ANALYSIS OF INFORMATION PROVISION PROCESS FOR CITIZENS' APPEALS

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This article researches activities with citizens of the municipal budget organization "Regional Contact Centre" of the Poltava Regional Council. The dynamics of the total number of appeals are information provision (VoIPTime Contact Center), which allows for the processing of incoming calls, registration of citizens, and control of the execution of applications on terms.

Appeals are an essential element of building a democratic civil society is such that took to actively participate in public affairs by appeals tips and best practices for improving the legal framework and organization of the government, living conditions of citizens, ensuring legality in government, local government, enterprises, institutions, and organizations regardless of ownership.

To increase the speed of solving applications, different information technologies are used that enable transactions related to registration of appeals, their passage from the management to the executive, forming registration data base, monitoring of deadlines.

The main directions of the "Regional Contact Centre" are:

– acceptance of applications the applicants with the common telephone and via the Internet;

– processing the received requests and sending them to the executive authorities under the jurisdiction;

– informing and advising applicants about the current legislation and public policy issues.

Work of the municipal budget organization "Regional Contact Centre" of the Poltava Regional Council in 2016 was aimed at ensuring the implementation of tasks set by the Cabinet of Ministers of Ukraine dated 18 January 2012 № 21 "On Approval of the National System of Processing of Appeals to the Executive Authorities and Typical Regulations of the Contact Center of the Autonomous Republic of Crimea, Cities of Kyiv and Sevastopol."

"Regional Contact Centre" provides receiving requests and sends them to the local authorities according to competence.

Applicants provide advice and clarification on the legislation and background. An analysis of the receipt and review of applications was regularly conducted. Information and analytical materials are regularly provided to the head of regional state administration to inform the leadership of RSA.

Registration of appeals in the "Regional Contact Centre" is carried out using software of VoIPTime Contact Center, which is designed to handle incoming calls and quality customer service. The system includes information management functions – scheduling, contact management, and new innovative features – coordination of cooperation in the framework of individual projects.

The program carried out all activities related to registration of appeals, their passage from the management to the executive authorities, the formation of a database and information on requests to control performance terms.

In addition to the technology of VoIPTime Contact Center, "Regional Contact Centre" also takes citizens' appeals through the official website of the institution. To leave an appeal, one must complete the appropriate form located on the site – tab "Receiving calls".

Results of the research are the following conclusions:

– Analysis of citizens to the municipal budget organization "Regional Contact Centre" of the Poltava Regional Council shows that every year, the number of applications increases. The most common issues for people are housing policy, social issues, utilities;

– One of the areas promoted by "Regional Contact Centre" is a program VoIPTime Contact Center, which provides increased rate of registration of citizens, quality acceptance of applications, improving executive discipline; transparency and control of all levels of government;

– Among the areas of improvement of "Regional Contact Centre" with citizens is the use of forms of reception of citizens through the official website of the institution. This allows you to simplify admission appeals.