

Abstract

This paper aims to analyze the degree of innovation of processes in the Romanian local public administration. In a first instance, we have mirrored, on the one hand, the positive connotation unanimously credited to innovation (summarized by the truism “innovation generates progress, economic growth and a better quality of life”) and, on the other hand, the blames of bureaucracy and enclosure traditionally addressed to local public agencies (normally regarded as noninnovator). Starting from this apparent set, we have analyzed the modification the information and communication technologies brought to the 41 city halls which are now present virtually. We have also noticed changes facilitated by the internet and web technologies regarding the payment of taxes and duties, filling in forms, booking services (marriages, public hearings, etc.), the delivery of information, and the relationship with citizens. Finally, according to this information, we have come to several conclusions and recommendations in order to increase process innovation in local administration.

Key words: process innovation, public administration, interaction between public administration and citizens