

Summary of the doctoral dissertation

**ELECTRONIC DOCUMENT MANAGEMENT IN THE SELF-GOVERNMENT PUBLIC
ADMINISTRATION OF THE SILESIA VOIVODESHIP**

mgr inż. Danuta Descours

In recent years, public administration units in Poland have undergone and are still subject to significant organizational and technological changes. The main purpose of the changes is to improve the quality of services provided by these units and to adapt them to the constantly growing customer requirements. In order to achieve this goal, public administration units implement information and communication technologies (ICT), without which the functioning and further development of public administration is no longer possible.

ICT is an indispensable element of everyday life and they already function in each area of life, also in public administration, providing an electronic channel of contact between the client and the office (minimizing the number or even eliminating the need of a visit in the office). The implementation of appropriate technical, organizational and legal solutions, ensuring the possibility of safe submission of documents and receiving a safe answer is necessary to start electronic on-line contact with the office. Two elements are the foundation of such solutions. The first is an IT system - an on-line platform available to customers - offering electronic services and electronic forms, thanks to which the appropriate application or letter will be submitted. The second element is a tool for electronic document management (eSOD i.e. electronic document circulation system) in public administration units (system with access only for employees of administration units, used to support internal processes), where incoming applications and letters are registered, cases are conducted and responses to customers are sent.

The applicable law in Poland allows public administration units that have implemented eSOD as a tool for electronic document management to resign, in whole or in part, from conducting official matters on paper. However, despite such a possibility, a small number of public administration units decide to start using EZD (i.e. electronic document management within the meaning of the Chancellery Instruction) as the basic system. However, the above-mentioned studies did not analyze the reasons why the processes in offices are still carried out in the traditional - paper

system, despite the fact that they have appropriate ICT. The factors determining the use of EZD as the basic system were also not analyzed, nor recommendations for improving this state of affairs were provided.

Due to existing research gap, an attempt to conduct research in the field of measuring the use of electronic document management, identifying the success factors of electronic document management and methodical proposals for improving electronic document management in public administration was made. The results of the undertaken research challenge and conducted research are included in the doctoral dissertation, which is the result of the author's experience, research and practical interests.

The main consideration is the **thesis** that: it is possible to develop a model of electronic document management maturity in self-government public administration in order to reflect success factors and their impact on achieving higher levels of electronic document management maturity.

In relation to the thesis, the following **research questions** were formulated:

- What is the status of using EZD as the basic system in self-government public administration in Silesian Voivodeship?
- Which factors influence the use of EZD as the base system in self-government public administration?
- Which criteria describe the maturity of EZD in self-government public administration?
- What is the level of EZD maturity in self-government public administration in the Silesian Voivodeship?

The search for answers to the formulated research problem and the questions posed determined the goals of the research. The main objective of the dissertation is to develop a model of electronic document management in self-government public administration and, on its basis, to assess the level of electronic document management in public administration units in the Silesian Voivodeship.

The theoretical and cognitive objectives concern the systematization of knowledge about electronic document management in public administration in the context of the improvement and development of e-administration, identification of success factors of electronic document management in self-government public administration, evaluation of selected ICT systems for electronic document management for public administration, as well as identification of and

description of the maturity levels of electronic document management in self-government public administration.

The methodological objective is to develop a research methodology on electronic document management in public administration.

Practical (utilitarian) objectives relate to self-government public administration in the Silesian Voivodeship and relate to the assessment of the application of electronic document management as a basic in-house system, assessment of success factors of electronic document management, assessment of electronic document management maturity levels and development of recommendations for the improvement of electronic document management.

The electronic document management system within the meaning of the Chancellery Instruction in self-government public administration units in the Silesian Voivodeship is the subject of empirical research in the dissertation. Self-government public administration units in the Silesian Voivodeship, i.e. commune offices, including cities with poviat rights, urban communes, urban-rural communes and rural communes, poviat starosts and the Marshal Office are the sample of empirical research. The time scope of theoretical and cognitive research covers the period from October 2011 to June 2020, while the time scope of empirical research covers the period from May to September 2017.

The structure of the doctoral dissertation consists of five chapters preceded by the introduction and ended with final conclusions. The first chapter discusses the concept and tasks of e-government, identifies the success factors of public e-administration and identifies electronic document management as one of the critical factors.

The second chapter is devoted to document management in public administration, which may take two forms: traditional or electronic. The chapter presents the types of documents in public administration, the essence and objectives of electronic document management, taking into account the conditions specified in Polish law. The summary of these considerations presents identification of success factors of electronic document management in public administration.

The third chapter presents and makes a comparative analysis of ICT systems to support electronic document management available on the Polish market, used in public administration units in Poland. Attention was also focused on the description of the difficulties that occur during the implementation of these systems, in particular regarding the adjustment to the document management needs in public administration.

The fourth chapter devotes to the presentation of the research methodology on electronic document management in self-government public administration, including the methodology of research on the success factors of EZD and the methodology of research on the measurement of EZD application. The chapter characterizes the research sample and presents the results of the diagnosis concerning the use of EZD in the public administration units tested in the Silesian Voivodeship. The last part of the chapter is an analysis of EZD success factors in these units.

The last, fifth chapter presents the assumptions for the research and identifies selected models of organizational maturity that formed the basis for the development of the electronic document management maturity model in public administration. Then, based on the identified success factors of electronic document management, presented in chapter four, five levels of electronic document management maturity in the self-government public administration of the Silesian Voivodeship were proposed and described. The chapter also assesses the maturity levels of electronic document management in self-government public administration in the Silesian Voivodeship. The obtained results were used to formulate recommendations for the improvement of EZD - achieving higher levels of EZD maturity by public administration units.

As a result of the conducted literature studies and empirical research, a proof of the thesis was made and it states that it is possible to develop a model of electronic document management maturity in self-government public administration in order to reflect success factors and their impact on achieving higher levels of electronic document management maturity. The proprietary model of EZD maturity was proposed, consisting of five levels: I - initiation, II - awareness, III - design, IV - implementation and V - improvement. For each of the levels, criteria were specified based on the identified EZD success factors.

In addition, as a result of the conducted research, a diagnosis of using EZD as the basic system in self-government public administration units in the Silesian Voivodeship was made (only 8 out of 110 units use EZD as the basic system), the factors that have the greatest impact on the use of EZD were identified (establishing legal acts imposing electronic communication in public administration, scope of implementation, quality of the eSOD). On the basis of the developed maturity model, the EZD maturity level in self-government public administration in the Silesian Voivodeship was assessed - the 1st level criteria were met to the highest degree (92% of the criteria were met), at the 2nd level - 71% of the criteria, at the next 3rd level - 54% criteria, on the 4th level - 35%, while on the 5th level of maturity - only 26% of the criteria were met by offices. Among

the examined self-government public administration units in the Silesian Voivodeship at the first maturity level there is only one office - the Marshal Office, which meets 100% of the criteria of this level, 80% of the criteria of the second level, 76% of the criteria of the third level, 58% of the criteria of the fourth level and 42 % of the highest fifth level criteria. None of the other surveyed offices meets all the criteria of the first level, and on average, the advancement in this range is at the level of 90% - 95% of the criteria.

Taking into account the results of the conducted research, it can be concluded that the proposed author's model of maturity of electronic document management in public administration can be used to study and then improve EZD in public administration, both self-government and government.

Jeneta Descurj