

QUALITY OF PUBLIC SERVICES IN THE CONTEXT OF EUROPEANIZATION

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***Abstract:** In the context of uniformizing national laws on public services rendered citizen, administrative reform of the state apparatus is a necessity in order to create a genuine public service market, involving institutional actors competitive, professional public workers, whose capability to increase the quality of services and hence the standard of living of various communities. At first glance, it may seem a utopia applying market principles in the public sector, and tackling productivity growth prospects for better control of public spending, minimize costs and maximize profits, the creation of public - private partnerships for public needs. Providing quality public services must be linked with the declared intention of the European countries to work together for the benefit of its citizens, in other words - the Europeanization of public services in all EU countries, in the context of ongoing social and economic development of the organization, involving concepts such as efficiency, effectiveness, openness to citizen.*

***Key words:** public services, market – type mechanism, public sector reform, public need.*

In the context of Europe between two huge powers with influence on global geopolitics - United States and Russia, among which establish "cold war", states of the old continent had to be organized in such a way as to constitute an economic union first phase, followed by a political union. Treaties of Maastricht. Amsterdam and Nice enshrine greater European cohesion, including the aspect of administrative management.

According to art. 6 of the European Charter of Local Self-Government, signed in Strasbourg on October 15th 1985, ratified by the European Parliament nr. 1253-XIII of 16.07.97 and published in the official edition of "International Treaties", 1999, volume 14, page 14, without prejudice to the general provisions established by law, local authorities should be able to define internal structures themselves that they intend to equip themselves to adapt them to their specific needs and to allow effective management. Staff should allow local recruitment as founded on the principles of merit and competence and to this end he must meet appropriate training conditions, pay and career perspective. The fact that those provisions are very vague, local

has the right to define their own administrative structures, adapting them to the needs of the communities concerned, in order to allow "effective management" led to strong criticism from France, who proposed the early 1990 a draft "European charter public services", endorsed by the European Parliament, the committee also recommended specialist to define "minimum standards to ensure basic needs and public services in society."

With the creation of the European institutions since the establishment of the European Coal and Oil in July 1952, we can discuss the creation of organizations / public institutions capable of coordinating and controlling the national authorities at central and local level, instituting internalization *acquis* Community site that is demanded all states since pre-accession to the European Union (the candidate must accept the *acquis* fully and unconditionally, not possible or tolerated any permanent exemption from any aspect of the *acquis*). In other words, in Romanian law must harmonize with the specifications of EU legislation. In this regard, we find the principle of primacy of European law enforcement conflict between the provisions in force in Europe and the Member States in order to ensure uniformity of Union law in all its areas of application. According predetermined tasks by the Treaties, the European Commission is the institution the power to supervise the application of European law. Moreover, art. 234 (ex 177) EC stipulates the national courts to seek clarification of the Court of Justice on the validity and interpretation of EU law in the procedure "preliminary ruling." After the Treaty of Nice, this responsibility has been assigned to the Court of First Instance, but its decisions remain subject to review by the Court of Justice. In other words, EU law grants rights and obligations on both the Member States as independent legal entities, and individuals who are nationals of these countries and legal entities that exists and is subject to existing laws within the state and the Union . In this context, it is easy to see that the device state administration is required to ensure the correct application of domestic and international legal norms, regardless of the scope (economic, social, political, cultural, etc.).

Correlating the above information, deduce both the fact that European states and their citizens are bound to comply with certain standards and develop cohesion policy, in order to build an optimal climate for regional development and state as uniform, to increase productivity, the level of living and therefore quality of life, primarily focusing on the knowledge economy and human capital optimization.

The view that local government is a provider of public services is relatively new, it requires, in addition to high quality services and

professional officials and performance to ensure optimum satisfaction of community needs and transparent allocation of all resources. From an economic perspective, even when discussing public services and demand, which are influenced by price changes in the needs of community members determined by population group which addresses services, quality of services related to the resources involved, including costs.

Although post-revolutionary period were developed various regulations on local autonomy, their implementation has proved to be particularly difficult. An idea put into application now about 15 years and in 1997, when Romania was divided into eight Regional Development Agencies, coupled with new needs identified locally in Romania, get more serious about the regionalization process, involving both new responsibilities decision-making, institutional efficiency, reduce red tape and reduce costs. The project recently discussed by the ruling alliance, the future administrative organization is considering eight regions:

- Northeast: Suceava, Botosani, Bacau, Vaslui, Neamt, Iasi
- Southeast: Vrancea, Galati, Buzau, Braila, Tulcea, Constanta
- North West: Bihor, Cluj, Maramures, Satu Mare, Salaj Nasaud
- South: Arges, Dâmbovița, Calarasi, Prahova, Giurgiu, Ialomita
- West: Arad, Hunedoara, Caras-Severin, Timis
- Southwest: Gorj, Valcea, Dolj, Olt, Mehedinti
- Center: Brasov, Covasna, Sibiu, Harghita, Mures, Alba
- Bucharest-Ilfov.

This concept also implies substantial changes in the administrative apparatus, since discussing the creation of new regional institutions, while also imposing government reorganization from the current county (county councils and prefectures). Still not known whether the governors (the future leaders of the structures to be set up) will be chosen (either by the public, directly or by mayors, as representatives of the citizens) or appointed by the Centre, the power executive.

It should be noted that in the EU there are three types of regions, the so-called "NUTS", depending on size. These regions are considered optimal in terms of territorial and administrative order to attract funding, grants for regional development.

It discusses more serious about a merger of municipalities, cities which are kept artificially and then to tackle a division into regions according to tradition, history, compatibility etc.

Returning to the central issue, public services actually means both task specific obligations of public servants, as well as the local elected officials (councilors, mayors, county councilors, chairmen of county councils), which mainly aimed at social services drinking water,

sanitation and waste, state housing, public lighting, local transport infrastructure, etc..

A noteworthy aspect is that of shifting perceptions about the nature of public service monopoly, if until now it is considered that only autonomous public institutions can provide these types of services currently targeting the objectives of these subjects engaging private service operators the conclusion of public - private partnerships, and outsourcing services, constant concern of European Union states in terms of analyzing new aspects of economic activity in terms of applying the principles of "United States of Europe", referring primarily to the acquisition of material inputs or services to a local state entity from a source beyond the benefit of the citizens of the community, consumers of public services. How outsourcing, and thus increase the quality of public services? Whether the award through a transparent public procurement contracts for services or restriction of access to these auctions to companies that provide lower quality services requested by the relevant public institution. However, the two issues mentioned here do not exclude, but on the contrary, can be applied together. An interesting perspective is the contracting services through a process of international outsourcing, while the spectacular evolution of technology communication, and the possibility of obtaining a quality - much better price from a foreign partner than from internal. Strictly speaking work force, we note that when domestic outsourcing, human resources may be reclassified to a different domain, while in the case of international outsourcing, jobs are lost in a state won by another, competitive and quality services.

Regarding the promotion of public - private partnership is appropriate to make a few remarks: in Europe, these initiatives are encouraged, giving great importance to the social partners in making the best decisions for the population, leading to the solidarity of citizens (so-called society Civil) in order to increase the level of satisfaction and quality of life by providing a decent living. Through these partnerships is desired including providing public services through continuous improvement providers, referring mainly to civil servants and the the public services employees of general interest in this regard involving various educational institutions and companies business having as main activity the continuous improvement of adults, qualification - re.

Talking about increasing the quality of public services in the context of Europeanization, we cannot overlook the need to modernize the whole package next on public administration and public management aspect, in all its aspects, including terms on public manager, introducing this function management of local government

legislation. Manager career public includes all legal situations and effects that occur after the date on which persons are registered at one of specialized training programs in public administration organized under the law, to the status of public manager and until termination of service and exit from the civil service it. The manager's role is to support public policies to accelerate reform and modernization of public services in order to harmonize them with EU standards. Public managers lead, coordinate or assist coordination of activities, by their nature, require a general level of expertise and specific than those covered by other categories of civil servants.

According to <http://sindmp.org/manageri.html> (website of Public Managers Syndicate) Public Manager profile include, among others, skills such as: agent of change, the result-oriented planning and prioritization to identifying and implementing solutions, adaptable personality, proactive and responsible, creative and innovative available for self-improvement, critical and analytical thinking, capacity for risk assessment, the ability to establish effective working relationships, communication skills, including mediation and negotiation, ability to work effectively in team, leadership skills.

In order to increase the quality of public services, the entire apparatus of government should consider improving the management of the sector, based on the fundamental objectives such as decentralization of public services by increasing local autonomy and the correlative responsibilities of authorities on the quality of services provided the community, increasing awareness and facilitating access to public services, rethinking of social honor you optimized based on the integration / reintegration into society and the labor market of vulnerable groups, reducing the monopoly in public service by attracting partners while private and private equity in the provision of quality services to the population, the promotion of sustainable development measures, involving service providers, government specialists and maintain their peak performance.

Regarding the concept of "Europeanization" (recently used in the literature) has been defined as "the process by which domestic policies are subject to EU policies (Börzel, 1999, p 574), other theorists believe that" Europeanization "is to develop the European level of distinct structures of governance, namely political institutions, legal, and social as well as transnational networks that implement European policies (Cowles, Caporaso, Risse, 2001, p 3), the Equally, the 'Europeanisation' of national policies ensure European dimension, is the reorientation of national public policies so that the dynamics of European political and economic integration to be incorporated into the organizational logic of national

policies (Ladrech, 1994, p 69), "Europeanization" is the process of construction, diffusion and institutionalization – nationally lysis of formal and informal rules, procedures – of countries, policy paradigms, styles and working methods, ideas and EU rules make it work (Radaelli, 2003, p 30).

In our opinion, embracing Cezar Birzea's opinion, the definition of "Europeanization" in the sense of Radaelli is the most comprehensive, focusing on learning processes, adaptation and construction. In this regard, the "Europeanization" is more than harmonization, convergence or transfer of "know-how". It is a two-way process that involves the adaptation of national policy EU policies and the EU's ability to influence the common policies due to the transformation of national policies.

Returning to the issue of internalisation of the *acquis communautaire*, it involves not only transposed into Romanian legislation the European regulations, but also their implementation, involving, in terms of economic costs and benefits for all European Union member states. Therefore, each state should balance the balance between the two factors, as to obtain benefits from higher costs that is kept in a functioning market economy conditions. Legally, the adoption of the *acquis communautaire* has an influence paramount regarding the objectives, content and institutional framework for the adoption and implementation of uniform national economic policies.

Strictly related to costs and their correlation with quality public services, we should mention that each Member State is obliged not only to harmonize national legislation with the European one, but also to create or modify the institutional framework for the implementation of this legislation, generating costs improvement of human resources, community ownership of the objectives of economic policy, the implementation of standards defined by European standards and policies (in specific areas such as modernization of transport, labor standards and social protection, consumer protection and quality standards environmental standards, etc.), contributions to the EU budget, costs directly related to the modernization of productive capacities, the increased competitiveness of Romanian products and services to cope with competitive pressures in the European Union, etc..

The other side of the balance, the benefits can not delay to appear. The status of "EU Member State" shall certify access to structural funds and the cohesion. Also, every state is required to participate in the single market, economic and monetary union, engaging better support national interests by participating in the EU institutions. Reforms that shall any State in the pre-accession and post-accession aim of speeding up the

economic and social development to raise living standards and regional standardization economically.

In conclusion, the process of Europeanization is reflected on all components of the public sector and public services, particularly in terms of improving their quality.

Romanian government, central and local, are certainly under the impact of Europeanization, due to the need to comply with the rules for the implementation of Regional Policy and Cohesion. To implement national policy, each Member State must create a framework specific institutional there before obtaining of membership of the Union, which creates difficulties in acceding states or in the post-accession period. As mentioned in the paper, there is an institution responsible for coordinating the implementation of Cohesion and Regional Policy, European Commission, which oversees and coordinates the administrations of the Member States on compliance with specific requirements.

Customizing, Europeanized public sector in Romania is due to liability implement the Regional Policy and Cohesion. Romania strategic documents prepared by the European Commission asked and also created the institutional framework necessary for the implementation of the policy.

However, if we are in the presence of positive integration mechanism in If the EU requirements are not mandatory, we deal with accommodation. The best example to illustrate this case comes from the rules for planning, selection and implementation of the project: some of them are met, such as public procurement rules, regulations and standards on the promotion of projects for external audit, while others such as the use of PCM method are not followed. This causes the conclusion that Romania complies with the mandatory requirements, and when it comes to items that are not in the application, but are recommended for professional planning and implementation of projects, project managers and project team choose not to use them.

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