

CITIZEN SATISFACTION'S DETERMINANTS WITH THE INTEGRATED PUBLIC SERVICES QUALITY PROVIDED BY ONE-STOP-SHOP. A CASE FROM A WESTERN BALKAN COUNTRY

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Abstract. *Government One-Stop Shops are promoted as a strategy for improving intergovernmental collaboration, coordinating “Weberian” bureaucratic structure, and streamlining service delivery using technology. One-stop-shop models, which are seen as a significant accomplishment in recent e-government initiatives, aim to provide public service delivery mechanisms that are efficient, accessible, coordinated, and cost-effective. The purpose of this research paper is to assess citizens’ satisfaction with the quality of integrated public services provided by One-Stop Shop (OSS), with a particular emphasis on the relationship between citizen satisfaction with the quality of OSS services and determinant dimensions of trust, procedures, staff skills and qualifications, time and cost savings, and perceived citizen care/support. This paper employs a quantitative approach method through a survey as a research instrument. A structured questionnaire is distributed to 114 citizens receiving service in OSS in a municipality in south Albania, a western Balkan country. The study’s primary objective is to provide top-level managers of the OSS agencies and policymakers with an effective instrument for better evaluating and understanding the perceived quality of their integrated public services offered from the perspective of their citizens. This understanding aims to facilitate the formulation of more effective policies and strategies that foster the ongoing enhancement and incorporation of novel public management best practices. The findings of the multi-regression analysis reveal that the factors - Saving, Staff, Support, Procedures, and Trust had a positive and statistically significant impact on satisfaction, accounting for 85.8 per cent of the variation values of citizen satisfaction with the quality service provided by One-Stop Shop.*

Keywords: *One-Stop-Shop, integrated public service, service quality, citizen satisfaction, determinants.*

Reikšminiai žodžiai: *vieno langelio principu veikianti parduotuvė, integruota viešoji paslauga, paslaugų kokybė, piliečių pasitenkinimas, lemiantys veiksniai.*

Introduction

The Albanian government is constantly committed to enhancing and adopting best practices in new public management to get as close as possible with European Union standards in the provision of public services.

The European Commission (EC) launched several initiatives to promote advancements in the field of e-Government and provide significant funding to encourage the development of user-friendly, cost-effective, and provide flexible access to public services from anywhere and at any time through integrated public services and systems for the various user groups of public services and public administrations (Wimmer 2002).

This approach has been referred to a variety of ways, such as information centers, citizens' service centers, one-stop shops, single-window, integrated services, community service centers, etc. In this context, the Albanian government has enabled the implementation of electronic public services and the concept of integrated public service delivery through the establishment and operation of One-Stop Shop centers. The Law 13/2016¹ for the delivery integrated services in Albania" went into effect in 2016, with the goal of preparing citizens to completely change the traditional way they received public services.

It paved the way for agencies that provide integrated services to operate as a one-stop shop where citizens could access public services from many institutions in one location.

The purpose of the law is to establish rules for the provision of public services by public administration institutions to individuals residing and/or conducting business in the Republic of Albania, by removing administrative barriers and ensuring that services are provided in a timely, efficient, transparent, and high-quality manner.

According to INSTAT¹ data, Albania is a country with a population of 2,845,955 inhabitants and offers more than 1,700 public services electronically. In 2016, the establishment of the Agency for the Delivery of Integrated Services in Albania (ADISA-OSS) marked a significant step towards enhancing the efficiency of public service delivery to citizens. As this transitional phase progresses, it becomes essential to evaluate the level of satisfaction among individuals concerning the quality of services furnished through integrated channels.

This study conducted in Albania, a western Balkan country, aim to evaluate the perceived satisfaction level of the citizen with OSS service. This evaluation is a critical step toward accomplishing the government's strategic aspiration goal of achieving a complete shift towards 100 percent online delivery of public services.

Evaluating citizen satisfaction with government services provides the public sector with a solid basis and a driving force to effectively execute daily operations while enhancing overall public management performance. Additionally, it plays a crucial role in determining the comparative performance of governments in the realm of e-government development. This assessment facilitates the identification of effective e-government initiatives and policies, paving the way for their successful implementation (Deng 2008).

In the Albanian context, there is a notable absence of research studies that delve into the evaluation of factors influencing citizens' overall satisfaction with OSS services. By addressing this research gap, this study aims to offer a foundation for policy decisions, improvements in service delivery, and strategic planning related to OSS services.

The findings generated from this study can serve as a compass for enhancing citizen experiences and bolstering their satisfaction levels. Its comprehensive approach to analysis and generation of insights has the potential to enrich both the literature review and the practical enhancement of OSS services for the betterment of citizens and society.

Literature review

New Public Management initiatives have attempted to remedy some of the conventional bureaucracy's inefficiency and reward issues (Hood 1991). Information technology is a valuable instrument in government agencies' continual efforts to improve efficiency by allowing them to digitize manual processes (Mohammed et al.,2013). Wimmer (2007) underlines that "Everyone talks about e-government, but ev-

¹ Albanian Institute of Statistics

eryone has different interpretations.” E-government is one of those concepts that means different things to different groups. Similarly, Yildiz (2007) pointed out that there is no universal definition of the concept of e-government. E-government is the continuous improvement of service delivery, electoral participation, and governance by transforming internal and external relations through technology, the internet, and new media. “This includes Government for Citizen, Government for Employees, Government for Business and Government for the Government (Fang 2002).

According to a review of the literature, there is a growing awareness of the need for citizen-centric services, as well as the importance of citizen participation and feedback in integrated service delivery and self-service delivery alternatives (Reddick 2005; Al-Kaseasbeh et al., 2019). E-government practices are implemented with the objective of enhancing public services through the reduction of processing costs, performance oversight, the establishment of strategic connections among government entities, and the empowerment of citizens (Heeks 2008). Undoubtedly one of the most important developments in the implementation of e-government practices are citizen center service or as it is often known as One-Stop Shop.

One-Stop Shop is a centralized platform for providing e-government services to citizens: “a single point of access to e-services and information provided by various public authorities”(Wimmer 2002). In a One-Stop Shop, citizens and business can receive public services from various government departments, through a single contact point.

Reforms to Citizen Service Centers have been proposed in such settings as a way of increasing accountability, reducing red tape, eradicating corruption, ensuring a government bureaucracy errands and equitable citizen access. (Fredriksson 2020; Janenova and Kim 2016; World Bank 2011; Pereira 2016). All over the world OSS models are in the pursuit of efficient, accessible, coordinated, and seamless cost-effective mechanisms for delivering public services within public organizations.

The use of OSSs can reduce the time it takes for governments to provide public services to individuals and businesses while also streamlining bureaucratic procedures, lowering transaction costs, and increasing transparency (Saha 2012). Referring to Federal Benchmarking Consortium (1997), OSS services are perceived as convenient, accessible, and tailored to individual needs.

Although many One-Stop Shop reforms were adopted in the 1990s and afterwards, there are also antecedents. In 1970 the Australian Government introduced the establishment of one stop shop with the main reason to “improve poor people’s access to welfare service providers, knowing that poor people had the most difficulty contacting the appropriate administrator for their specific problem (Wettenhall and Kimber 1997).

However, it is currently being developed as a trendy model implemented in several countries in the context of new public management reforms. In recent years, public administrations have begun to evolve into customer-focused service businesses, a process known as modernization of public administrations (Schuppan 2019). According to Fredriksson’s work (2020) based on the literature review, it is noted that at least 71 countries have undertaken Citizen Service Center reforms in the past three decades.

E-government services have as primary concern citizens and businesses as well as focused at being user friendly, fast, reliable, inexpensive, and transparent (Sarpoulaki et al., 2008). The integration of information and transactions across agencies is a crucial component of OSS, allowing individuals and businesses to have fewer interactions with government while receiving better and faster service (Ebrahim and Irani 2005). Evaluating citizen satisfaction as users is critical for organizations because it provides a detailed understanding of the values that are important to them (Thijs 2011).

The literature review reveals the presence of surveys assessing user experiences and satisfaction with One-Stop Shop services across various countries, including those within the EU (Kubicek and Hagen 2000; Askim et al., 2011), Canada (Marson and Heintzman 2009), Brazil (Fredriksson 2020), Rusia (Gallagher et al., 2003).

OSS has been widely implemented in the Balkan region, aiming to provide integrated public services to citizens in a more efficient and effective manner (Agarwal et al., 2017; Nuhu et al., 2019). OSS implementation has been successful in some Balkan countries, such as Croatia, Serbia, Monetengero, Albania

(Maksimovska et al., 2017; Đokić et al., 2020; Tafa et al., 2019). However, the success of OSS implementation in Balkan countries is dependent on a range of factors, including political will, institutional capacity, funding, and citizen participation (Maksimovska et al., 2017), staff support, perceived quality of services, and accessibility of services (Tafa et al., 2019). The utilization of technology, encompassing e-government solutions, has also been recognized as a decisive factor contributing to the accomplishment of OSS implementation in the Balkans (Maksimovska et al., 2017).

The fundamental concept behind OSS is the integration of services within a single facility, aimed at cost-sharing and facilitating individuals' access to a diverse array of services in a unified location. As a method to enhance public service delivery, governments are adopting a citizen-centric approach by consolidating various services in one place. The process of One-Stop Shop reform emphasizes the creation of a contemporary, customer-friendly, and cost-effective system that prioritizes customer needs and orientation.

Methodology

The purpose of the study is to evaluate the overall level of citizen satisfaction with the services at OSS, and to assess the relationship between such dimensions as "citizen trust, the procedures, staff, saving of time and cost used, and support to citizens with the perceived satisfaction of service recipients. Survey is used as a research instrument for this quantitative study. Primary data were obtained within a period of 3 months from a structured paper-based questionnaire addressed to 114 citizens receiving service in OSSs in the city of Gjirokastra, located in south Albania. The sampling technique follows the approach outlined by Khamis and Kepler (2010), employing a sample size formula of $n = 20 + 5k$, with k representing the number of predictors.

The questionnaire consists of two parts and was self-administered by respondents while receiving services at the OSS. The first section gathers descriptive socio-demographic information about the respondents. The following section encompasses questions designed to assess the respondents' perceptions regarding the services they have received. Service recipients were asked about five key dimensions to determine overall satisfaction with OSS service: level of trust, evaluation of the ease of OSS procedures, assessment of the service-providing staff, the time and cost savings, and perceived support received while obtaining services in these centers.

Data processing was performed through SPSSv25 at a significance level of 0.05. Data analysis was performed through descriptive analysis, cross-tabulations, correlations between variables, analysis of variance. The methodology employed in this study involves conducting a multiple regression analysis to examine the relationships between various independent variables and the dependent variable. The independent variables in this study, include trust, procedures, staff, saving, and support. The dependent variable is the respondents' perceived level of satisfaction with the services received at the OSS. In this context, this research goal is to find out the extent to which each independent variable influences the respondents' perceived satisfaction with the services provided.

Through this analysis, we aim to uncover the relative importance of trust, procedures, staff behavior, cost-saving aspects, and the perceived level of support in influencing the overall satisfaction of individuals who have interacted with the OSS. The results of the analysis will provide valuable information for policymakers and service providers to focus on areas that have a significant impact on enhancing citizen satisfaction with OSS services.

Reliability and Multicollinearity Analysis

Cronbach's Alpha test was used to assess the internal consistency of the survey instrument used in the study. For the early stages of study, a minimum alpha of 0.6 is considered as sufficient (Nunnally 1978). The results suggest that the survey instrument has high internal consistency, with Cronbach's Alpha values exceeding the recommended threshold of 0.7 (Hair et al., 2010). Table 1 shows that the Cronbach's Alpha test result for each dimension was greater than 0.7. The overall Cronbach's Alpha value of 0.937 obtained in this

study indicate that the survey instrument is highly reliable and can provide accurate results.

If there is a significant correlation between the independent variables, a research model may be statistically invalid; in this case, the variable must be adjusted or even removed. Calculations of the tolerance and the variance inflation factor (VIF) were used to test multicollinearity among the independent variables. There is no multicollinearity concern if the tolerance test result is not less than 0.1 and the VIF value is not greater than 10 (Kleinbaum et al., 1988).

Table 2 shows that all VIF values are less than 10, indicating that there is no problem with multicollinearity.

Research Model

Figure 1 illustrates the proposed study model based on the literature review and considering the main goal of the study as well as variables. A multi regression analysis, as a statistical model, it is performed to determine whether and how the variables of Support, Trust, Staff, Procedures, and Savings affect citizen satisfaction level with the quality of the OSS services.

Results

Sample profile

The results of the data analysis in the first part present a descriptive analysis of the respondents' characteristics, aiming to provide an overview and general information related to the sample distribution in the study. The study included 114 respondents who received services at the OSSs in a municipality located in south Albania.

Table 1. Reliability statistics of study dimensions

Dimension	No. of items	Cronbach's Alpha
Trust	4	0.803
Procedures	3	0.741
Staff	5	0.903
Savings	4	0.859
Support	4	0.866
Satisfaction	5	0.891

Source: Authors calculations based on SPSS25

Table 2. Multicollinearity

Coefficients ^a		
Model	Collinearity Statistics	
	Tolerance	VIF
(Constant)		
TRUST	0.333	3.006
PROCEDURES	0.345	2.896
STAFF	0.374	2.674
SUPPORT	0.368	2.719
SAVING	0.348	2.876

^a Dependent Variable: SATISFACTION

Source: Authors calculation based on SPSS25

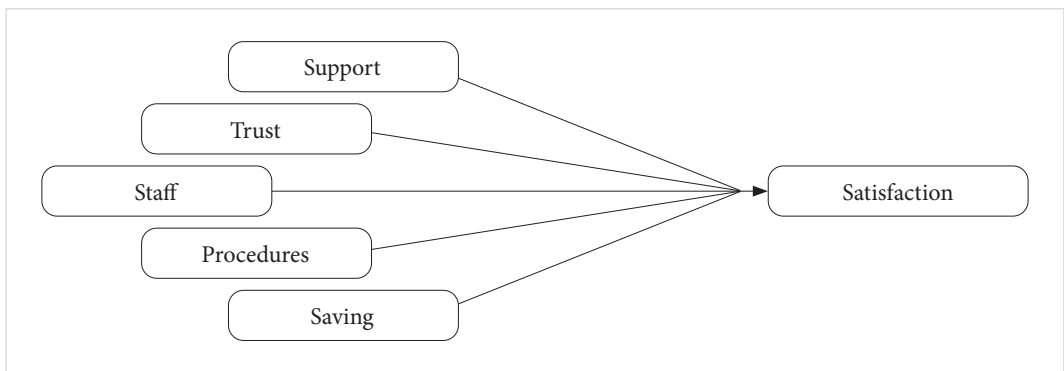


Figure 1. Research Model

Source :Authors

Table 3. Sample profile

Age		Gender		Education		Employment	
Age	In %	Sex	In %	Level	In %	Level	In %
18 - 30	27.8	Male	53.8	Primary education	11.4	Private sector	37.9
31 - 45	30.9			High School	39.4	Public sector	26.9
46 - 60	34.6	Female	46.2	University Degree	43.3	Self-employed	28.5
> 60	6.7			Postgraduate	5.9	Retired	6.7

Source: Authors calculations based on SPSS25

More than half (53.8%) of the respondents included in this study reported that they had used the OSS services more than twice, 24% had used them twice, while 22.1% of the respondents reported that they had used the OSS services for the first time. Males and females that use OSS to receive services appear to have no significant disparities. According to the survey results, 53.8% of the respondents were male, while 46.2% were female.

The group age with the highest frequency of visits to OSS offices during the study period was 46-60 years old, comprising 34.6% of the total respondents. It can be observed (see Tab.3) that 43.3 percent of the respondents have a university degree while 39.4 percent had only completed high school. Regarding to employment, most of the participants (37.9%) worked in the private sector, followed by those who worked in the public sector (26.9%). Meanwhile 28.5 percent were self-employed, and 6.7 percent were retired. The data shows that citizens from all walks of life, regardless of their gender, education level, or employment status, utilize the services offered by the OSS center for receiving public services.

Citizen satisfaction with One-Stop Shop service

Table 4 shows that respondents are mostly satisfied with the services provided by OSS centers the government organizations in charge of delivering integrated services. With a rating of 4.08 out of 5, respondents appear to be very satisfied with the integrated services provided by this one-stop shop.

When examining each component individually, it is evident that three out of five have a high average rating of more than 4 points, with the highest rating of 4.19 points for perceived support when receiving services. The respondents have expressed a high level of overall trust in the OSS when utilizing their services, with an average score of 4.10 points, and have rated the staff's abilities and expertise with 4.06 points out of 5.

Table 4. Descriptive data on service quality dimensions

	N	Minimum	Maximum	Mean	Std. Deviation
TRUST	114	2.20	5.00	4.102	0.7379
PROCEDURES	114	2.00	5.00	3.961	0.7651
STAFF	114	1.00	5.00	4.061	0.8667
SAVINGS	114	1.00	5.00	3.889	0.9009
SUPPORTING	114	1.75	5.00	4.195	0.7867
SATISFACTION	114	1.60	5.00	4.086	0.8172
Valid N (listwise)	114				

Source: Authors calculations based on SPSS25

The OSS procedures received a rating of 3.96 points out of a maximum of 5, and the cost and time savings received a rating of 3.88 points.

Multiple Regression results analysis

1. The study conducted a multiple regression analysis for estimating the dimensions that impact citizens' satisfaction with the quality of OSS services. The analysis revealed that all five dimensions *Saving*, *Staff*, *Support*, *Procedures*, and *Trust* - had a positive and statistically significant influence on citizen satisfaction ($F_{5,103} = 118.256$, Sig = 0.000), explaining 85.8% ($R^2=0.858$, Sig=0.000) of the variation in satisfaction levels.

Table 5. Factors affecting the satisfaction with the OSS quality services

Model		Coefficients ^a				
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-0.193	0.189		-1.019	0.310
	TRUST	0.196	0.073	0.177	2.687	0.008
	PROCEDURE	0.161	0.069	0.151	2.326	0.022
	STAFF	0.252	0.059	0.268	4.297	0.000
	SUPPORT	0.232	0.065	0.223	3.557	0.001
	SAVING	0.215	0.059	0.237	3.675	0.000

^a Dependent Variable: SATISFACTION

Source: Authors calculation based on SPSS25

2. The analysis demonstrates that there is a statistically significant positive relationship ($b = 0.196$, Sig = 0.008) between the trust the citizens perceive when receive services at OSS, meaning this dimension has a positive impact on citizens' satisfaction.
3. The second dimension that was analyzed was the perceived skills and qualifications of the staff by citizens, which has a statistically significant positive relationship with regression coefficient of 0.252, Significance level of 0.000 and a positive effect on citizens' satisfaction with the services they receive from OSS. The findings suggest that greater proficiency and training among staff members contribute to heightened levels of citizen satisfaction.
4. The study shows that there is a significant positive between citizens' assessments of the procedures executed by the OSS when receiving integrated services and their overall satisfaction. The analysis indicates that this relationship is statistically significant with a regression coefficient of 0.161 and a significance level of 0.022. This signifies that the perceived simplicity of procedures holds a considerable impact on citizens' satisfaction levels.
5. Another dimension investigated in the study is cost and time savings to determine if it affects the overall satisfaction with OSS. The analysis of data shows that cost and time savings have a statistically significant positive relationship with citizen satisfaction with the quality of OSS services, with a coefficient of $b = 0.215$ and a significance level of 0.000. This indicates that cost and time savings have a pronounced positive impact on citizens' overall satisfaction with OSS services.
6. The support dimension is the last dimension considered that may potentially affect citizen satisfaction with OSS. The analysis discloses a statistically significant positive relationship between the support

dimension and citizen satisfaction., with a coefficient of $b = 0.232$ and a significance level of 0.001. This suggests that the support provided to citizens during service delivery has a considerable impact on their satisfaction.

7. In this case, the following regression model can explain the relationship between the components under consideration:

$$\text{Citizen satisfaction with OSS services} = -0.193 + 0.196 * \text{Trust} + 0.161 * \text{Procedure} + 0.252 * \text{Staff} + 0.232 * \text{Support} + 0.215 * \text{Saving}$$

8. The regression analysis results indicate a ranking of dimensions in terms of their statistical impact on citizen satisfaction with the quality of public services offered by the One-Stop Shop. These dimensions, ranked in order of significance, are Staff, Assistance, Savings, Trust, and Procedures. Each of these dimensions has a positive influence on enhancing citizen satisfaction with OSS services.
9. Conversely, the negative coefficient value for the intercept (-0.193) serves as a baseline for Citizen Satisfaction. This value implies a starting point below which the satisfaction level could potentially decline in the absence of the positive effects stemming from the independent variables (Staff, Assistance, Savings, Trust, and Procedures).
10. In essence, the provided analysis underscores the varying impacts of different dimensions on citizen satisfaction, while also considering the baseline from which satisfaction levels begin. The outcomes of the proposed research model, as derived from the analysis, hold the potential to significantly influence quality improvement endeavors or the reconfiguration of how the One-Stop Shop delivers integrated public services to citizens. This research provides valuable insights that can guide decision-makers in prioritizing dimensions that are deemed most crucial by the recipients of these services.
11. The research study model is presented as follows in Figure 2.

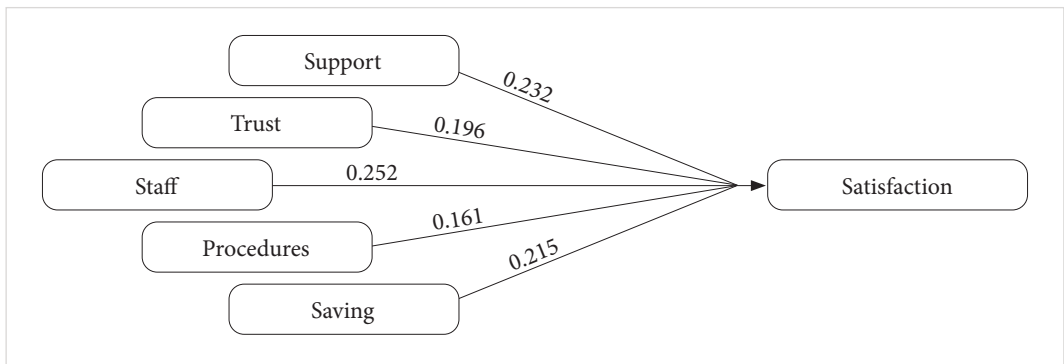


Figure 2. Factors affecting the satisfaction with the OSS quality services

Source: Authors calculations based on SPSS25

Discussion

Public service quality has been a goal of governance reforms (Zarychta 2020). There is a growing awareness of the need for citizen-centric services, as well as the importance of citizen participation and feedback in integrated service delivery and self-service delivery alternatives (Reddick 2005; Al-Kaseasbeh et al., 2019). According to Biswas and Roy (2020), one of the most key factors in determining performance in the public sector is citizen satisfaction with the quality service.

The findings of this research are consistent with previous studies on the determinants of citizen satisfaction with public services. A study conducted by Kim and Lee (2019) on the determinants of citizen satisfaction with government websites found that trust, perceived usefulness, and perceived ease of use had a significant positive effect on citizen satisfaction. Similarly, a study by Chang and Kuo (2019) on the determinants of citizen satisfaction with local government services found that service quality, staff competency, and perceived value had a significant positive effect on citizen satisfaction.

Other studies also support that the belief or trust that citizens perceive has a positive impact on the level of satisfaction and it is considered as an important source of public value perception (Kelly et al., 2002; Grimsley and Meehan 2007). A high level of trust decreases risk and increases the desire to use more online services (Parent et al., 2005; Jafari et al., 2011).

Savings and convenience make e-Government more successful in engaging citizens and providing convenient and timely integrated government services (Chatfield and Al Anazi 2013; Edmiston 2003; Gilbert et al., 2004).

In the literature, staff support is widely acknowledged as a crucial factor influencing citizens' evaluations of services provided at the OSS (Kubicek and Hagen 2000; My and Hahn 2020). Citizens' evaluation encompasses the simplicity of procedures within the OSS framework while utilizing integrated services. Notably, procedures stand out as a highly significant dimension influencing the perceived levels of satisfaction, a result supported by the research of Parasuraman and Grewal (2000).

Al-Mutairi and Al-Mutairi (2019) conducted a study that specifically examined the impact of integrated e-government services on citizen satisfaction. Their findings highlighted those key factors like perceived service quality, trust, and perceived value played a significant and positive role in influencing overall citizen satisfaction. Reaffirming the alignment of the findings from the current study with the existing literature on integrated public services and their implications for citizen satisfaction.

Drawing from the analysis of the study results and their congruence with the insights gleaned from the literature review, a conclusive observation can be made. Specifically, it can be inferred that among the dimensions considered, staff, support, savings, trust, and procedures exhibit the most notable and substantial impact on citizens' satisfaction with OSS services. This study research underscores the necessity for the OSS to prioritize the enhancement of staff skills and qualifications. Furthermore, it is recommended that procedural efficiency be optimized, while concerted efforts are taken to foster a sense of trust between citizens and the One-Stop Shop. Addressing these dimensions has the potential to significantly improve citizens' overall satisfaction with OSS services.

Conclusions

- The objective of this study is twofold: firstly, to assess the overall citizen satisfaction with the services provided by the One-Stop Shop (OSS); and secondly, to investigate the correlations between different service-related dimensions, encompassing citizen trust, procedural efficiency, staff effectiveness, time and cost efficiency, citizen support, with the perceived satisfaction among individuals receiving services at the OSS.
- The findings from the multiple regression analysis offer valuable insights into the factors influencing citizen satisfaction with ADISA-OSS services in Albania. The regression model, with independent variables including trust, procedure, staff behaviour, support, and cost-saving, indicates significant associations between these variables and the dependent variable of citizen satisfaction.
- The results demonstrate that trust, procedure efficiency, staff responsiveness, level of support, and potential cost-saving opportunities all play crucial roles in shaping citizen satisfaction with OSS services. The positive coefficients associated with each independent variable indicate their positive impacts on satisfaction levels.

- Specifically, as citizens perceive higher levels of trust in the services provided by OSS, their satisfaction increases. Likewise, efficient procedures, responsive and well-trained staff, accessible support, and potential cost-saving initiatives contribute significantly to enhancing citizens' overall satisfaction.
- It is important to note that while these factors demonstrate positive associations with satisfaction, the negative intercept (- 0.193) shows the baseline for Citizen Satisfaction. It also may indicate that there may be other unaccounted factors influencing satisfaction levels negatively. Further research and considerations are needed to address any unaccounted factors and ensure a comprehensive understanding of the dynamics influencing citizen satisfaction with OSS services.
- However, these findings provide valuable implications for policymakers and service providers seeking to enhance citizen satisfaction with OSS services. Emphasizing transparency, optimizing procedures, ensuring well-trained staff, providing accessible support, and promoting cost-saving benefits can collectively contribute to improved citizen experiences and increased satisfaction levels.

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PILIEČIŲ PASITENKINIMO VEIKSNIAI, ĮTAKOJANTYS INTEGRUOTŲ VIEŠŲJŲ PASLAUGŲ KOKYBĘ, TEIKIAMĄ PER VIENO LANGELIO PRINCIPU VEIKIANČIĄ PARDUOTUVĘ. VAKARŲ BALKANŲ ŠALIES ATVEJIS

Anotacija. *Vyriausybės vieno langelio principu veikiančios parduotuvės, propaguojamos kaip tarpvyriausybinių bendradarbiavimo gerinimo, "Weberio" biurokratinės struktūros koordinavimo ir paslaugų teikimo racionalizavimo, naudojant technologijas, strategija. Vieno langelio principu veikiančiais modeliais, kurie laikomi svarbiu pastarojo meto e. valdžios iniciatyvų pasiekimu, siekiama sukurti veiksmingus, prieinamus, koordinuotus ir ekonomiškai efektyvius viešųjų paslaugų teikimo mechanizmus. Šio mokslinio straipsnio tikslas - įvertinti piliečių pasitenkinimą integruotų viešųjų paslaugų, teikiamų vieno langelio principu, kokybę. Ypatingą dėmesį skiriant piliečių pasitenkinimo OSS (angl. One-Stop-Shops) teikiamų paslaugų kokybe bei sąsajoms su jas lemiančiais aspektais: pasitikėjimu, procedūromis, darbuotojų įgūdžiais ir kvalifikacija, laiko ir išlaidų taupymu bei suvokiama piliečių globa ir (arba) parama. Šiame darbe kaip tyrimo priemonė taikomas kiekybinis metodas, taikant apklausą. Struktūrizuotas klausimynas išdalintas 114 piliečių, gaunančių OSS paslaugas savivaldybėje pietų Albanijoje, Vakarų Balkanų šalyje. Pagrindinis tyrimo tikslas - suteikti aukščiausio lygio OSS įstaigų vadovams ir politikos formuotojams veiksmingą instrumentą, padedantį geriau įvertinti ir suprasti jų teikiamų integruotų viešųjų paslaugų suvokiama kokybę iš piliečių perspektyvos. Tokiu supratimu siekiama palengvinti veiksmingesnės politikos ir strategijų, skatinančių nuolatinį gerinimą*

ir naujos gerosios viešojo valdymo praktikos įtraukimą bei formavimą. Daugia-regresinės analizės rezultatai atskleidė, kad veiksniai - taupymas, personalas, parama, procedūros ir pasitikėjimas - turėjo teigiamą ir statistiškai reikšmingą poveikį pasitenkinimui ir sudarė 85,8 proc. piliečių pasitenkinimo vieno langelio tarnybos teikiamų paslaugų kokybę.

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