

MAKING DGASPC SECTOR 5 MORE EFFICIENT THROUGH DIGITALIZATION

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Abstract. *The efficiency of the way of working in public institutions, such as the General Directorate of Social Assistance and Child Protection (DGASPC) Sector 5, through digitalization is a relevant topic in the current context of digital transformation in the public sector. Digitalization in this area not only improves the efficiency of administrative operations but also contributes to increasing the transparency and accessibility of the services offered to citizens. Most importantly, reducing waiting times through the implementation of digital solutions, such as electronic document management systems or online service platforms, can significantly shorten processing times for applications and other administrative documents. They allow DGASPC staff to handle requests more quickly without manual intervention. Digitization reduces the risk of processing errors that can occur when handling documents manually, with a direct impact on the accuracy and efficiency of administrative acts. Digitization makes it easier for citizens to access the services of public institutions through online platforms, for those targeting vulnerable people such as children, families in need or people with disabilities. This allows citizens to submit documents or access essential information without physically visiting the premises.*

Keywords: digitization, public institution, social assistance, efficiency, quality management

Introduction

The General Directorate of Social Assistance and Child Protection (DGASPC) Sector 5 is a public institution subordinated to the local authorities, which is responsible for providing a framework of protection and support for vulnerable people in Sector 5 of Bucharest. DGASPC Sector 5 aims to meet the needs of those in need, through specialized services and professional interventions, in accordance with national and European legislation.

The mission of DGASPC Sector 5 is to promote the welfare and social protection of citizens, with a focus on the protection of children, people with disabilities, the elderly and other vulnerable groups.

The institution aims to improve their quality of life through social support and integration measures, as well as by preventing and combating abuse and neglect. DGASPC, as a public institution with legal personality, subordinated to the County Council, is a key partner for local councils in meeting the needs of children and families. DGASPC ensures the implementation of social assistance policies and strategies for children, families, single persons, elderly persons, persons with disabilities, and any person in need at the county level and at the level of the sectors of Bucharest municipality, respectively.

Literature review

The General Directorate of Social Assistance and Child Protection Sector 5 (DGASPC Sector 5) from Bucharest, Romania, like many public institutions around the world, has gone through a digitization process to increase its operational efficiency and improve its relationship with its employees and citizens. In this context, digitalization refers to the adoption of digital technologies to streamline processes, improve communication and provide better access to information to the employees of DGASPC Sector 5.

Information technology contributes significantly to improving relations with citizens and to properly managing public administration, thereby enabling effective communication [3]. The digitization process in DGASPC S5 started with the introduction of basic digital tools, such as email communication and electronic document management. These tools aim to reduce dependency on paper-based systems and improve record-keeping. In addition, public institutions became aware that most public policies should be undertaken in collaboration with citizens and their own employees,

so that over time management models and forms of management were adopted that were oriented explicitly towards citizens. These proved to be more responsive to the expectations of public administration institutions, but also more open to government transparency [3]. At the same time, citizens, using information and communication technologies, have changed the way they interact with the administration and the way they exercise citizenship in relation to public authorities.

The fundamental responsibility of public administration is to maintain the welfare or quality of life of citizens. This role, in turn, necessitates a culture of innovation and adaptability in government. The introduction of e-government has reinforced the relationship between governance and the broader transformation of the information society.

The role of technological development is now the basis of contemporary governance, aligning with the interrelated domains of information technology, communications, and digital content development.

This evolution has shaped contemporary governance by generating new public services and digital applications which seek to improve accessibility and, importantly, the efficiency and inclusiveness of interactions and transactions between government and citizens across several channels, such as telephony, television, and online media.

With the evolution of society, an increasingly complex character of economic and social phenomena has been noted. Still, the diversity of their forms of manifestation prevents making the right decisions based solely on managerial experience [3].

The current state of it in the public institution-employee relationship

In the given context, DGASPC S5 plays a significant role in transforming the relationship between the institution and its employees by integrating various information technologies. Undoubtedly, as stated by Trandafir (2021), the information-society-knowledge society, also recognized under the abbreviation SI-SC, has had a significant impact on personal life, but also on the individual development of society [12].

Within public institutions, applications for electronic data processing, internationally recognized as Electronic Data Processing, have appeared, especially in the field of accounting, since they process a high volume of data [6]. Later, Enterprise Resource Planning (ERP) systems appeared, which are a variant of laying the foundations of an information system according to organizational needs [6].

In this case, several activities are highlighted, including planning and production of information, management of resources used, proper management of customer relations, maintaining a centralization of all material, financial and human resources [6]. In his work, [8] briefly presents the history of the penetration of technology in public administration and the measures adopted by the European Union with the aim of digitalization of the Member States [8].

The authors will present below five categories that align with modern IT capabilities and the institutional needs of DGASPC S5:

- Communication and collaboration tools, such as Microsoft Teams, Slack or Google Workspace, for internal communication, by providing secure and standardized email communication.
- Human Resource Management Systems (HRMS) can be used to automate HR processes and improve employee engagement. They provide a secure portal for employees to view payroll, submit leave requests and access benefits.
- Workflow automation and task management increase efficiency by automating repetitive tasks and tracking workflows. For DGASPC S5, it can help manage beneficiary files, assigned tasks, and deadlines.
- Improve data security and confidentiality by ensuring the integrity of employees' and beneficiaries' data. This requires implementing a system compliant with GDPR and local data protection legislation.
- Monitoring and analyzing performance by using data-driven information to improve institutional effectiveness through key performance indicators (KPIs), by monitoring employee performance metrics such as task completion rates, attendance, and training progress.

Methodology

Research objective

The main aim of this research is to determine the impact that the digitalization of the General Directorate of Social Assistance and Child Protection Sector 5 (DGASPC S5) has on its employees. Thus, the author aims to investigate how digitization influences the relationship between the public institution and its employees.

Research question

The main **research question** of this study is: *What is the impact of the use of information technologies on the way of working of the employees of the General Directorate of Social Assistance and Child Protection Sector 5?*

The research method was the **questionnaire survey**.

This paper used quantitative methodology and the questionnaire survey method, to allow the authors to investigate the impact of digitization on the working methods. The research instrument was the self-administered questionnaire. The authors have designed a questionnaire consisting of 15 closed-end questions, to analyze in detail the satisfaction of the employees of the General Directorate of Social Assistance and Child Protection Sector 5 (DGASPC S5) with the implementation of digitalization within the institution. Data collection took place on the Google Forms platform over one month in March 2024.

Results and further discussions

The results of processing the respondents' questionnaire answers are presented below. The structure of the questionnaire according to the demographic variables of the respondents is as follows:

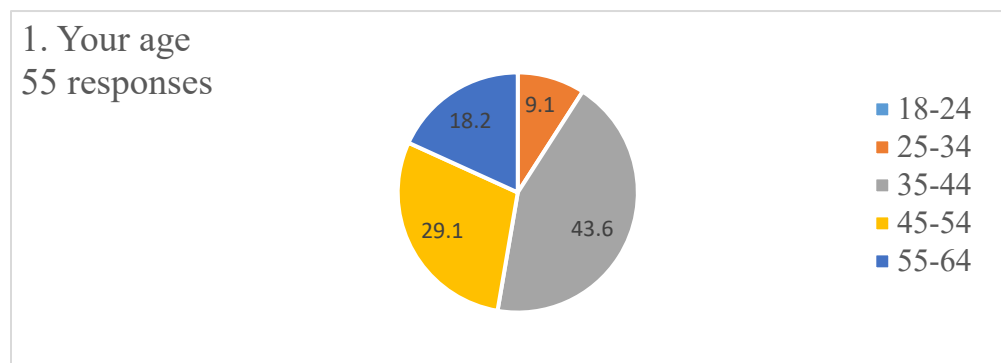


Figure 1. Sample structure according to age

This study was predominantly participated in by people aged between 35 and 44 (43.6%), followed by people aged between 45 and 54 (29.1%), and people aged between 55 and 64 (18.2%), with only 9.1% aged between 25 and 34. This question shows that age is not an impediment for employees in public institutions, and that digitalization in the public institution-employee relationship can be used by both young and older people to resolve their requests.

2. Your studies

55 responses

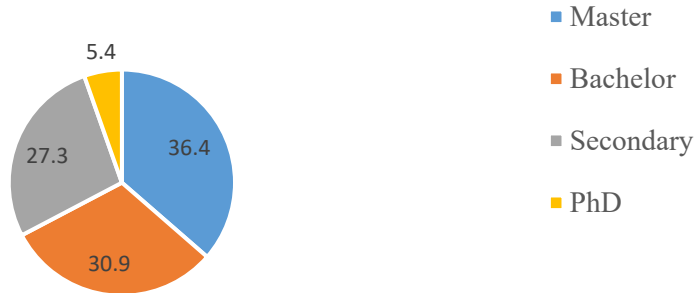


Figure .2. Sample structure by educational level

36.4% of the research participants completed a master's degree program, which leads us to believe that their personal training is at a high level, with 30.9% having completed higher education, only 27.3% having completed secondary education, and only 5.4% having completed doctoral studies. Thus, education is not an impediment to the use of the digitization provided by DGASPC S5.

3. Your occupation

55 responses

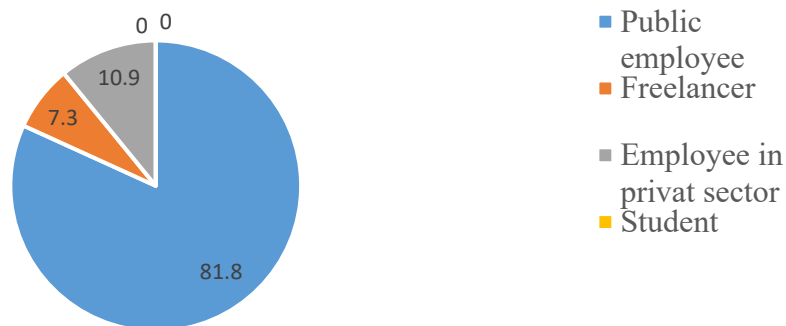


Figure .3. Sample structure by occupation

A percentage of 81.8% of employees are from DGASPC S5, a percentage of 10.9% are employed in the private sector, and only 7.3% stated that they are freelancers.

4. Source environment 55 responses

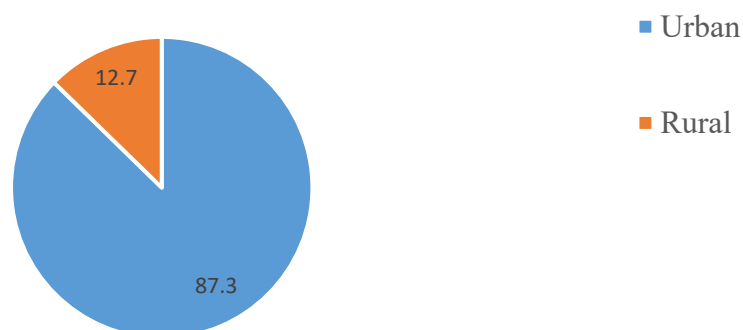


Figure .4. Sample structure by origin

Respondents from urban areas constitute a significant majority of 87.3% of the sample, indicating a strong urban representation within DGASPC S5. Respondents from rural areas, although fewer (12.7%), nevertheless contribute valuable perspectives to the findings.

The results obtained by processing the respondents' answers to the questionnaire are presented below:

5. Are you familiar with the internet?

55 responses

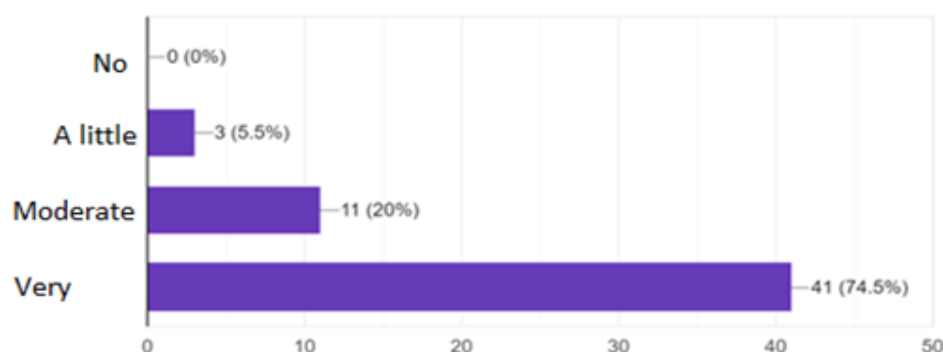


Fig. no. 5. Familiarization of employees with using the internet in their daily activities

The findings on the familiarity of DGASPC S5 employees with the internet are quite revealing and provide important insights into the potential use of digital services within the organization. With 74.5% of respondents indicating that they are 'very familiar' with the internet, a significant majority of employees possess a strong fundamental understanding of online technologies. This familiarity likely facilitates their ability to engage with the digitized services provided by DGASPC S5, suggesting a willingness to adopt these tools into their daily operations.

6. Do you believe in the digital transformation of DGASPC services?
55 responses

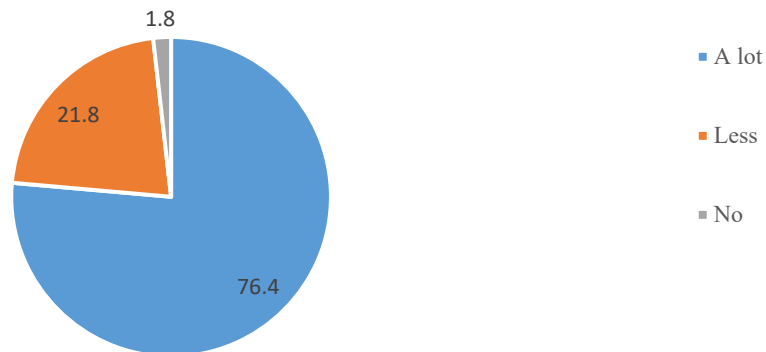


Figure no.6. Employees' confidence in the digital transformation of DGASPC S5

As a result of the scientific approach, the author was able to find that the use of digitalization has improved the working environment to some extent. 76.4% of the employees believe that access to the services offered by DGASPC S5 has improved due to digitalization. This is a positive indicator of progress. However, there is always room for further improvement. For 21.8% of the respondents, it was found that this improvement has been achieved to a small extent. At the opposite point, 1.8% of the respondents consider that the use of digitization has had no effect in terms of access to the services offered by DGASPC S5.

7. Do you think that digitalization will affect the quality of services?
55 responses

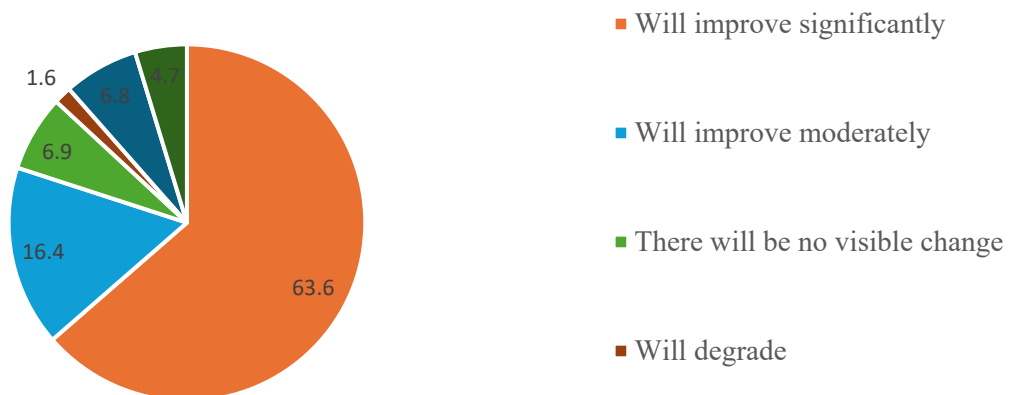


Figure .7. Employees' opinion on digitalization affecting the quality of services

The findings reveal that 63.6% of respondents believe that digitalization will lead to a significant improvement in the quality of services, while 16.4% anticipate only a moderate improvement. This distribution indicates a prevailing optimism regarding the transformative potential of digital technologies within service delivery systems.

From an academic standpoint, this optimism aligns with the principles of innovation diffusion theory [5], which suggests that new technologies are often perceived as beneficial when they demonstrate relative advantages over traditional methods. In this context, digitalization is widely associated with enhanced efficiency, accessibility, responsiveness, and customization, all of which contribute to improved service experiences.

The high percentage of respondents expecting substantial improvement may therefore reflect growing awareness of the tangible benefits observed in sectors that have already adopted digital solutions, such as real-time communication, automation, and data-driven personalization.

Conclusions

The author focused on the use of the software program in the employee of DGASPC S5 relationship, where it was found that regardless of age, online services are always an effective alternative to solve problems.

With the development of software technologies and the Internet, the author noted that digitization, the introduction of online services will significantly contribute to streamlining the time of solving requests and to reduce, as much as possible, queues at the counters. In addition, the most frequently used services within the Directorate are those for allowances, allowances, incentives, home heating aids, energy supplements and services for people with disabilities.

In addition, since information is now widely accessible through mobile devices and computers, employees of DGASPC S5 benefit from direct access to online resources such as press releases, public interest updates, and other materials that enhance transparency in decision-making.

Despite these advances, the institution still faces challenges related to the **organization and accessibility** of its digital content. The information, though abundant, is not always easy to navigate or retrieve efficiently. Therefore, improving the structure and categorization of online materials would significantly enhance the overall usability and effectiveness of the system.

Nevertheless, employees express general satisfaction with the existing online tools and user experience, recognizing the progress made through digital transformation. This suggests that while digitalization has brought meaningful improvements, ongoing refinement and user-centered design remain essential for ensuring that technology truly supports both efficiency and accessibility within public administration.

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