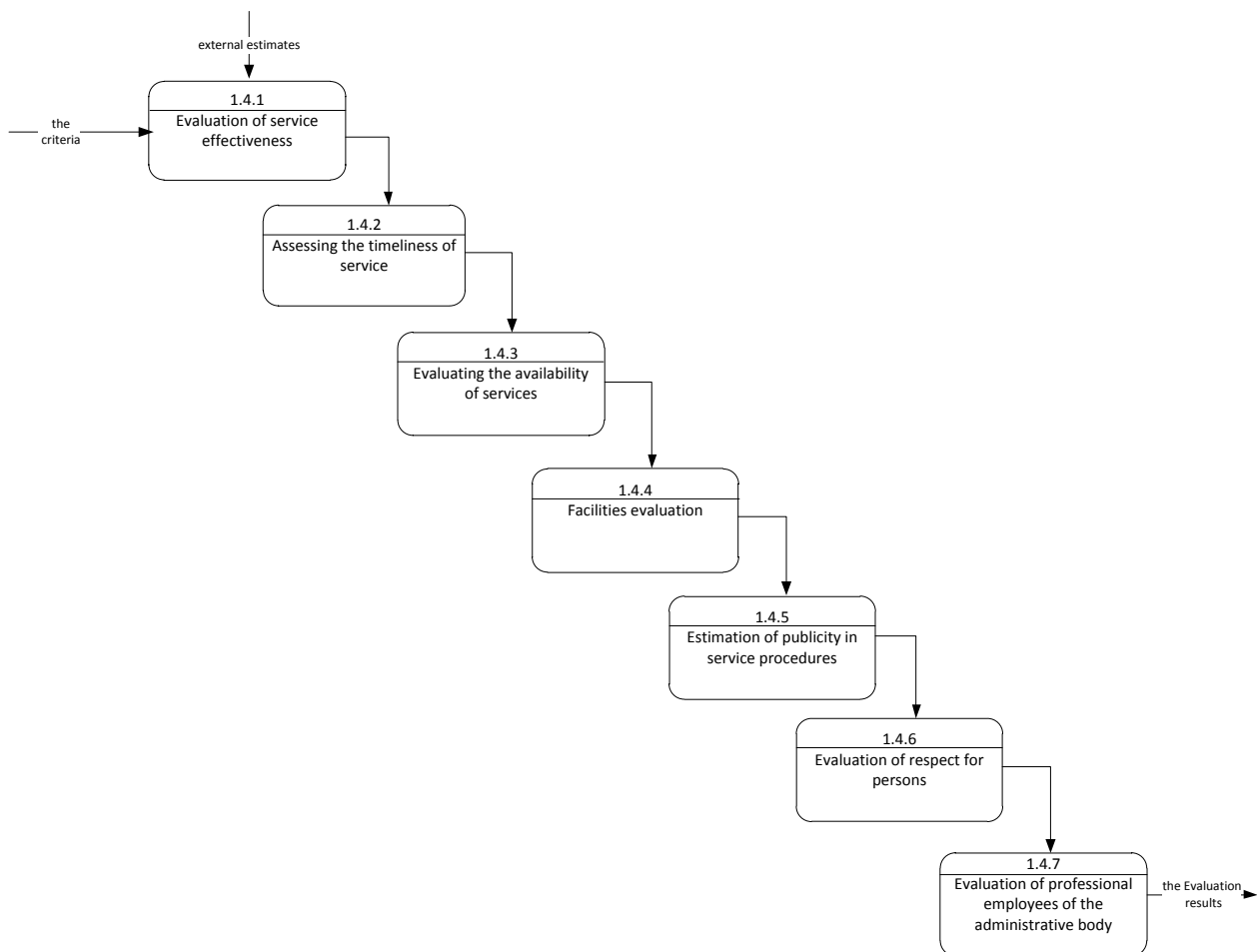


Fig.4. Graph decomposition process "Assessing satisfaction of citizens"

The decomposition diagram includes seven processes, detail the process of evaluating the quality of services at the specified criteria from a consumer perspective: "Evaluation of service effectiveness", "Assessing the timeliness of service", "Evaluating the availability of services", "Facilities evaluation", "Estimation of publicity in service procedures", "Evaluation of respect for persons", "Evaluation of professional employees of the administrative body". The input information is the evaluation criteria, and initial - the evaluation results.

"Evaluation of service effectiveness" - in which consumer`s opinion concerning the result for which he had expected is expressed.

"Assessing the timeliness of service" provides the evaluation of time when the service was given, whether the service was rendered in proper time.

"Evaluating the availability of services" means the evaluation of possible person`s possibility to apply for the required service.

"Facilities evaluation"- user`s estimation concerning the extent to which interests and needs of service consumers were taken into consideration while the organization of administrative services was being prepared.

"Estimation of publicity in service procedures" - the estimation about the availability of information, which is required for receiving a service, abilities on getting consulting assistance, is made.

"Evaluation of respect for persons" – the propriety of administrative body employees in communication, the desire to help is taken into account.

"Evaluation of professional employees of the administrative body" – provides assessment of the qualification level in administrative body, which was discovered during the administrative services was

rendered. A comprehensive assessment of administrative services quality, based on these processes, is formed by consumers.

Expected effect from the establishment of information resource for quality evaluation of administrative services can be divided into tactical and strategic. Tactical results from consolidation are related primarily to the reduction in costs. A convenient representation of a complete, accurate and current information on the assessment of the quality of services for citizens saves waste of resources and officials' and expert's time for analyzing the information, decision-making.

The expected strategic results - improvement in the quality of decision making, the increasing public confidence to the government, a significant reduction in direct and indirect costs for maintaining public authorities. Using the information and analytical products in local government allows significantly broaden cooperation between local authorities and citizens, to improve the quality of this interaction and thereby contribute to the strengthening of civil society, based on mutual understanding, taking into account the interests of everyone and striving for common positive aims.

For successful implementation of the consolidated resource most general alternative is to build a dynamic site based on typical software solution - content management system. After analysing and taking into consideration the advantages and disadvantages of now freely available software programs, and comparing them with the requirements and targets which are going to be solved during the creation of information products the content management system Drupal using the database MySQL was chosen.

The structural and powerful module base Drupal allows relatively quickly create powerful interactive websites. Drupal - a completely free software solution ready to use. The "base set" of the site is on Drupal forum, blogs, option to download the files, insert php-code, a large number of free ready-made designs developed by professionals that are available for use. MySQL - one of the most common database management systems. It is used primarily for creating dynamic web pages because it has excellent support from a variety of programming languages.

Conclusion

Nowadays, the establishment of modern information-analytical infrastructure in local government is an urgent task. The effectiveness of management depends on the fact how completely the information about public service quality and about the level of public confidence to the government will be used. Consolidation of information in the field of quality assessment of administrative services is aimed at high-quality information and analytical support for local authorities in order to promote decision-making process. Consolidated resource can be used by the city government, including regional administrations, public enterprises and institutions, state executive bodies of the city Lviv, to improve providing a service to citizens of its city.

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