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Public Management – its Role and Importance in Social Assistance

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Abstract: Public administration represents, from an organizational point of view, an integrated system made up of organs and institutions whose functioning is intertwined and interconnected. The structure of the administration designates, on the one hand, the institutional components of the administrative system, and on the other hand, the functional compartments of each public institution. The research method is based on a questionnaire used in social assistance. The results of the questionnaire will demonstrate the importance of applying the social assistance in management.

Keywords: Public administration; administrative system; social assistance

1. Introduction

The management system greatly influences the success of strategic planning in any field. The manager opens the planning loop by means of its own intervention, its role being to act as a catalyst for entrepreneurial dynamics within the organization, which can very easily degrade through exacerbating bureaucracy. It is necessary for the manager to be familiar with planning techniques and approaches, to be dedicated and to take part in this process. These requirements are also specific to the public sector, even more so as its particularities can raise certain problems. The state's concern to ensure citizens' comfort and well-being was highlighted by the provision of a wide range of public services, designed to satisfy both basic needs (medical services, national security, or public utilities) and higher needs (cultural services).

2. Research Method

The knowledge of the specific requirements of the public social assistance sector through documentation. The research method is based on a questionnaire used in social assistance. The results of the questionnaire will demonstrate the importance of applying social assistance in management. The questionnaire was made so that we can have the necessary information regarding social assistance. It was distributed to 50 people from the public administration and 35 people answered.

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3. The Conducted Study

The national social assistance system is defined by Law no. 292/2011 of social assistance, with subsequent amendments and additions, as “the set of institutions, measures and actions through which the state, represented by central and local public administration authorities, as well as civil society intervene to prevent, limit or remove temporary or permanent effects of situations that can generate the marginalization or social exclusion of the person, family, groups or communities”. Social assistance aims, through specific actions and measures, at developing group, individual or collective capacities to ensure social needs, promoting the principles of social inclusion, of cohesion and increasing the quality of life. Social assistance actions, as well as its measures, are carried out in such a way that: they contribute to the employment market of the beneficiaries; social benefits and services make up a package of complementary and correlated measures; they are periodically evaluated for effectiveness and efficiency; remove and prevent any form of dependence on community or state aid.

The Directorate of Social Assistance of the Municipality of Galati was established due to the implementation of the provisions of G.D. no. 797/2017 for the approval of the regulations - framework for the organization and operation of public social assistance services and the indicative personnel structure. The Directorate of Social Assistance prior to its establishment by HCL no. 148 of 22.03.2018 regarding the establishment of the Directorate of Social Assistance of the Municipality of Galati, it was a structure within the specialized apparatus of the mayor of the municipality of Galati. The Directorate of Social Assistance of the Municipality of Galati is an institution with legal personality, established under the authority of the Local Council of the Municipality of Galati, specialized in the granting and administration of social assistance benefits, as well as social services, which aim at ensuring the application of social policies in the field of persons with disabilities, child protection, the elderly, the family, as well as other categories of persons in social need. Directorate of Assistance the Social Authority of the Municipality of Galati is defined as a specialized authority with an organizational structure, ensuring through its operation, the fulfillment of all the attributions provided by law, in the field of social assistance benefits, organization, administration and provision of social services, considering the services organized in its own structure or in direct subordination. The institution develops development programs, policies, and strategies, runs regional and community development programs, to prevent risk situations to which people or groups in the community may be exposed.

The Directorate of Social Assistance of the Municipality of Galati carries out its activity based on the Organization and Functioning Regulation, as well as the provisions of Government Decision no. 797/2017 for the approval of the framework regulations for the organization and operation of public social assistance services and the indicative personnel structure, with subsequent amendments and additions, of Law no. 292/2011 of social assistance, with subsequent amendments and additions, respectively of the provisions of Emergency Ordinance no. 57/2019 regarding the Administrative Code.

The mission of the Directorate of Social Assistance of the Municipality of Galati is to provide a set of specialized social services, measures and programs for the protection of vulnerable groups or people in difficulty, in order to respond to their needs, in order to prevent and overcome situations of vulnerability, dependence or difficulty to protect the autonomy and protection of the person, in order to avoid social exclusion and marginalization, to promote social inclusion in order to increase the quality of life.

The Directorate of Social Assistance of the Municipality of Galati has as general objectives: attracting external financial funds to achieve the objectives of the Directorate of Social Assistance of the Municipality of Galati; improving the quality of social services offered, as well as monitoring, evaluating and controlling social services; identifying people from the community, in a state of social

risk or in difficulty and the causes that generated the social need, marginalization or vulnerability, as well as the establishment of the social services necessary for them; increasing the degree of awareness, as well as of social solidarity and information, by sensitizing public opinion about to disadvantaged categories and social services; the creation and maintenance of social assistance measures, the development of new programs in the field of social assistance, with the aim of supporting the social functionality of vulnerable people, in the community and family environment, with the aim of overcoming the vulnerable situation or social difficulty they face; concluding partnerships or agreements with other social service providers with the aim of developing new social services useful to the community and supporting the development of the private social assistance system; improving the staff within the institution, by participating in conferences, refresher courses and seminars in the social field.

The Directorate of Social Assistance of the Municipality of Galati respects the following principles of providing social services: universality - every person has the right to social assistance; social solidarity - the whole community participates in supporting vulnerable people; transparency - increasing the degree of responsibility of the local and central public administration towards of the citizen; subsidiarity – the collective and the state intervene in the situation where the family or person cannot provide for their social needs; respect for human dignity – each person is guaranteed the free development of the personality, the individual and social status and the right to privacy are respected, the person is protected against any economic, intellectual, physical, political or mental abuse; non-discrimination - vulnerable people benefit from social protection actions and measures; equal opportunities - beneficiaries have equal access to social protection measures and actions, without any kind of discrimination ; proximity – services are organized as close as possible to the beneficiary; focus – social assistance services and benefits are addressed to the most vulnerable categories of people; beneficiary participation – beneficiaries participate in the implementation and formulation of policies with a direct impact on them.

At the same time, it also respects the principle of uniqueness, activation, respect for the right to autonomy, individual approach, effectiveness, and efficiency.

The purpose of the institution is to provide social services for: children; the elderly; families in difficulty, with low incomes; homeless people; young people at risk; people with disabilities; people affected by domestic violence; patients with somatic symptom disorder.

In the application of social policies, the Directorate of Social Assistance of the Municipality of Galati performs the following functions: representation of the administrative-territorial unit in the field of social assistance; administration of the human, financial and material resources made available; execution for the provision of social services and the granting of social benefits; the achievement of the social diagnosis; the development strategies of social services, as well as the achievement of the annual action plan; the coordination of measures to combat and prevent social exclusion and marginalization; the promotion of human rights; communication and collaboration.

4. Result

Following the answers received from the interviewees, we have observed that the exercise of the duties regarding the administration and granting of social assistance benefits, the Social Assistance Directorate of the Municipality of Galati: organizes and ensures the receipt of requests for social assistance benefits; verifies the fulfillment of the legal conditions for granting social benefits; collects monthly requests for social assistance benefits granted from the state budget and forwards them to the territorial agencies for payments and social inspection; prepares provisions for granting or rejecting social assistance benefits, as well as for modifying, suspending or terminating the granting of social benefits; communicates the

dispositions of the beneficiaries; carries out social surveys to detect cases of social exclusion; is responsible for the fulfillment of the legal conditions by the beneficiaries of social assistance; prepares and substantiates the budget proposal for the financing of social assistance benefits; fulfills any other duties expressly provided for in the normative acts in force. In exercising its powers regarding the organization, administration and provision of social services, the Social Assistance Directorate of the Municipality of Galati: develops local strategies for the development of social services for a period of 5 years, respectively 10 years, in accordance with national and county strategies; identifies persons and families in difficulty and the causes that led to social exclusion or the situation of risk; proposes the establishment of new social services; monitors and evaluates social services from its own administration; develops and implements projects in the field of social assistance, financed from national funds or external; provides and administers social services intended for the elderly, the child, the disabled, the family; concludes work contracts for the personal assistants of the disabled, classified as severely disabled - with a personal assistant; provides information and advice on rights and services available social services; supports the development of volunteering in social services.

5. Conclusions

The institution carries out the following activities, in the administration and coordination of social services: it requests accreditation as a provider of social services and an operating license for the social services of the local public administration; it assesses the social needs of the population within the Galati Municipality; it carries out social diagnosis at the community level; it grants community assistance services; provides social services directly or through subordinate or coordinated centers. The Directorate of Social Assistance of the Municipality of Galati ensures, based on the attributions conferred by law, the methodological coordination of public and private social service providers that benefit from funding or subsidies from the local budget. The funding of the institution is fully provided from the local budget, approved budget by the local Council of the Municipality of Galati, and the financing of social services and social assistance benefits are provided both from the local budget and from the state budget. The Directorate of Social Assistance of the Municipality of Galati has the capacity of tertiary order of credits, to which they are allocated budgetary credits, through the executive director of the institution, by the Mayor of Galati, who is the main authorizing officer of credits.

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