Organization and operation of public service organizations in centrally run cities

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Article History	Abstract
                   CC License CC-BY-NC-SA 4.0	This essay focuses on researching the organization and operations of public service organizations in centrally run cities. To serve the community and ensure convenience for the people, these organizations have become an important pillar in the public administration system. We explore how public service organizations are organized, managed, and deliver public services according to the law. We also consider the role of these organizations in building and developing the city, ensuring the rights and interests of the people. The essay emphasizes that public service organizations not only provide information and carry out administrative procedures but also assist in resolving disputes and issues related to personal rights. This makes an important contribution to the progress and development of the city. Through understanding the organization and operations of public service organizations in centrally run cities, we hope to help shape a basis for proposing improvements and reforms in their operations. activities of these organizations. This is to improve service efficiency and better meet people's needs, contributing to the development and improvement of the community's quality of life. ***Keywords***: Public service; City belongs to city; Organization and activities.

1. Introduction

In the context of the country's continuous development, building and developing public service organizations in centrally run cities plays an extremely important role. To meet the needs of the community and ensure effective service

for the people, public service organizations have become an important milestone in the development of public administration.

Public service organizations not only take on the role of providing necessary public services to the people but are also responsible for managing and operating administrative activities in the city. From providing information, and carrying out administrative procedures, to resolving disputes and supporting people in matters related to personal rights and interests, public service organizations contribute greatly to the development and progress of the city.

In this essay, we will learn more deeply about the organization and operations of public service organizations in the city under central authority. We will explore how these organizations are organized, managed, and deliver public services according to the law. At the same time, we will also learn about the role of these organizations in building and developing the city, ensuring convenience and satisfaction for the people.

By learning about the organization and operations of public service organizations in centrally run cities, we can better understand the importance of these organizations for the development and improvement of public service organizations. community quality of life. This essay also aims to create a basis for proposing improvements and reforms in the operations of public service organizations, to improve service efficiency and better meet people's needs.

2. Overview of the organization and structure of public service organizations

2.1. Scale and characteristics of public service organizations

From small to large scale, from commune to national level, public service organizations play an important role in service provision and administrative management. The scale and characteristics of public service organizations have diversity and characteristics, directly affecting the service and progress of countries. In this essay, we will learn about the scale and characteristics of public service organizations, to better understand their role in society and the administrative system.

Public management

Public service organizations have a public management nature, meaning their activities and decisions directly affect the common interests of the community. They must comply with legal regulations, ethical standards, and public policies to ensure fairness, transparency, and honesty in their operations.

Serve the community

The main goal of public service organizations is to serve the community and provide necessary public services to the people. They must meet the needs and requirements of the people, solve administrative problems, and ensure the rights of even the weak in society.

Professionalism and innovation

Public service organizations must demonstrate professionalism and innovation in their operations. This includes applying information technology, improving management capacity, and creating creative solutions to improve efficiency and service quality.

2.2. Organizational structure of public service organizations

Organizational structure by hierarchy

Public service organizations are often organized according to a hierarchical system, from commune/district, province/city to national level. Each level has specific organizational units such as government agencies, ministries, departments, divisions, research institutes, bureaus, and departments. This organizational structure helps divide responsibility and power while creating an effective administrative management network from the grassroots level to the central level.

Organizational structure by function

Public service organizations are often organized according to specific functions or areas of management. For example, there are specialized organizations in finance, health, education, security, economics, environment, and urban planning. This functional organizational structure helps concentrate expertise and knowledge, ensuring professionalism in providing public services and managing specific areas.

2.3. Functions of public service organizations

Providing public services

The main function of public service organizations is to provide necessary public services to the community and people. This includes providing information, receiving and processing requests, administrative procedures, licensing, financial management, and other services such as health, education, culture, and transportation. This function ensures convenience and progress for the community, improving people's quality of life.

Administration

Public service organizations have the function of managing and performing administrative activities. This includes establishing public policy, directing and coordinating the activities of units within the system, managing finances and resources, monitoring and controlling, and ensuring compliance with laws and ethical standards. virtue, and perform public management functions.

2.4. Management process of public service organizations

Determine management goals and strategies

The process of managing a public service organization begins with determining management goals and strategies. This requires careful analysis and assessment of the current situation, challenges, and opportunities, thereby setting specific goals and determining appropriate directions and management measures.

Design organizational structure and work processes

After determining management goals and strategies, the public service organization management process continues with the design of organizational structures and work processes. This includes identifying units, departments, roles, and responsibilities of each member of the organization, as well as establishing clear and transparent working processes to ensure continuity and efficiency in operations. dynamic.

Management of human resources and resources

The management process of public service organizations also includes the management of human resources and resources. This requires the recruitment,

training, and development of competent and specialized staff, as well as the management of finances, physical resources, and information technology to ensure the smooth and efficient operation of the organization.

2.5. Regulations on management of public service organizations

Law and public policy

Regulations governing public service organizations include compliance with law and public policy. Public service organizations must comply with legal regulations related to administrative management, people's rights and obligations, and protect the rights and common interests of the community.

Ethical standards and social responsibility

Regulations governing public service organizations also address the ethical standards and social responsibilities of these organizations. This ensures honesty, transparency, and reliability in operations while ensuring the rights and needs of people and communities.

3. Activities of public service organizations in the city

3.1. Public services provided to the people

Provide information and advice

Public service organizations in the city play an important role in providing information and advice to people. This includes providing information on legal regulations, administrative procedures, public programs, and services. At the same time, public service organizations also provide consultation on issues related to health, education, employment, and other fields, to help people understand and meet their needs.

Licensing and handling administrative procedures

Public service organizations take on the role of managing and handling administrative procedures such as licensing, registration, notarization, and certification. People can access these services at offices or online through information technology platforms. Thereby, public service organizations help ensure transparency, and efficiency and save people's time in carrying out administrative procedures.

Social support and assistance

Public service organizations in the city often provide social assistance and support services to meet the special needs of subjects such as the elderly, people with disabilities, children, and disadvantaged families. difficult situation. This may include health care, education, financial assistance, care, and protection of their rights.

3.2. Manage and operate operations of public service organizations

Resource management

Public service organizations in the city must manage and use resources effectively. This includes managing human resources, material resources, financial resources, and information resources. Public service organizations must ensure that resources are allocated appropriately and used for the right purposes, to meet people's needs and achieve operational efficiency.

Process management

Public service organizations need to establish management processes to ensure accuracy, transparency, and efficiency in their operations. This includes establishing a system for recording information, defining individual tasks and responsibilities, and evaluating performance to improve work processes.

Technological innovation and advancement

Public service organizations need to update and apply new technology to improve operational efficiency. This could include developing online public service management systems and using artificial intelligence and data mining to optimize work processes.

4. Difficulties and challenges in the organization and operation of public service organizations

4.1. Challenges for public service organizations

The complexity of the requirements and needs of the community

Communities are increasingly diverse culturally, geographically, economically, and socially. This creates diversity and complexity in community requirements and needs for public services. Public service organizations face the

challenge of meeting a wide range of different requirements and needs, ensuring that public service delivery meets all stakeholders in the community.

Limited finances

Finance is always a challenge for public service organizations. With the increase in community requests and needs, public service organizations often face limited resources to meet these demands. This can make it difficult to improve service quality, improve infrastructure, and train human resources.

Information technology and data

The rapid development of information technology has created opportunities and challenges for public service organizations. However, applying information technology and data management requires investment and enhancing the organization's technological capabilities. Data management and security is also an important challenge in the operations of public service organizations.

4.2. Some difficulties of public service organizations

Limited finances

One of the important difficulties that public service organizations are facing is limited finances. With the increase in community demands and needs, public service organizations often find it difficult to secure sufficient financial resources to meet these demands. This can affect service quality and the organization's ability to expand its operations.

Complexity of administrative procedures

Complicated administrative procedures are another difficulty that public service organizations face. The approval, processing, and licensing process is often cumbersome and time-consuming, making it difficult for people and businesses to access and use public services. This requires public service organizations to find ways to simplify administrative processes, increase transparency, and quickly respond to people's requests.

Organization and management reform

Public service organizations also face the challenge of organizational and management reform. These organizations often need to change the way they

operate and organize to quickly respond to new social requirements. Organizational and management reform requires flexibility and change in the organization's culture and way of working, as well as participation and support from leaders and employees.

Technological developments and digitalization

Technological developments and digitalization also create new difficulties for public service organizations. Technology adoption and data management require investment and enhancement of an organization's technological capabilities. At the same time, this development also requires public service organizations to be able to train and adapt to new technologies, to take full advantage of the potential of digitalization in providing public services.

5. Some issues raised by the organization and operation of public services in centrally run cities

5.1. Service quality issues

Relevance to people's needs

An important issue that public service organizations are facing is ensuring compatibility with the actual needs of people in the city. This requires public service organizations to learn, evaluate, and accurately respond to the needs and desires of residents, ensuring that the public services provided meet the right purpose and bring benefits. practical benefits for the community.

Improve service quality and efficiency

To meet the growing demand for public services, organizations need to focus on improving the quality and efficiency of services. This includes optimizing work processes, applying information technology and process automation, training, and developing a professional workforce, along with promoting transparency, trust, and service. dedicated service to the people.

5.2. The problem of effective management

Strengthen coordination between authorities

Effective management of public service organizations requires close coordination between authorities in the city. However, sometimes fragmentation and lack of

information between agencies can cause difficulties in ensuring alignment and interaction between public services. To solve this problem, it is necessary to build a cooperation mechanism, share information, and create a consensus working environment between relevant agencies.

Resources and resources management

Resources and resources management is a notable issue in the operations of public service organizations. Limited financial and human resources can affect the ability to provide services and meet community needs. Managing resources and resources effectively and wisely is a major challenge for public service organizations.

5.3. The issue of sustainable development

Protect the environment and resources

During the development process, public service organizations need to ensure that their activities do not harm the environment and natural resources. This requires attention to the development and implementation of policies, regulations, and procedures related to environmental protection, sustainable use of resources, and promotion of green development.

Synchronize economic and social development

Sustainable development requires synchronization between economic and social development. Public service organizations need to ensure that their activities not only create economic benefits but also bring equity, and social development and improve the quality of life for the community.

6. Innovate the organization and operation of public services in centrally run cities

6.1. Innovate the process of providing public services on the public service platform

Modern technologies such as artificial intelligence, process automation, electronic communications, and blockchain have opened up many opportunities to improve the efficiency and quality of public processes and activities.

One of the important benefits of applying technology is the ability to reduce procedures and speed up document processing. With the use of automated data and information management systems, the process from collecting information to processing documents can be performed more quickly and effectively. This saves time and effort for both civil servants and citizens while reducing the complexity and inconvenience of dealing with government agencies.

In addition, technology also provides the ability to provide accurate and timely information to people. With automation in data collection, processing, and analysis, technology systems can ensure the accuracy and reliability of information. This helps people get complete and correct information about processes, services, and their rights, thereby enhancing the transparency and trustworthiness of government agencies.

Furthermore, the application of new technology also creates opportunities to develop online public services, bringing convenience and easy access to people. Online applications and platforms allow people to conveniently access and use public services from anywhere and at any time. This saves people time, effort, and costs while reducing the pressure and complexity of traveling and waiting in traditional government agencies.

In general, technological and process innovation plays an important role in optimizing public service operations. The use of modern technology and the application of new processes helps reduce procedures, speed up document processing, provide accurate and timely information to the people, and develop online public services to enhance people's convenience and accessibility. This contributes to the improvement and sustainable development of the civil service and public service system, towards a more modern and advanced society.

6.2. Improve the quality of public services

Improving the quality of public services is a core element in meeting the growing needs of the people and creating sustainable development in society. In this context, applying scientific principles and methods in managing and providing public services becomes an important and necessary task.

To achieve the goal of improving the quality of public services, ensuring that services are provided on time is a core element. This requires effective management in planning, assigning, and monitoring public activities. Organizations need to establish standards and metrics to measure and ensure service punctuality. The use of information and electronic communication technology also plays an important role in improving work processes and optimizing the distribution of information between relevant departments and partners.

In addition, fairness and efficiency are also two indispensable factors in ensuring public service quality. Public organizations and activities need to ensure that all citizens are treated fairly and equally when using public services. This requires the development of open, clear, and non-discriminatory processes, and monitoring and evaluation to ensure compliance and equitable implementation. At the same time, efficiency in public service delivery means optimizing resource use and ensuring that services meet people's goals and expectations.

In the process of improving the quality of public services, transparency and honesty play an important role. Open access to information and management processes helps create people's trust and confidence in public services. Public organizations and activities need to create mechanisms to collect, store, and share information transparently and securely. At the same time, honesty in reporting and publicizing the results, progress, and capacity of public services is a necessary factor to build people's trust and satisfaction.

To implement the above factors, focusing on improving work processes and service spirit is very important. Public organizations and operations need to promote the professionalism and competence of their employees and ensure that they are adequately trained in procedures and communication skills. In addition, promoting the spirit of service, respect, and listening to people's opinions also makes an important contribution to creating a positive working environment and meeting people's needs.

To summarize, improving the quality of public services is a complex process and involves many factors. Applying scientific principles and methods, putting people's interests first, focusing on improving work processes and service spirit, and ensuring trained and competent employees are the important steps to achieve this goal.

6.3. Increase community interaction and participation

Enhancing community interaction and participation is an important aspect of building and developing an effective public service system that is suitable for the diverse needs of the people. Community participation brings many important benefits, including transparency, credibility, and added value to the decision-making process and implementation of public service policies and projects.

Local communities, with their knowledge and understanding of specific local issues, play an important role in providing valuable information and input into decisions related to public services. Community participation not only helps ensure that decisions are made on a sound basis of information and knowledge but also helps build people's trust and acceptance of decisions and projects. judgment.

To increase community interaction and participation, it is necessary to build mechanisms and information channels to listen and respond to community opinions in an expanded and effective way. Public organizations and activities need to create a favorable environment for the community to share their views, opinions, and knowledge. This can be done through organizing consultations, workshops, and public meetings to discuss and exchange information with the community.

Furthermore, encouraging the participation of community representatives in the decision-making process is an important element. Public organizations and activities need to ensure that communities have adequate opportunities and capabilities to participate in decision-making processes, from participating in policy formation to implementing and evaluating public service projects. This can be done through building representative mechanisms, facilitating the participation

of community representatives on relevant committees and councils, and encouraging the creation of draft policies and decisions with the community before being implemented.

In summary, enhancing community interaction and participation in building a public service system requires facilitating and encouraging community participation and contributions. Developing mechanisms and information channels to hear and respond to community opinions, organizing public consultations and workshops, and encouraging the participation of community representatives are effective ways. to achieve this goal.

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