Models for quality analysis of services in the local public administration

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Abstract The quality of services in the local public administration in Romania is a subject of high actuality in the context of the ever changing modern society, of making activities more efficient, aligning them to the international standards of democracy foundation in Romania (Androniceanu , in Noutăţi în managementul public, 1992; Baltador, in Managementul capacităţii admininistrative în administraţia publică locală, 2005; Comsa, in Măsurarea performanţei municipiilor reşedinţă de judeţ din România în furnizarea serviciilor publice locale în perioada 2003–2005, 2006; Raboca, in Măsurarea satisfacţiei clienţilor serviciilor publice, 2008). The mathematical modelling can be used successfully in this field too, at least through the quantifications that can be done with the help of the aggregated indicators. The scope of the article is to identify, describe and evaluate the services quality indicators in the local public administration and mathematical models in a society based on optimal communication of institutions with the citizens and to propose solutions in order to prevent and limit deficiencies in this communication. The research models were: the management theory, mathematical modelling and simulation. The results are made out of two global indicators for the quantification of the services quality in the local public administration, from justifying their composition by using the multi-criteria optimization and the simulation example in the SPSS16 software, for the statistical analysis of the defined indicators. The two types of global indicators that are proposed for quantifying the quality of the services in the local public administration can be used for both precise analysis, as well as estimations regarding the evolution of the quality level within the mentioned services or for establishing conclusions and measure plans regarding improving the quality of services in the local public administration. The scientific foundation of quality and quality management in the field of services in the local public administration together with an application of a study represent another part of this scientific paper. Using

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