



01.5 Administration and Services for the Citizen

By “Administration and services to the citizen” we refer to a whole range of telematic public services, provided by both public and private organisations, which are important for society and for the exchange of services among the various administrative bodies.

The use of the new Information and Communication Technologies (ICT) is of importance in this area for the following three reasons:

1. The impact that it has on the day-to-day life of citizens.
2. The expedition and rationalisation of administrative procedures, in addition to increasing awareness of the new technologies.
3. The improvement that it can bring to the management of emergencies affecting citizens and the community in general.

The proposed indicators for measuring the progress made by the Administration with reference to the Information Society, indicators that will also serve to establish the bases for an assessment of Catalonia on the Network, are the following:

01.5.1 Presence of the Administrative Bodies on the Network, *in order to measure the information that the various administrative bodies provide through the Internet, in addition to the type of administrative procedures to which access is granted.*

01.5.2 Information and consultation of databases and public records. (80/80 information), *which measures the availability for consultation of records and databases belonging to the Administration and which are of a public nature, in addition to the information that citizens and companies request most.*

01.5.1 Presence of the Administrative Bodies on the Network

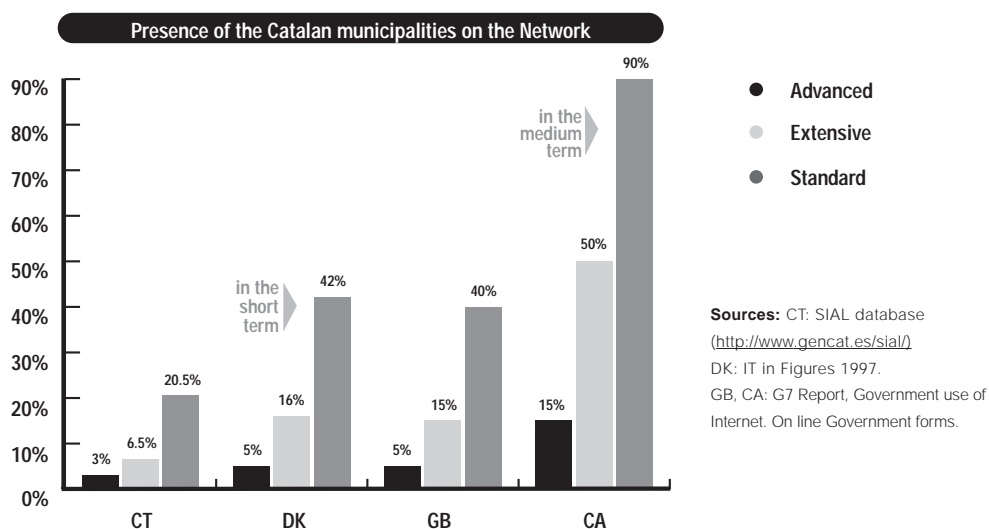
The public information provided by the various authorities via the network is a clear indicator of the type of service offered and the progressive use of the Internet, that is to say, it serves as an indicator of the communication that exists between official bodies and citizens.

The type of information presented on the network may be classified into three broad groups:

- Standard:** A Web site that includes basic and general information, contact information, telephone numbers of municipal services, etc.
- Extensive:** A Web site that includes the afore-mentioned information, together with administrative documents that can be downloaded, an interactive electronic mailbox, a forum for debate, etc., that is to say, it offers a certain degree of interaction with citizens.
- Advanced:** A Web site that includes, in addition to the afore-mentioned information, online processing services, management of public aid and public bulletin boards, information distribution lists, etc., that is to say, the administration shows it is transparent and has the capacity to complete electronic transactions.

In order to make an evaluation of every type of Web site, 40 sites have been consulted at random, a sample that corresponds to 25% of the municipal Web sites. Nevertheless, the broad concept applied by Catalonia on the Network with respect to Services to the Citizen does not only include municipalities, but also Regional and Provincial Councils, the Generalitat (Autonomous Government of Catalonia) and Spanish and European administrative bodies.

It should be pointed out that the SIAL (Local Administration Information Service) project in Catalonia provides basic information and e-mail for the internal use of the municipalities and local entities (100% coverage), while at present there are approximately 160 municipalities with their own Web site.



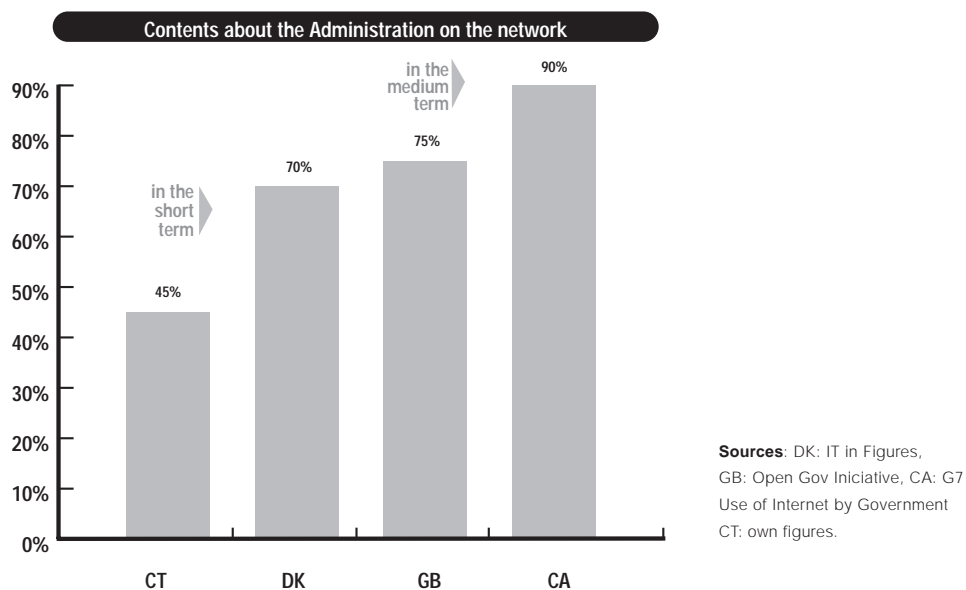
01.5.2 Information and consultation of databases and public records. (80/80 information)

The 80/80 concept defines the body of information that 80% of citizens look for or would hope to find in 80% of normal, day-to-day searches in their capacity as citizens. This volume of information therefore outlines the minimum requirements for information placed on the network, so that the services available to citizens will provoke an acceptable or high degree of satisfaction.

In order to check the presence of this information provided by the Administration or non-public organisations, evaluation has been made of the extent to which the following material is available on the network:

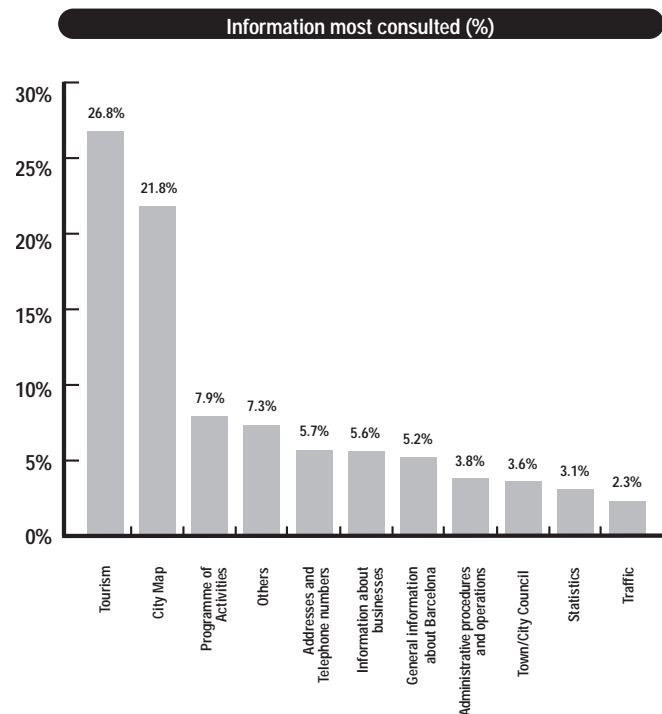
- School enrolment
- Housing, grants for the restoration of buildings, etc.
- Grants and study aid
- Public invitations to tender, work at the administration
- Information about administrative procedures
- Social welfare services: women, young people, etc.
- Tax return schedule
- Medical emergencies
- Official Gazette of the Generalitat (DOGC)
- Registry of companies and industries

As these content and all those others of interest to the citizen become available on the network (be these offered by public or private entities, for example, information about mobility, the location of car parks, air and land transport, etc.), a useful and satisfactory level of information will be achieved, together with a quality of service that meets the expectations of the users. Therefore, the criteria for deciding on the type of information that should be available on the network will be extended and adjusted with time, in order to measure the presence of "Services for the citizen" content in Catalonia.



In the above graph a qualitative evaluation is made and the presence of 80/80 information on the network is analysed. The following graph shows the areas of information most requested by users. In this respect, citizens' interest in certain online information is covered by the 012 and 010 information services available by telephone or via the Internet.

The information most requested by users of the 010 service is related to cultural and leisure activities. On the other hand, the most common enquiries received by town or city council and municipal Web sites are concerned with tourism, transport, programmed activities and cultural events. This indicator shows a change in the way that Internet users access information, while it serves as a guide in the task of defining the volume of 80/80 information that needs to be made available on the network.



Sources: Barcelona City Council,
<http://www.bcn.es/>
 Also, according to Palau Robert
 (Tourist Information Centre), 80% of
 the information requested is related
 to tourism (= "where to go in your free
 time").

