

**Oryginalny artykuł naukowy**  
**Original Article**

*Data wpływu/Received: 7.02.2015*

*Data recenzji/Accepted: 1.03.2015/10.03.2015*

*Data publikacji/Published: 02.09.2015*

*Źródła finansowania publikacji:*

*Artykuł zrealizowany w ramach projektu badawczego: Wyznaczenie modelu profilu czynników wpływających na poziom jakości obsługi klienta niepełnosprawnego w warunkach zrównoważonego rozwoju na przykładzie administracji publicznej województwa śląskiego, UMO-2012/05/B/HS4/01144 symbol na uczelni PBU-12/ROZ3/2013, finansowanego przez Narodowe Centrum Nauki w programie OPUS*

**DOI: 10.5604/18998658.1173107**

**Authors' Contribution:**

- (A) Study Design (projekt badania)
- (B) Data Collection (zbieranie danych)
- (C) Statistical Analysis (analiza statystyczna)
- (D) Data Interpretation (interpretacja danych)
- (E) Manuscript Preparation (redagowanie opracowania)
- (F) Literature Search (badania literaturowe)

*dr hab. inż. Radosław Wolniak, prof. Pol. Śl.<sup>A B C D E F</sup>*

*Politechnika Śląska,*

*Wydział Organizacji i Zarządzania*

**THE PROBLEMS OF E-GOVERNMENT FUNCTIONING  
IN MUNICIPAL OFFICE IN DĄBROWA GÓRNICZA FROM  
PERSONS WITH DISABILITY POINT OF VIEW**

**PROBLEMY DOTYCZĄCE FUNKCJONOWANIA  
E-ADMINISTRACJI W URZĘDZIE MIEJSKIM  
W DĄBROWIE GÓRNICZEJ Z PERSPEKTYWY OSÓB  
NIEPEŁNOSPRAWNYCH**

**Abstract:** The aim of the publication is to present the results of research in the use of e-government by the people with disabilities. The analysis highlighted the disabled customer satisfaction, the advantages of e-government methods used to communicate with the office. Also analyzed was the relationship between customer satisfaction and other disabled studied variables. The study was conducted on the example of the municipal authority.

**Key words:** quality of services, people with disabilities, public administration, electronic society, e-government

**Streszczenie:** Celem publikacji jest przedstawienie wyników badań w zakresie korzystania z e-administracji przez osoby niepełnosprawne. W analizie zwrócono uwagę na zadowolenie klienta niepełnosprawnego, zalety e-administracji, metody stosowane w komunikacji z urzędem. Przeanalizowano również relacje pomiędzy zadowoleniem klienta niepełnosprawnego a pozostałymi badanymi zmiennymi. Badania przeprowadzono na przykładzie wybranego urzędu miejskiego.

**Słowa kluczowe:** jakość usług, osoby niepełnosprawne, administracja publiczna, społeczeństwo elektroniczne, e-administracja

## Introduction

Modern public administration increasingly become use e-government in order to be able to attend to the growing number of cases, which can be done only with the use of electronic communication. This is important for all customers by making it easier for them to use the services provided by the office, in the settlement of the case allows convenient for the customer hours from anywhere.

The problem is particularly important for people with disabilities. They can benefit from the development of e-services very much. In the case of traditional services in many cases, problems arise, for example in the field of architectural barriers that hinder them in a convenient use of the office. Many people with disabilities in need of care and has difficulty with self getting around town (or even can not do any unattended). For these people, it may be e-government, to enable them to fully use the services of the office and bridge the existing restrictions, in many cases without expensive investment in infrastructure.

The analysis in this publication have been made in the course of the research project Appointment profile model of factors affecting the level of customer service with a disability in terms of sustainability of public administration on the example of the Silesian Province, UMO-2012/05 / B / HS4 / 01144 university symbol PBU- 12 / ROZ3 / 2013, funded by the National Center for Science in the OPUS.

### 1. E-administration – theory

Today, in the era of widely developed civil society and implemented organizational and information solutions in terms of the idea of SmartCity<sup>1</sup>, more and more often you

<sup>1</sup> A. Loska, *Wybrane aspekty wspomagania zarządzania infrastrukturą techniczną eksploatowaną w obrębie inżynierii*

use the e-communication<sup>2</sup>. The most important expected results of its circulation include effects such as: saving action, speed, agility, and no restrictions on access<sup>3</sup>.

The concept of e-government can not be reduced solely to the development of a web portal through which you can provide specific services electronically. As defined by the European Commission, the electronic administration called the use of information and communication technologies in public administration, in conjunction with changes in the nature of the organization and gaining new skills in order to improve the quality of public services, strengthen the involvement of citizens in the democratic process and support for the policy<sup>4</sup>.

In his assumption of the use of IT tools is to allow for the simplification of procedures, reducing red tape, shortening queues, relief workers and government clients relief from having to spend time in the offices. All of these effects can be very beneficial from the point of view of the customer with a disability. From the point of view of the office but the result should be a reduction in the cost and time of administrative decision-making.

The first important step towards the creation of e-government was the so-called Bangemann report, which included a number of aspects of the practical application of advanced information and communications reasons<sup>5</sup>.

Sequentially, strategies of e-society, including e-government led to the creation of the Europe 2020 strategy<sup>6</sup>, which covers a wider range of problems. Starting from the issue of e-services and e-economy goes in the direction of obtaining a result of the improvement in economic growth. It recognizes that the EU institutions should create the development of the Digital Agenda<sup>7</sup>.

In Poland in 2002 was an initiative to promote the information society ePoland 2006. It also presents a number of demands on infrastructure development and the promotion of e-government. In one of the most important documents relating to the development of e-government in Poland - information society development strategy until 2013 formulated the main targets for e-government<sup>8</sup>:

---

*rii miejskiej w myśl koncepcji Smart City, [w:] Zarządzanie innowacjami w produkcji i usługach, red. J. Kaźmierczak, J. Bartnicka, Oficyna Wydawnicza Polskiego Towarzystwa Zarządzania Produkcją, Opole 2014, s. 91-104.*

<sup>2</sup> Look at: D. Szostek, D. Adamski (red.), *E-administracja: prawne zagadnienia informatyzacji administracji*, Wydawnictwo Presscom, Wrocław 2009; M. Luterek, *E-government. Systemy informacji publicznej*, Wydawnictwa Akademickie i Profesjonalne, Warszawa 2010; M. Kowalczyk, *E-urząd w komunikacji z obywatelem*, Wydawnictwa Akademickie i Profesjonalne, Warszawa 2009, s. 138-147; J. Janowski, *Administracja elektroniczna: kształtowanie się informatycznego prawa administracyjnego i elektronicznego postępowania administracyjnego w Polsce*, Wydawnictwo Municipium, Warszawa 2009.

<sup>3</sup> T. Musialik, *E-administracja w Unii Europejskiej*, „Zeszyty Naukowe Politechniki Śląskiej. Seria Organizacja i Zarządzanie” 2012, nr 63a, s. 7-20.

<sup>4</sup> Komisja Europejska, [http://ec.europa.eu/index\\_pl.htm](http://ec.europa.eu/index_pl.htm) [dostęp: 18.02.2015].

<sup>5</sup> P. Bielecki, *Rozwój idei społeczeństwa informacyjnego w Unii Europejskiej*, <http://e-administracja.net/e-administracja/rozwoj-idei-spoleczenstwa-informacyjnego-wunii-europejskiej>, [dostęp: 18.02.2015].

<sup>6</sup> *eEurope – realizacja idei Społeczeństwa Informacyjnego w Unii Europejskiej i w Polsce*, <http://waw.warszawa.mazowsze.pl/eeurope/e-europe.html> [dostęp: 18.02.2015]; *Inicjatywa eEurope – An Information Society for All*, <http://www.erdf.edu.pl/downloads/wwwupload/PROJEKTY%20ICT%20-%20Inicjatywa%20eEurope%20-%20Bruno%20CASSETTE%20-%20PL%202.pdf> [dostęp: 18.02.2015]; *Inicjatywa Europe 2020*, [http://ec.europa.eu/europe2020/tools/flagship-initiatives/index\\_pl.htm](http://ec.europa.eu/europe2020/tools/flagship-initiatives/index_pl.htm) [dostęp: 18.02.2015].

<sup>7</sup> T. Musialik, *E-administracja w Unii...*, s. 7-20.

<sup>8</sup> *Strategia rozwoju społeczeństwa informacyjnego w Polsce do roku 2013*, Ministerstwo Spraw Wewnętrz-

- provision of a wide range of public services provided electronically,
- the increase the efficiency of public administration through the introduction of standardization and interoperability solutions,
- provide individuals, businesses and governments of the registers of reference and other public sector information to be used for the expansion of content and services,
- support the development of pan-European services and mutual recognition solutions and ICT tools.

One of the most important activities in the field of e-government was the creation of the Electronic Platform of Public Administration Services E-PUAP. This is a portal where the public administrations can provide their services electronically, and customers have the option of doing things on the internet<sup>9</sup>.

For the Polish basic indicator of services of e-government changed accordingly from 10% for 2004 and 79% for 2010. In the case of the percentage of enterprises using e-public administration was on in our country in 2007, 64%, and in 2012 increased to level of 90%. The percentage of people using e-government services in Poland was in 2012 32%<sup>10</sup>.

Given the development of e-government in Poland, literature draws attention to the following issues in its implementation and development<sup>11</sup>:

- dispersion of existing systems,
- Internet infrastructure in Poland,
- low awareness and lack of knowledge of the client,
- a high level of complexity of procedures and their inconsistency.

## 2. Satisfaction with e-government – the results of research

During the research project, said in the introduction, an analysis of the level of satisfaction and the most important advantages of using e-government, which occur in the case of customers with disabilities. The study was conducted on a sample of 90 people with disabilities using the services of the city council in the Dąbrowa Górnicza.

In the research process took into account the following variables in terms of customer satisfaction with e-government (variables was evaluated on a scale 1-7, where 1 is strongly disagree and 7 strongly agree):

- Z1 - the speed of implementation of e-services,
- Z2 - readability of your website e-government,
- Z3 - security service,
- Z4 - easy to find links of e-government on the page,

---

nych i Administracji, Warszawa 2008, <http://www.mswia.gov.pl/strategia> [dostęp: 18.02.2015].

<sup>9</sup> K. Dziedzic, *E-administracja w Polsce na tle państw w Unii Europejskiej*, „Prace Naukowe Wałbrzyskiej Szkoły Zarządzania i Przedsiębiorczości”, t. 24: *Samorząd terytorialny a polityka lokalna*, red. P. Laskowski, Wałbrzych 2013, s. 7-16.

<sup>10</sup> *E-government on-line availability*, <http://epp.eurostat.ec.europa.eu> [dostęp: 18.02.2015].

<sup>11</sup> P. Nadybski, *Elektroniczna administracja w Polsce – ograniczenia i bariery*, „Zeszyty Naukowe Wałbrzyskiej Szkoły Zarządzania i Przedsiębiorczości” 2013, nr 9, s. 31-40.

- Z5 - intelligibility assistance in the use of e-government,
- Z6 - site user friendliness of e-government,
- Z7 - timely execution of services by e-office,
- Z8 - in the case of e-office are handled properly the first time around,
- Z9 - use of e-government is safe,
- Z10 - staff can provide information on the use of e-government,
- Z11 - employees shall provide information about problems with the functioning of e-government,
- Z12 - staff was quick to respond to e-mails,
- Z13 - the staff are willing to help customers,
- Z14 - e-office informs the client up to date on progress in the implementation of his case,
- Z15 - workers refer politely and kindly to the customers who have problems with the functioning of e-government,
- Z16 - Workers assist the customer in case of error in the field of e-government,
- Z17 - The site does not have problems with logging in,
- Z18 - website operates under different browsers.

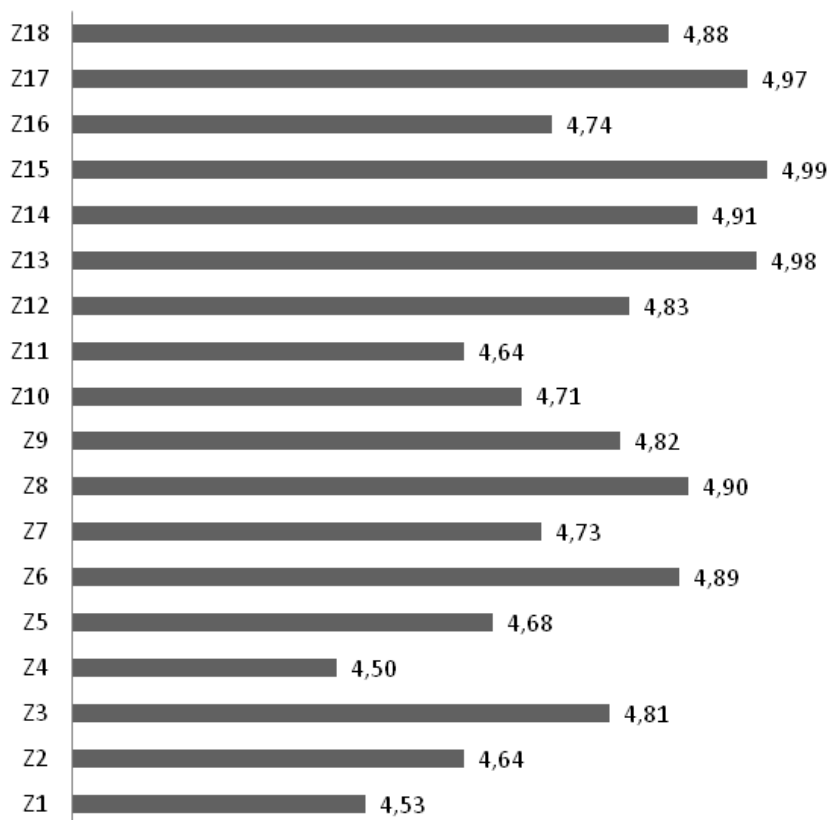
In the case of the advantages of using e-government services in the study included the following variables (variables were evaluated on a scale 1-7, where 1 is not important, and 7 very important):

- Zu1 - the rate of settlement of the matter,
- Zu2 - the opportunity to settle the matter without leaving home,
- Zu3 - opening 24 hours a day,
- Zu4 - easier access to services for people with disabilities,
- Zu5 - security,
- Zu6 - no queues,
- Zu7 - improving communication with the office,
- Zu8 - reducing the cost of using the office.

In addition, the method was determined that the most common use of the disabled into contact with the office. Which methods correspond to the variables (variables was evaluated on a scale 1-7, where 1 is very rare, and very often 7):

- K1 - personal visit to the office,
- K2 - e-mail,
- K3 - instant messaging,
- K4 - phone,
- K5 - letters,
- K6 - e-government system.

The results of the study are summarized in Figure 1. The data show that customer satisfaction with a disability, with different aspects of e-government in Dąbrowa Górnicza is at a level between 4.5 and 5.



**Figure 1.** Disabled customer satisfaction with e-government at the municipal office in the Dąbrowa Górnicza

**Rysunek 1.** Poziom satysfakcji klientów niepełnosprawnych z e-usług w urzędzie miejskim w Dąbrowie Górniczej

**Source:** Own research.

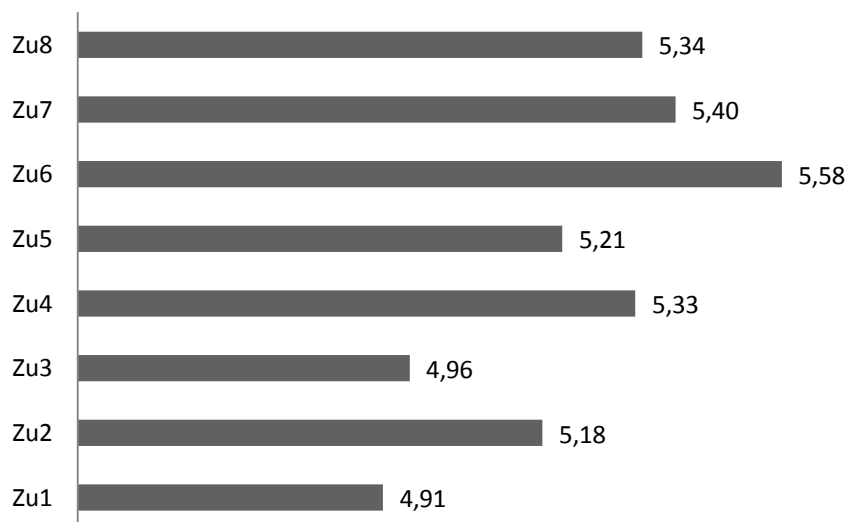
The study shows that, in the office of the Municipal Office in Dąbrowa Górnicza is best assessed areas of functioning of e-government are:

- ratio of workers to the client having problems with the functioning of e-government - (score 4.99);
- willingness of employees to assist customers (4.98);
- no problems logging in (4.97);
- information about the progress of the implementation of the case (4.91);
- errands for e-government well the first time around.

The main drawbacks of the functioning of e-government in office, however, are studied problems such as:

- easy to find a link to the e-government on the (4,5);
- speed of implementation of e-services (4.53).

It is interesting to consider also that the positive use of e-government recognize the test persons with disabilities (Figure 2). In this case, the most important benefits that disabled people exchange include, no queues (score 5.58).



**Figure 2.** The advantages of using e-government services on the example of the Municipal Office in Dąbrowa Górnicza

**Rysunek 2.** Korzyści z e-usług na przykładzie urzędu miejskiego w Dąbrowie Górniczej

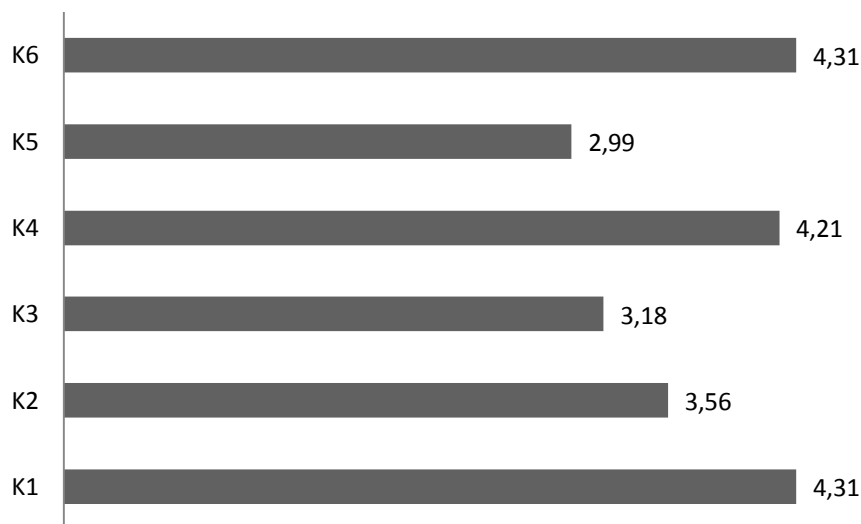
**Source:** Own research.

An important advantage is the improved communication with the office of (5.40), lower the cost of using the office of (5.34), and easier access to services for people with disabilities (5.33). For people with disabilities use of e-government can provide the opportunity to settle matters without leaving home, comfortably and use of electronic communication only. In this case, many of the traditional barriers faced by people with disabilities such as architectural barriers negated.

It is worth noting the speed issues. The rate should be one of the important advantages of e-government, so that it enables the processing of cases using a computer without spending time on the queue, access to the office, etc. Meanwhile, the rate of settlement of the matter by the office is rated in last place among the eight studied the advantages of using e-office. This may be due to the fact that the test is wrong office evaluated in terms of the speed of e-government, which means that customers do not see the benefits later.

Figure 3 shows the tools that people with disabilities use to communicate with the e-office. Based on the research it can be concluded that the most frequently used means of communication is the use of e-government services (4.31 rating) and personal visit to the office of (4.31). Often customers also benefit from the phone (score 4.21). Traditional communication via email is already used relatively rare (2.99). Research indicates that at present, among the disabled, electronic communication is used more frequently. The

results may suggest that in the future the use of e-government can become, among people with disabilities very popular and replaced in most cases the traditional appointment in the office.



**Figure 3.** The tools used to communicate with the e-office

**Rysunek 3.** Narzędzia wykorzystane do komunikacji z e-urzędem

**Source:** Own research.

In the following part of the study it was decided to analyze the relationship between customer satisfaction with e-government and the advantages of the use of e-government. Because the nature of the variables were rank, were used for this purpose Spearman's rank correlation coefficient. Correlation results are shown in Table 1 (at the significance level  $\alpha = 0.01$ ).

The research shows that all the statistically significant correlations are positive, which means that people highlighting the advantages of the use of e-government at the same time better evaluate how this phenomenon in the municipal office in the Mining oak wood. This is understandable, these people will rarely use the services of other municipal offices, so, if they use the office works well in the field of e-government, the same phenomenon is seen by them positively. Conversely, when people with disabilities are faced with problems in the functioning of e-government, also worse evaluate its advantages.

Correlations are particularly common in the case of variables such as the rate of settlement of the matter, the opportunity to settle the matter without leaving home, easier access to services for people with disabilities or to improve communication with the office. In this case, well served, satisfied with the e-services client automatically recognizes the benefits of e-government functioning.



**Table 1.** Spearman's correlations between customer satisfaction with e-government services and benefits from the use of the example Dąbrowa Górnicza

**Tabela 1.** Korelacje Spearmana między satysfakcją klienta z e-usług i korzyści korzystania z e-administracji na przykładzie Dąbrowy Górniczej

|            | Zu1  | Zu2  | Zu3  | Zu4  | Zu5  | Zu6  | Zu7  | <b>Zu8</b> |
|------------|------|------|------|------|------|------|------|------------|
| <b>Z1</b>  | 0,52 | 0,48 | 0,41 | 0,52 | 0,31 | 0,25 | 0,33 | 0,27       |
| <b>Z2</b>  | 0,49 | 0,40 | 0,39 | 0,48 | 0,34 | 0,19 | 0,34 | 0,35       |
| <b>Z3</b>  | 0,46 | 0,47 | 0,43 | 0,55 | 0,18 | 0,22 | 0,45 | 0,17       |
| <b>Z4</b>  | 0,42 | 0,26 | 0,33 | 0,41 | 0,24 | 0,02 | 0,19 | 0,22       |
| <b>Z5</b>  | 0,45 | 0,38 | 0,26 | 0,41 | 0,38 | 0,27 | 0,36 | 0,36       |
| <b>Z6</b>  | 0,45 | 0,33 | 0,37 | 0,44 | 0,28 | 0,29 | 0,24 | 0,21       |
| <b>Z7</b>  | 0,37 | 0,41 | 0,34 | 0,42 | 0,20 | 0,22 | 0,43 | 0,16       |
| <b>Z8</b>  | 0,38 | 0,37 | 0,18 | 0,38 | 0,35 | 0,35 | 0,36 | 0,24       |
| <b>Z9</b>  | 0,43 | 0,44 | 0,37 | 0,46 | 0,21 | 0,17 | 0,34 | 0,24       |
| <b>Z10</b> | 0,44 | 0,32 | 0,36 | 0,39 | 0,31 | 0,22 | 0,29 | 0,21       |
| <b>Z11</b> | 0,31 | 0,31 | 0,27 | 0,33 | 0,22 | 0,21 | 0,37 | 0,27       |
| <b>Z12</b> | 0,25 | 0,26 | 0,30 | 0,28 | 0,18 | 0,11 | 0,22 | 0,21       |
| <b>Z13</b> | 0,26 | 0,38 | 0,36 | 0,25 | 0,08 | 0,10 | 0,38 | 0,09       |
| <b>Z14</b> | 0,27 | 0,32 | 0,36 | 0,30 | 0,22 | 0,12 | 0,24 | 0,06       |
| <b>Z15</b> | 0,30 | 0,34 | 0,27 | 0,36 | 0,21 | 0,15 | 0,44 | 0,31       |
| <b>Z16</b> | 0,37 | 0,38 | 0,25 | 0,44 | 0,19 | 0,15 | 0,33 | 0,23       |
| <b>Z17</b> | 0,37 | 0,36 | 0,20 | 0,38 | 0,24 | 0,18 | 0,34 | 0,30       |
| <b>Z18</b> | 0,38 | 0,27 | 0,31 | 0,34 | 0,23 | 0,15 | 0,23 | 0,16       |

**Source:** Own research.

By examining the correlation between customer satisfaction disabled e-government and communication tools used (Table 2 - correlations of statistical significance level  $\alpha = 0.001$ ), one can see a positive phenomenon of the fact that people often communicate with the office positively evaluate its performance. It should especially pay attention to the variable K6 - the use of e-government. The more often a person with a disability benefit from e-government, the better it assesses. This phenomenon occurs for almost all studied variables relating to the functioning of e-government in the Municipal Office in Dąbrowa Górnicza.

The observed phenomenon is very positive and shows that actually e-office functions correctly, the problem is mainly in the area of learning to its use by the customer. Once you convince someone to the use of e-government, learn to operate the system and begin to use it, it begins to positively evaluate its functioning.

**Table 2.** Spearman's correlations between customer satisfaction with e-government services and the frequency of use of particular tools of communication with the office of the example Dąbrowa Górnicza

**Tabela 2.** Korelacje Spearmana między zadowoleniem klientów z e-administracji publicznej a częstością wykorzystania konkretnych narzędzi do komunikacji z urzędem miejskim w Dąbrowie Górniczej

|     | K1   | K2    | K3    | K4    | K5    | K6   |
|-----|------|-------|-------|-------|-------|------|
| Z1  | 0,24 | -0,02 | -0,30 | -0,41 | -0,26 | 0,47 |
| Z2  | 0,28 | -0,01 | -0,21 | -0,37 | -0,24 | 0,44 |
| Z3  | 0,31 | -0,13 | -0,39 | -0,38 | -0,41 | 0,42 |
| Z4  | 0,27 | 0,09  | -0,08 | -0,18 | -0,20 | 0,29 |
| Z5  | 0,14 | -0,04 | -0,17 | -0,32 | -0,23 | 0,44 |
| Z6  | 0,24 | -0,10 | -0,35 | -0,19 | -0,16 | 0,38 |
| Z7  | 0,16 | 0,01  | -0,15 | -0,37 | -0,32 | 0,46 |
| Z8  | 0,06 | -0,11 | -0,29 | -0,22 | -0,08 | 0,49 |
| Z9  | 0,19 | -0,01 | -0,18 | -0,29 | -0,28 | 0,43 |
| Z10 | 0,14 | 0,07  | -0,25 | -0,39 | -0,27 | 0,46 |
| Z11 | 0,17 | -0,22 | -0,27 | -0,27 | -0,20 | 0,40 |
| Z12 | 0,06 | 0,11  | 0,00  | -0,26 | -0,05 | 0,43 |
| Z13 | 0,26 | -0,04 | -0,19 | -0,30 | -0,18 | 0,39 |
| Z14 | 0,12 | 0,02  | -0,27 | -0,36 | -0,27 | 0,43 |
| Z15 | 0,16 | -0,03 | -0,18 | -0,26 | -0,14 | 0,46 |
| Z16 | 0,23 | -0,05 | -0,15 | -0,35 | -0,31 | 0,45 |
| Z17 | 0,20 | -0,04 | -0,13 | -0,18 | -0,30 | 0,34 |
| Z18 | 0,26 | 0,04  | -0,16 | -0,18 | -0,25 | 0,36 |

Source: Own research.

## Conclusion

The use of e-government is an important factor for the use of the services provided by the office for people with disabilities. The findings suggest that people with disabilities have a positive perception test provided by the City Council in Dąbrowa Górnicza e-services. They highlight the benefits of e-government such as: no queues, improving communication with the office, or generally easier access to services for people with disabilities.

With the wider use of e-government and the materialization of the potential benefits requires encourage people with disabilities to ensure that they wanted the services provided by municipalities to use and able to comfortably support the respective electronic platforms. This is very important because, as is evident from the study, when a person begins to frequently use e-government, then sees its benefits and positively evaluates it, while negatively evaluate e-government mostly those who have had to deal with him rarely.

## Bibliography

- Bielecki P., *Rozwój idei społeczeństwa informacyjnego w Unii Europejskiej*, <http://e-administracja.net/e-administracja/rozwoj-idei-spoleczenstwa-informacyjnego-wunii-europejskiej> [dostęp: 18.02.2015].
- Dziedzic K., *E-administracja w Polsce na tle państw w Unii Europejskiej*, „Prace Naukowe Wałbrzyskiej Szkoły Zarządzania i Przedsiębiorczości”, t 24: *Samorząd terytorialny a polityka lokalna*, red. P. Laskowski, Wałbrzych 2013.
- eEurope – realizacja idei Społeczeństwa Informacyjnego w Unii Europejskiej i w Polsce*, <http://waw.warszawa.mazowsze.pl/eeurope/e-europe.html> [dostęp: 18.02.2015].
- E-government on-line availability*, <http://epp.eurostat.ec.europa.eu> [dostęp: 18.02.2015].
- Grodzka D., *E-administracja w Polsce*, Infos nr 18, Biuro Analiz Sejmowych, Warszawa 2007.
- Inicjatywa eEurope – An Information Society for All*, <http://www.erdf.edu.pl/downloads/wwwu-pload/PROJEKTY%20ICT%20-%20Inicjatywa%20eEuropa%20-%20Bruno%20CASSETTE%20-%20PL%202.pdf>.
- Inicjatywa eEurope 2002 – An Information Society for All. An Action Plan*, [http://ec.europa.eu/information\\_society/eeurope/2002/documents/archiv\\_eEurope2002/actionplan\\_en.pdf](http://ec.europa.eu/information_society/eeurope/2002/documents/archiv_eEurope2002/actionplan_en.pdf).
- Inicjatywa ePolska 2006 – Plan działań na rzecz rozwoju społeczeństwa informacyjnego w Polsce*, [http://www.cie.gov.pl/HLP/files.nsf/0/EEA3520B45039EFEC125721F002D0E4B/\\$file/epolska2006.pdf](http://www.cie.gov.pl/HLP/files.nsf/0/EEA3520B45039EFEC125721F002D0E4B/$file/epolska2006.pdf).
- Inicjatywa Europe 2020*, [http://ec.europa.eu/europe2020/tools/flagship-initiatives/index\\_pl.htm](http://ec.europa.eu/europe2020/tools/flagship-initiatives/index_pl.htm).
- Janowski J., *Administracja elektroniczna: kształtowanie się informatycznego prawa administracyjnego i elektronicznego postępowania administracyjnego w Polsce*, Wydawnictwo Municipium, Warszawa 2009.
- Komisja Europejska*, [http://ec.europa.eu/index\\_pl.htm](http://ec.europa.eu/index_pl.htm) [dostęp 18.02.2015].
- Kowalczyk E., *Internet jako narzędzie komunikacji i kreowania pozytywnego wizerunku w procesie zarządzania społecznościami lokalnymi*, „Prace Naukowe Wałbrzyskiej Szkoły Zarządzania i Przedsiębiorczości”, t 24: *Samorząd terytorialny a polityka lokalna*, red. P. Laskowski, Wałbrzych 2013.
- Kowalczyk M., *E-urząd w komunikacji z obywatelem*, Wydawnictwa Akademickie i Profesjonalne, Warszawa 2009.
- Loska A., *Wybrane aspekty wspomagania zarządzania infrastrukturą techniczną eksploatowaną w obrębie inżynierii miejskiej w myśl koncepcji Smart City*, [w:] *Zarządzanie innowacjami w produkcji i usługach*, red. J. Kaźmierczak, J. Bartnicka, Oficyna Wydawnicza Polskiego Towarzystwa Zarządzania Produkcją, Opole 2014.
- Luterek M., *E-government. Systemy informacji publicznej*, Wydawnictwa Akademickie i Profesjonalne, Warszawa 2010.
- Musialik T., *E-administracja w Unii Europejskiej*, „Zeszyty Naukowe Politechniki Śląskiej. Seria Organizacja i Zarządzanie” 2012, nr 63a.
- Nadybski P., *Elektroniczna administracja w Polsce – ograniczenia i bariery*, „Zeszyty Naukowe Wałbrzyskiej Szkoły Zarządzania i Przedsiębiorczości” 2013, nr 9.
- Strategia rozwoju społeczeństwa informacyjnego w Polsce do roku 2013*, Ministerstwo Spraw Wewnętrznych i Administracji, Warszawa 2008 <http://www.mswia.gov.pl/strategia> [dostęp: 18.02.2015].
- Szostek D., Adamski D. (red.), *E-administracja: prawne zagadnienia informatyzacji administracji*, Wydawnictwo Presscom, Wrocław 2009.
- Wolniak R., Skotnicka-Zasadzień B., Zasadzień M., *Measurement of the quality of services provided for the disabled in public administration institutions exemplified by a selected municipal office*, [w:] *Maturity Management*, red. E. Skrzypek, UMCS, Lublin 2013.

Wolniak R., Skotnicka-Zasadzień B., *Problematyka czynników jakości obsługi klienta niepełnosprawnego*, [w:] *Dojrzałość w odniesieniu do klienta i sfery usług*, red. E. Skrzypek, UMCS, Lublin 2013.

Wolniak R., *Analiza postrzegania przez klienta niepełnosprawnego barier architektonicznych na przykładzie urzędu miejskiego w Siemianowicach Śląskich*, „Zeszyty Naukowe Politechniki Śląskiej. Seria Organizacja i Zarządzanie” 2014, z. 71.

Wolniak R., *Czynniki jakości związane z barierami architektonicznymi obsługi klienta niepełnosprawnego w urzędzie miejskim w Siemianowicach Śląskich*, *Zeszyty Naukowe Wyższej Szkoły Humanitas. Zarządzanie* 2014, nr 2.

Wolniak R., *Factors related to architectural barriers quality of customer with disability service in Siemianowice city offices*, “The Annals of the University of Bucharest, Economic and Administrative Series” 2014, vol. 8.

#### **Nota o Autorze:**

**Radosław Wolniak** – profesor nadzwyczajny w Instytucie Inżynierii Produkcji Wydziału Organizacji i Zarządzania Politechniki Śląskiej. Jego zainteresowania koncentrują się na zarządzaniu jakością, metodach i narzędziach zarządzania jakością w produkcji i usługach oraz na towaroznawstwie. Jest autorem około 250 publikacji i 9 książek z zakresu zarządzania jakością, kierownikiem 2 projektów badawczych oraz promotorem 1 obronionej pracy doktorskiej.

#### **Author's resume:**

**Radosław Wolniak** – Associate Professor at the Institute of Production Engineering Department of Organization and Management in the Silesian Technical University. His interests focus on quality management, methods and tools of quality management in manufacturing and services and commodity science. He is the author of about 250 publications and 9 books in the field of quality management, manager of 2 research projects and 1 promoter of doctoral dissertation.

#### **Kontakt/Contact:**

Radosław Wolniak  
Politechnika Śląska  
Wydział Organizacji i Zarządzania  
Roosvelta 26-28,  
41-800 Zabrze  
Polska  
e-mail: [rwolniak@polsl.pl](mailto:rwolniak@polsl.pl)