

ELECTRONIC SERVICES, A REAL SUPPORT FOR CITIZENS AND BUSINESS COMMUNITY

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Abstract

Electronic services represent an integrated and indispensable component in a modern society, strongly characterised by a continuous process of transformation. From this perspective, the paper presents a fraction of the research results conducted by the author in order to identify some particular aspects related to the electronic services, the users and the main encountered difficulties. Using a specific research methodology, the obtained data, was analyzed based on direct and indirect correlations. The sample is composed of 75 subjects mainly citizens and the business environment representatives, that are electronic services users. The results obtained are showing the fact that the electronic services users should be approached by the providers differently, mainly because their perceptions and attitudes related to such services are not similar at all. Also, the research results, underlined the fact that there is a significant difference between the quality of the electronic services provided by the public administration and the other electronic delivered by different private organizations. According to our results, both the citizens and the business community representatives are unsatisfied by the electronic services and this paper is analyzing the main causes of such situations. The last part of the paper is containing the main conclusions and a few recommendations for increasing the accessibility of the citizens and the business environment, to the electronic services and the ways in which the public services networking can be improved for a sustainable development of the Romanian business environment and for a better citizen's satisfaction.

Keywords: electronic services, business environment, customer satisfaction.

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