

THE ROLE AND THE IMPORTANCE OF AUDIENCE IN THE PUBLIC INSTITUTIONS

STUDY CASE: THE INSTITUTION OF PREFECT OF BIHOR COUNTY

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ABSTRACT

In today's society, government must fulfill the Romanian society. In these conditions, the citizens have expectations of increasingly large public administration, from the desire of a responsible administration, operating on public-customer relationship, administration-public service.

Citizens need a functional public system, accessible, equitable, efficient, and responsive and tailored to their needs.

Starting from the principles governing public administration principles such as due process, transparency, professionalism, customer focus, an important role of prefect is to ensure compliance with the law and to implement local governing program.

Calling on theoretical theses we tried to make an analysis of the audiences at the Prefect Institution Bihor County for the same first six months in 2015 and 2016.

In this study case, we have tried to identify the issues that were raised by the citizens, trying to follow and how to solve them, but also the type of the requests.

One of the main conclusions we reached was that in Bihor county citizens trust the institution under review.

Key words: *public administration, citizen, audience, prefect, trust.*

JKL: *K2, K23*

Introduction

Starting from the principles governing public administration principles such as due process, transparency, professionalism, customer focus, an important role of prefect is to ensure compliance with the law and to implement local governing program.

Citizens need a functional public system, accessible, equitable, efficient, and responsive and tailored to their needs.

According to the Romanian laws, all beneficiaries of public service are equal before it, in other words a public service beneficiaries are given equal treatment and discrimination, and not least fair. In this consideration, Bihor County Prefecture carries out its program audiences.

In Romania, according to our law, each authority or public office shall communicate the program audience of public authority or institution.

Calling on theoretical theses, in this study we tried to make an analysis of the audiences at the Prefect Institution of Bihor County.

The Study Case - The Institution of Prefect of Bihor County

Audiences program takes place every Thursday of the week from 9 A.M. The procedure is as follows: citizen may address at a phone number by registering their name and problem asking the audience, or other possibility is to come a few days before to the institution and is registered in the register of audiences.

Table no 1 Situation of audiences with the Prefect Institution Bihor in January-June 2015 and January-June 2016

The analysed periode	General Issues			Claims to the local authorities			L10/2001 Restitution	The Prefect Order Legea 18/91-art. 36
	Land fund	Personal	social	Land fund	Social asistence	others		
01-06.2015	23	54	11	61	6	14	16	2
01-06.2016	25	26	5	65	5	18	10	0

According to the above situation, comparing the number of problems for the 2 periods analyzed, we can observe that:

- General-fund issues increased by 8.7%
- Land Claims municipalities and social-6.6%;
- Social issues L 10/2001
- Restitution by 37.5% and 50% general-personal problems (51.9%) and general social problems (54.5%)

Table no 2 The number of hearings for January-June 2015, 2016

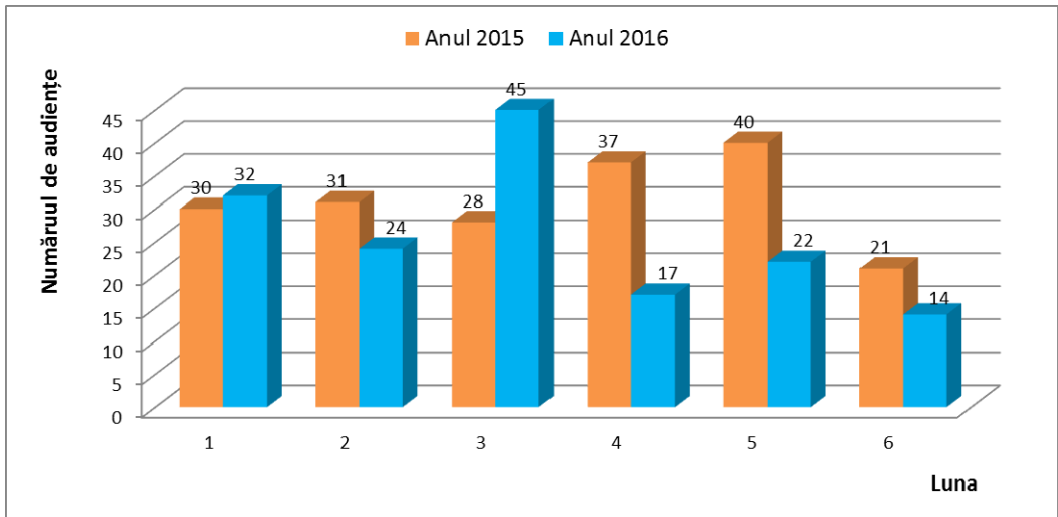
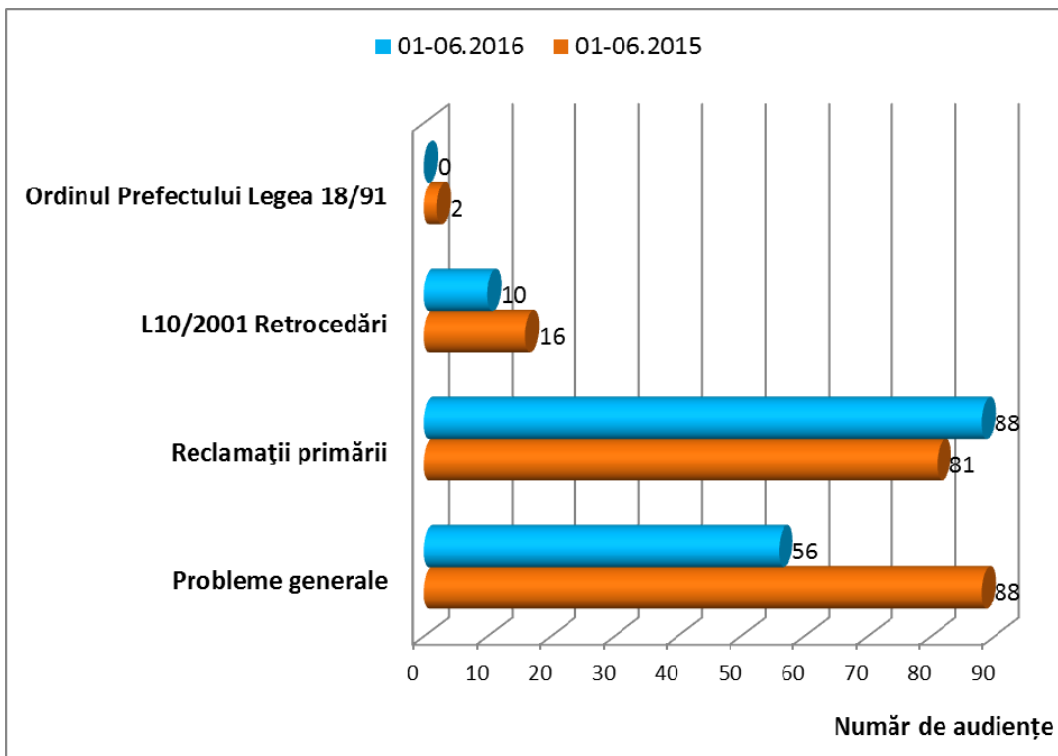


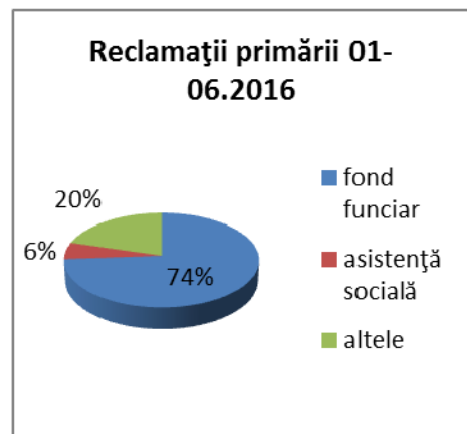
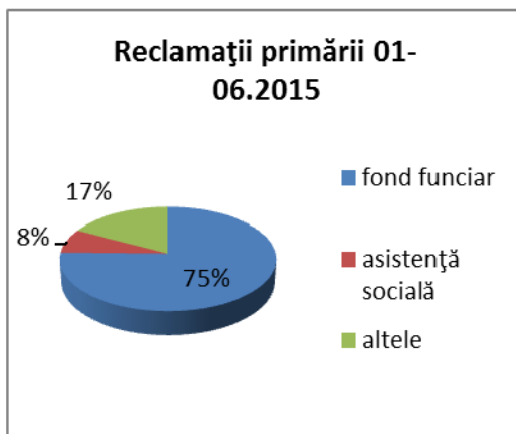
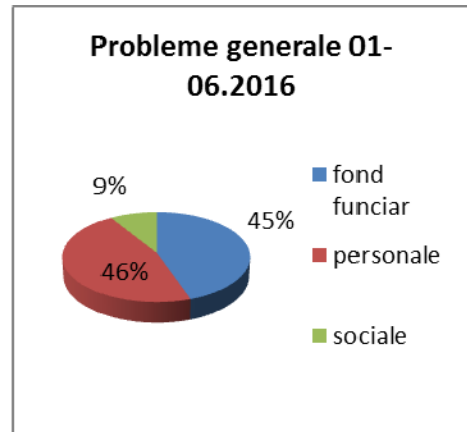
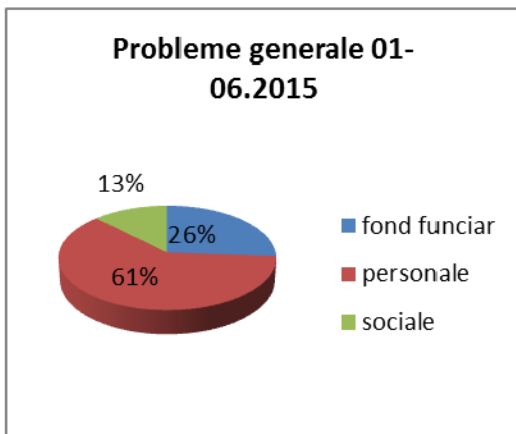
Table no 3 - the situation of the audience



A different situation is observed in the category of general problems, pointing out an increase from 56-88 situations. Hearings on complaints by municipalities fell to 88-81 for the first 6 months of 2016 compared to the same period last year.

Also we try to analyze the situation of audiences in percentage. So, personal and social assistance issues are declining and complaints on land resources in 2016 are up from 2015. Referring to complaints of citizens regarding halls noted that the decrease in complaints on land fund 1% in 2016, those on social assistance decrease by 2% category and other problems are increasing by 3%.

Therefore we try to represent this situation graphically



Also we present the way how we solve the problems:

M1) telephone conversation with secretaries and mayors from municipalities for additional information to address presented

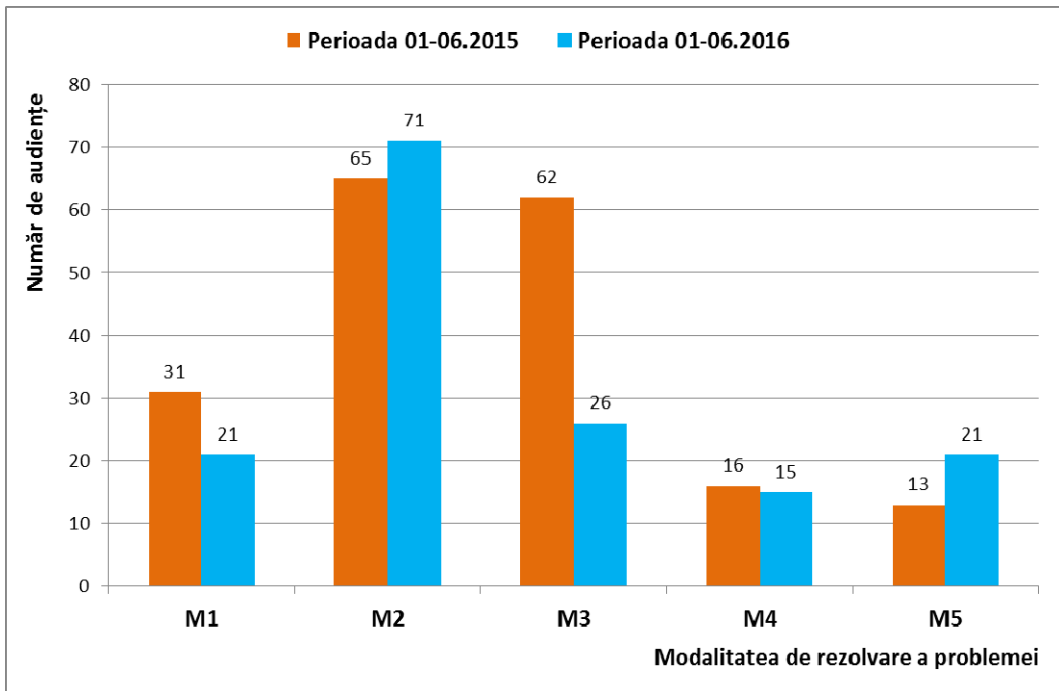
M2) guidance for solving problems presented

M3) guidance for filing complaints, followed by verification, analysis and response complainant

M4) Settlement in place through direct interventions in municipalities and institutions

M5) written interventions directly to municipalities

Table no 4 The modality of solving the problems



Compared with 2015 we can emphasize that, in 2016, were focused on solving the problems presented guidance (+ 8.5%) and written interventions directly to municipalities (37.1%).

Instead, directing persons for filing petitions, followed by verification, analysis and response plaintiff - were not only used in 26 cases in 2016 to 62 cases in 2015 (for the first 6 months).

Conclusions

The main conclusion is that the citizens trust in the Institutions of the Prefect of Bihor County

Why? Because we apply the principle of transparency, efficiency, professionalism, focus to the citizens.

Another conclusion is that often, citizen does not know where can go to solve his problem. He comes at the Institutions of the Prefect of Bihor County and we tried to guide him to a specific institution.

We also tried to analyse the role and the importance of the audiences and we observe that the contact is very important between the prefect and the citizen, the face to face contact.

But in other order, the technology is more efficient now. We create a face book page, the prefect has his own public page, and also we have a system "the telephone of the prefect" to connect to the claims of the citizens. All these methods

used have a great contribution to the decrease of the number of the audiences. We prepare another study case part two in which we want to demonstrate that the social media is more important for the society that the face to face audiences.

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