

STUDIES AND RESEARCH REGARDING THE SERVICES OFFERED BY THE SIBIU COUNTY DIRECTORATE OF PERSONAL REGISTRATION OFFERED TO ORGANIZATIONS WITH OBJECTS OF ACTIVITY IN NONCONVENTIONAL TECHNOLOGIES

Costantin-Dorin Olteanu¹, Aurel - Mihail Țițu^{2,3}, Iuliana Moisescu⁴, Nicoleta-Mădălina Niță⁵

¹National University of Science and Technology POLITEHNICA Bucharest, Faculty of Industrial Engineering and Robotics, 313 Splaiul Independenței, 6th District, Bucharest, Romania, ocosti@gmail.com

²Lucian Blaga University of Sibiu, 10 Victoriei Street, Sibiu, Romania, mihail.titu@ulbsibiu.ro

³The Academy of Romanian Scientists, 3 Ilfov Street, Bucharest, Romania,

⁴National University of Science and Technology POLITEHNICA Bucharest, Faculty of Industrial Engineering and Robotics, 313 Splaiul Independenței, 6th District, Bucharest, Romania, e-mail: iuliana_moise@yahoo.com

⁵National University of Science and Technology POLITEHNICA Bucharest, Faculty of Industrial Engineering and Robotics, 313 Splaiul Independenței, 6th District, Bucharest, Romania, madalina.nita12@yahoo.com

ABSTRACT: The development of the local and regional economy of the city and county of Sibiu makes many of the existing industrial organizations in order to meet the current quality needs as well as for the permanent improvement of the efficiency and effectiveness of the products, to use more and more often in the technological process of processing, nonconventional technologies. The need for staff for these organizations is increasing the human resources in the area are exceeded thus, a large part of the employees come from the neighboring counties. This greatly increased flow of people increases the social need on the line of civil status and records of people. Through the services offered, the Sibiu County Directorate of Personal Records meets these service needs by trying to solve the situations that arise along the lines of personal records and civil status.

KEYWORDS: quality, nonconventional technologies, services, improving efficiency and efficacy

1. INTRODUCTION

According to some specialists, a public organization can be defined as "a social entity created with the explicit aim of achieving specific objectives" [1], to achieve its mission of satisfying public needs. Oprean believes that public administration is an instrument of the state, indispensable in achieving objectives set by legal acts to satisfy the general interest through the action of public power, in this way, public administration is an apparatus for managing public problems with two roles, of organization and application of legal provisions [2].

We can consider that the public organization is an organizational entity that has decision-making autonomy in the execution of its main function, acting in a specific framework on the resources available to satisfy some social needs.

Future public organizations must aim to be mission-driven, innovation-driven, long-term focused, decentralized, networked, and willing to take risks. Anticipating future transformations could help equip institutions with the necessary capacities, skills, knowledge, and structures [3].

The service can be understood as a process, an act that affects a person, a good, or information, the implementation of which requires that the exchange relationship be established with the user [4].

The state, to serve the members of a human collective, created bodies called public services. The requirements of these communities are diverse and may include aspects related to social assistance, marital status, health, transport, culture, housing, education, food, etc.

The notion of public service is used in two senses [5]:
- In the organic sense as an organization, social body, or public legal person with the help of which public interest is achieved;

- In the functional sense as an activity carried out by the body providing the service.

Thus, public service can be defined as a set of activities organized by the public administration to satisfy social needs in the public interest [6].

Private organizations are profit-oriented and the reference value is the efficiency that materializes in the increase of profit. The values representing the culture of public and private organizations are different. Equity is the central value of public organizations that manifests itself by offering public services, and accessible goods, in the name of the general interest. Public equity is valued and confirmed by the manifestation without discrimination of each citizen as a beneficiary of public services such as the state's care towards citizens, materialized through the services offered. Thus, Mihaela Vlăsceanu believes that for public

organizations, efficiency began to be measured not only by the degree of serving the citizen but also by placing him in the center of attention in the customer's pose, the management of public organizations began to develop based on financial responsibility, increasing the quality of services [7].

The current trend is for public organizations to develop a management based on financial efficiency with an emphasis on increasing the quality of services, to adopt behaviors typical for private organizations. The citizen, who is the beneficiary of public services, begins to be seen by public organizations as a customer, similar to private organizations. Public organizations behave more and more like private organizations, and the barriers between the two organizations tend to decrease.

2. SIBIU COUNTY DIRECTORATE OF PERSONAL RECORDS A KNOWLEDGE-BASED ORGANIZATION

In the specialized literature, it is appreciated that administration can be defined as the activity of a group that works together to achieve common goals [8].

According to the law, public administration in administrative-territorial units is organized, and operates based on the principles of decentralization, local autonomy, deconcentration of public services, eligibility of local public administration authorities, legality, and consultation of citizens in solving local issues of special interest. Thus, local autonomy means the right and the effective capacity of the local public administration authorities to resolve and manage, on behalf and in the interest of the local communities they represent, public affairs by the law [9]. This right is exercised by local councils and mayors, as well as county councils and local public administration authorities elected by universal, equal, direct, secret, and freely expressed vote.

The Sibiu County Directorate of Personal Records, is organized under the Sibiu County Council and is a public institution of county interest with legal personality, established by the reorganization of the Civil Status Service from the specialized apparatus of the Sibiu County Council and the Population Registration Office of within the Computerized Personal Record Service of Sibiu County, under art. 6 of O.G. no. 84/2001 regarding the establishment, organization, and operation of the community public services for records of persons, with subsequent amendments and additions, approved by Law no. 372/2002, as well as under Decision no. 9/2005 of the Sibiu County Council.

The Sibiu County Directorate of Personal Records coordinates and methodologically controls the

activity of the local community public services for the registration of people in the administrative-territorial units where they are established, as well as civil status officers within the town halls of the administrative-territorial units where services do not operate public local community records of persons.

The activity of the institution, is coordinated by the President of the Sibiu County Council, who can delegate, by provision, the powers conferred on him by the law and other normative acts to the vice presidents, the heads of the functional compartments, or the staff of the specialized apparatus. Also, the coordination and methodological control of the institution is ensured, in a unitary manner, by the Directorate for the Records of Persons and the Administration of Databases according to the legal provisions [10]. The activity of the organization Sibiu County Directorate of Personal Records, is carried out in the interest of the person and the community, in support of the state institutions, exclusively on the basis and in the execution of the law.

3. THE PLACE AND ROLE OF THE INFORMATION SYSTEM IN A PUBLIC ORGANIZATION PROVIDING SERVICES TO CITIZENS

- Information technology represents all the tools that are based on hardware and software computing techniques, communications - telecommunications, database storage methods, and support, as well as the personnel who serve these services.
- Managers of an organization, regardless of hierarchical level, need information to plan, organize, coordinate, control, and make decisions. From the point of view of systems, an organization can be considered a system consisting of several subsystems which, in turn, can be regarded as leading or driven systems. The management of an organization, in order to be able to manage all activities, needs information that describes the processes, phenomena, and events that take place at the level of the operational subsystem, they are received from the information system (subsystem). The information system connects all the components of the organization.
- O. Nicolescu and I. Verboncu believe that the managerial information system can be defined as the set of data information, information flows and circuits, procedures, and means of processing information intended to contribute to the establishment and achievement of objectives organization [11].

- In order to function normally, the following activities take place at the organizational level (Figure 1):
- Data collection regarding the environment and the state of the organization's general system;
- Data transmission through informational channels in the data processing points;
- Processing data and obtaining information that used in the decision-making process;
- Making decisions and submitting them to the executive bodies;
- Ensuring control and tracking the fulfillment of decisions;
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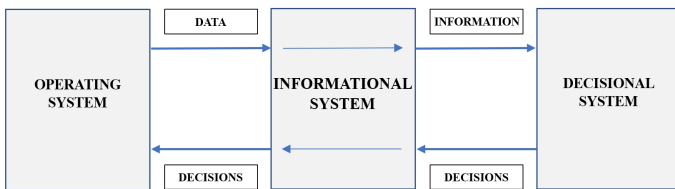


Figure. 1 Activity at the level of an organization

Most of the stated activities are provided by the information system, which is intermediate between the operational system and the management system. The information system can be considered as a set of material and human resources that are part of an organization to retrieve and process data to obtain information that will be used by all management, control, and decision-making levels of the organization. In other words, the information system can be seen as the totality of data, information, information flows and circuits, information processing procedures, and the means of their application for the design, development, and implementation of the organization's objectives.

The information system, through its structure, ensures the collection of data and information, their processing, and their transport through an upward or horizontal flow. These data and information are followed by decisions that are distributed through a horizontal or downward flow.

An information system, in order to function effectively, is made up of several components: data, information, information circuits, information flows, information procedures, and information processing means.

Data is a description in words or figures of a phenomenon, facts, actions, or process regarding the internal or external environment of the organization with value for this organization.

Information is the result of the processing and association of several data, according to certain rules. Information brings more knowledge and is used to

achieve the organization's objectives. Information is the primary source for decision-making and underpins many actions. Information is the basis of the foundation, development, and implementation of the information system.

The information circuit can be defined as the path followed by information from the transmitter to the receiver specifying the crossing points.

Information flow is the speed at which information flows between sender and receiver using a certain information circuit. It can be said to represent the amount of information that circulates in the unit of time through an informational circuit.

The information procedure is defined by all the methods and techniques used to collect data and information, record, process, and transmit them. In order to be understood and executed, the procedures, methods, and techniques of collecting, recording, handling, and processing information must be clear and detailed. The operations to be performed, their sequence, the methods, and means of processing the information, as well as the information support used and the form of information presentation, must be specified.

All the tools with the help of which the information is collected, recorded, processed, stored, and transmitted from the sender to the receiver are the means of treatment and processing of information.

We can say that the information system is a set of data, information, information flows, and circuit procedures, as well as all the means used to treat information at the decision-making level of organizations in order to achieve the proposed objectives of the organization. Information is the result of data processing, which brings more knowledge and is the basis of decision-making. Not all data is useful and information arrives.

In public administration, an information system represents a set of data and information found in documents, information circuits, and information flows. It also represents how information is processed, involved in the decision-making process, and elaborated by the bodies of the public administration system which, through the result of these decisions, ensure the needs of the population.

There is an increasingly pronounced tendency to computerize public organizations, and a tendency to introduce more and more information technologies. Applications that have proven effective in the private environment are being implemented more and more often.

Within an organization, the operation of an information system involves the collection, processing, transmission, and storage of data and information. To carry out these activities, it is

necessary to use some means of information transmission, processing, and storage. In addition, the use of these means requires specialized personnel.

Through the widespread use of computer systems, the efficiency of organizations has increased. Through the software implemented at the organizational level, the activities within the organization could be structured and organized more efficiently, increasing the efficiency of the organization as a whole. Many of the activities of organizations are carried out with the help of computers.

Most of the time, performing the activities of collecting, processing, transmitting, and storing data and information in an information system involves the use of computing techniques. In this case, we can say that we have a computer system.

In specialized literature, the information system is often defined as referring to the difference between it and the information system:

O. Nicolescu starts from the idea that most of the time, computer scientists consider that the computer system is identified with the information system, he claims that the computer system is that part of the information system that boils down to the collection, transmission, and processing with automated means of information [12].

C. Russu defines a computer system as a mechanized or automated information processing system, built from equipment, programs, and files that must satisfy rigorously specified requirements [13].

The computer system is a subsystem of the information system. To ensure the three functions of the information system, the documentation function, the decision-making function, and the operational function, the information system uses computing technology (computers, servers, etc.) and specialized software applications. The notion of an information system is related to the computerization of the organization's activity, the organization, and administration of information with the help of information resources.

Within an information system of an organization, there can be several IT systems that work in parallel and collaborate to fulfill the objectives of the information system (for example accounting records, material management, personnel records, etc.).

The computer system, by its nature, deals with the collection, transmission, and processing with the help of automated means of information. The information system is much more comprehensive. The development of the performance of the computing technique led to an increase in its use and the increase in the role of the computer system in the whole information system. In high-performing organizations from developed economies, the

information system occupies a very significant share of the total information system. A major role in the quality of the information system and the management system is played by the human component.

The current trend is for more and more activities to be taken over by computer systems, complementing and supporting human activity, and increasing productivity and efficiency. Human resources have a very important role in the information system.

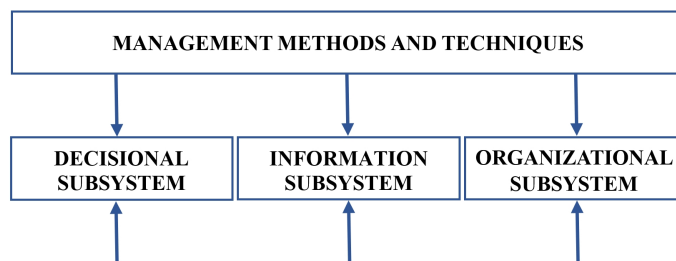
Very often it is considered that the computer system is identified with the information system, but the computer system is a subsystem of the information system. The notion of an information system is related to the computerization of the organization's activity, the organization, and administration of information with the help of information resources.

4. PROCESS MANAGEMENT WITHIN THE ORGANIZATION OF THE SIBIU COUNTY DIRECTORATE OF PERSONAL REGISTRATION

The management system

The management system is a set of decision-making, informational, methodological, and operational elements. Between these elements, there are causal relationships that act interdependently in order to ensure the management processes and relationships at the level of an organization.

The management system consists of several components, which differ according to the nature and specific characteristics of the organization: the organizational subsystem, the decisional subsystem, the informational subsystem, and other management elements highlighted in Figure 2.



Figures. 2 The management system

The organizational subsystem brings together two main categories of organization existing in any company: formal organization and informal organization. The formal organization means the set of organizational elements within the organization, established by the management through the organization and operation regulations, organizational charts, descriptions, and positions. By informal organization is understood as the totality of the elements and human interactions with an

organizational character, which manifest spontaneously and naturally between the company's components.

The decision subsystem represents the set of decisions adopted and applied within the organization, being specific to management. It is a command system that regulates the activities involved. Through it, management functions are exercised with a more pronounced emphasis on forecasting. The decision-making subsystem is one of the most active parts of the management system with an emphasis on achieving high efficiency.

The information subsystem represents the totality of data, information, information circuits, information flows, procedures and information processing means existing in an organization, to ensure the necessary information support for establishing and fulfilling the planned objectives. The basic components of the information system are: data, information, information flow, information procedure, and information processing means.

The Sibiu County Directorate of Personal Records has an organizational structure made up of two services and several compartments, being made concrete by specific attributions, functional relationships, and management, coordination, and control relationships, as follows:

A. Civil status service in which two departments operate:

- Coordination and control department, transcriptions, and name changes;
- The section operating mentions.

B. The service of records of persons;

C. The litigation-legal department, human resources, and public relations;

D. IT department;

E. The financial-accounting department and technical-material assurance.

The process-based approach can be applied in any organization and any management system regardless of its type, size, or complexity, the process-based approach appears in ISO 9001:2015.

A process can be defined, according to ISO 9001:2015, as "a set of interrelated or interacting activities that transform a set of input elements in order to achieve output elements needed by an internal or external customer" [14]. Inputs and outputs can be tangible (equipment, materials, or components) or intangible (information or knowledge).

We can consider a process, a sequence of predefined activities, which through their application achieve desired results, which unite the organization's operations with customer requirements. In general, the processes are cross-functional, on a horizontal

plane, attached to the hierarchical structure on a vertical plane of the organization, with not a single person being responsible for the entire process [15]. Within the Sibiu County Directorate of Personal Records, there is an organization and operation regulation in which the activities carried out within the organization are highlighted. Starting from it, the existing processes in the organization can be identified.

A. General Administration Process:

- Coordinates the entire activity of the organization Sibiu County Directorate of Records of Persons;
- Administers the entire patrimony of the organization;
- Coordinates activities related to civil status and records of persons.

B. The Executive Administration Process that coordinates the activities of the following departments within D.J.E.P. Sibiu:

- Litigation-legal department, human resources, and public relations;
- IT department;
- Financial-accounting department and technical-material insurance.

C. Civil Status Process:

- Administers the Civil Status service by the head of the civil status service;
- Organizes the activities of the two departments Coordination Control and Operation Mentions in Civil Status Registers.

D. Process Records of Persons:

- Administers the Persons Records service by the head of the person records service;
- Coordinates and methodologically controls the activities of resolving requests for the issuance of the identity document, respectively request for the entry in the identity document of the mention regarding the establishment of residence, as well as that of receiving requests and issuing the other documents, within the one-stop shop, by the local community public services for the registration of persons within the county of Sibiu, in order to ensure a unitary way of applying the legal regulations incident to these activities.

E. Litigation-Legal Process:

- Represents the Sibiu County Directorate of Personal Records before the courts, other jurisdictional bodies, criminal investigation bodies, public notaries, and/or in relations with other natural or legal persons, under the terms of the law, by appointment/delegation, power of attorney or express mandate

F. Human Resources Management Process:

- Keeps records of staff statements to determine personal deductions, for payroll tax, establishes and tracks the amount of personal deductions for each employee;
- Keeps track of the tax on salary or income comparable to salary;
- Calculate the gross salaries, holidays, and medical leaves of the D.J.E.P. staff. Sibiu.

G. Public Relations Process:

- Analyzes, prepares, and ensures the transmission of the response to the petitions addressed to the Sibiu County Directorate of Personal Records, in the situation where the petitions were assigned to this department, collaborating with the other departments within the institution;

H. The IT Systems Management Process:

- Ensures the computerization and computerized management of all activities suitable for computer processing that return to the organization;
- Is responsible for the proper functioning of the system, manages and supervises the material resources involved: hardware, software, and communications;
- Ensure assistance, consultancy, and training of the staff of the specialized apparatus or, as the case may be, propose training courses within the specialized institutions regarding computer operation, how to use the installed programs, and maintenance of computing equipment;
- Responsible for the implementation of the security policies of the IT and communications system;
- Is responsible for the maintenance and updating of the institution's website, based on the information received from the specialized structures within it, approved in advance by the executive director of the organization, displayed, on the website of the Sibiu County Directorate of Personal Records, the information of public interest.

I. Financial-Accounting Process:

- Ensures correct and timely accounting records regarding fixed and current assets, cash, own funds and other funds, debtors, creditors, and other settlements, investments, budget expenses, and income.

J. The Technical-Material Assurance Process:

- Ensures the proper management of the assets or values at its disposal, assuming legal responsibility for the damage it causes to the institution;
- Monitors and is responsible for the proper execution of the maintenance works, for the rational and efficient use of related facilities, other fixed assets,

and inventory objects in the heritage of the Sibiu County Directorate of Personal Records.

K. Registration Process:

- Manages the general registry - in the computer system;
- Receives and registers correspondence formulated in writing or sent by e-mail/post/FTP and distributes it, based on signature, to the structures within the institution, according to the resolution of the executive director of the Sibiu County Directorate of Personal Records, also ensuring its dispatch.

The process-based approach involves establishing the organization's processes to operate as an integrated and complete system in which the management system integrates processes and measures to achieve objectives, and the processes define the interrelated activities and checks to provide the desired outputs.

5. SERVICES OFFERED BY THE ANALYZED ORGANIZATION TO INDUSTRIAL ORGANIZATIONS WITH OBJECT OF ACTIVITY IN NONCONVENTIONAL TECHNOLOGIES

The current social situation in the area of the city and county of Sibiu, in which economic development in general and industrial development, in particular, creates a deficit in the provision of labor force migration, is an increasingly present phenomenon that comes together with the emergence of additional needs in terms of aspects of civil status and records of persons. The Sibiu County Directorate of Personal Records meets these needs by trying to solve the situations that arise on these issues. The existence organization, of a Single Desk that can urgently resolve situations on the Personal Record line, is an additional tool in meeting this situation.

An important part of people who benefit from the services offered by the Sibiu County Directorate of Personal Records work in the industrial area, and in organizations that use processing with nonconventional technologies. From the Sibiu area, we can list several organizations that use unconventional technologies in the industrial processing process, such as KRUPP BILSTEIN COMPA together with Frauenthal Automotive Sibiu, Marquardt Schaltsysteme S.C.S. Romania, Poenix Laser, S.C. Flörke Production S.R.L and others.

The processing of metallic materials, using nonconventional technologies in the manufacture of some products, appeared alongside the classic processing techniques as an objective, complementary necessity, offering processing

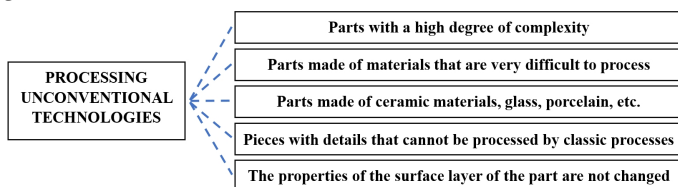
solutions that cannot be obtained with high productivity with the help of classic technologies.

The processing of metals into finished parts using conventional technologies is done by plastic deformation processes (rolling, forging, drawing, extrusion), and cutting processes (turning, planing, milling, drilling, reaming, etc.). Unconventional technologies use modern processing methods such as chemical erosion, galvanic erosion, plasma processing, and laser. Certain processing methods can also be applied to other categories of materials, cutting also applies to wood, plastic, and rubber, and casting and extrusion also applies to plastics and rubber. Non-conventional technologies can also be applied to more special materials such as ceramic materials or other materials that are more difficult to process.

In the process of processing with nonconventional technologies, material that can be tenths to thousandths of a millimeter is removed from the processed piece through erosion phenomena. For this process, an erosive agent is used, usually through a complex physical-chemical system. The energy used in this type of processing can be electrical, electrochemical, electromagnetic, chemical, thermal, or mechanical.

Processing using nonconventional technologies can use several nonconventional processing processes: electroerosion processing, electrochemical processing, chemical processing, electron beam processing, laser processing, plasma processing, and ultrasonic processing.

Processing with nonconventional technologies can be successfully applied, in the situations shown in Figure 3:



Figures. 3 Processing with nonconventional technologies

Processing with nonconventional technologies lends itself to be used in situations where classic technologies cannot be applied when high productivity is desired at a very good quality in large series productions. This type of processing through nonconventional technologies is performed by highly qualified personnel. They use quite complex installations with a special working environment, the cost of processing is not very low, but it becomes effective in large series processing. Due to these reasons, processing with nonconventional technologies is applied more often in the aeronautical industry, the automotive industry, and in the case of parts that require special processing.

An important organization is S.C. COMPA S.A. which together with the German concern Krupp established two joint ventures KRUPP BILSTEIN COMPA (1996) - to develop, produce, and market shock absorbers for cars and KRUPP COMPA ARCURI (1998) current Frauenthal Automotive Sibiu, for the production and marketing of springs suspension for trucks.

Compa products are assembled on cars such as Audi, BMW, Citroen, Fiat, Ford, GM, Mercedes, Peugeot, Porsche, Renault, Toyota, Volkswagen, and Kia. It also has long-term partnerships with companies in the automotive field and beyond Bosch, BOS, Continental, Dacia-Renault, Daikin, Delphi, DMG-MORI, Haulotte Group, Faurecia, Hendrickson, Garrett – Advancing Motion, Hutchinson, Fuji -Kiko, Jtekt, Joyson Safety Systems, Schaeffler Group, ThyssenKrupp Bilstein, ZF, WILO, etc.

The main product groups are components for injection systems; wiper blades, arms, and mounts; central cases, flanges, and rollers for turbochargers; pinions for steering boxes; components for steering columns; arches; stamped parts; forged parts; cardan transmissions; mechanical-welded assemblies; components for air conditioning installations; industrial equipment, molds, and tools.

The top processes applied in Compa projects, which extensively integrate CNC equipment associated with defect detection procedures and statistical control methods, ensure constant quality assurance. The use of modern machining technologies, the use of lasers for cutting or control, metal or film coatings, heat treatments, robotic cells, and dimensional control techniques associated with the "lean" operational concept, make Compa a successful company with outstanding results. Within the organization, the plasma erosion section should be mentioned as a method of processing with nonconventional technologies.

Another organization that uses processing with nonconventional technologies is Marquardt, an organization that has more than 10,200 employees in 20 global locations. Marquardt Schaltsysteme S.C.S. Romania was opened in Sibiu in 2006. The branch's activity is based on the work of over 2,700 employees who work in 6 important departments: Electronics, micro-switches, Plastic Molding, Painting and laser, Assembly, and a Research and Development Center. At Marquardt, mechanics, electronics, and information technology come together to form a holistic solution. Leading brands in the automotive, electronics, and power tool industries rely on Marquardt as an expert in interactive mechatronics. Marquardt continues to grow and advance into the future of mechatronics, electromobility, and digital networking.

Phoenix Laser is another organization with over 21 years of experience in laser cutting, bending, and welding that provides quality products made from stainless steel or regular carbon steel sheets and can handle a wide range of highly complex product processing. For laser cutting, the Phoenix Laser organization has the AMADA FOM2 RI 3015 for Generation 7 and 8 profiles. The FOM2 3015 NT RI is designed to include an innovative rotary index with the power and speed to efficiently cut medium to thick materials.

SC Flörke Production S.R.L was established in 1993 with 100% German capital, in the town of Daia in Sibiu County. SC Flörke Production S.R.L is structured on the company Hermann Flörke GmbH. Since 2015, two Mitsubishi EDM machines have been purchased, a solid electrode EDM machine and a wire EDM machine. Since 2021, the organization has owned a Madra electrode drilling machine. SC Flörke Production S.R.L continuously invests in design software, 3D printing, CNC machines, laser welding, and wire erosion to provide the highest quality customer service.

6. CONCLUSIONS

The industrial organizations within the city and county of Sibiu, are increasingly using nonconventional technologies in mechanical processing. Due to the spectacularly evolving technologies and the increasingly affordable cost of processing, the barrier between processing with conventional technologies and processing with nonconventional technology is becoming increasingly difficult to identify.

The advantages of using nonconventional technologies:

- Use in areas where classic technologies such as chipping, plastic deformation, or other technologies cannot be applied;
- The technologies are fully automated, so the quality of the products is ensured from the design;
- Productivity is high;
- They are effective from a technical and economic point of view in large series productions.

The intense development in the industrial area causes the number of employees to increase. Organizations using these unconventional technologies, such as KRUPP BILSTEIN COMPA together with Frauenthal Automotive Sibiu, Marquardt Schaltsysteme S.C.S. Romania, Poenix Laser, S.C. Flörke Production S.R.L, and others who have problems in securing the workforce. Labor migration from neighboring areas is a solution that solves the situation at the moment. This migration of labor comes with the emergence of additional needs in

terms of aspects of civil status and records of persons. The public organization Sibiu County Directorate of Records of Persons, tries to solve the situations that arise in these aspects. The One Stop Shop within the organization resolves emergencies on the Personal Records line.

The purpose of the Sibiu County Directorate of Records of Persons is to exercise the powers conferred on it by law for the implementation of the provisions of the normative acts that regulate the activity of records of persons, civil status as well as the issuance of identity documents, in a system of a one-stop shop. The activity of the Sibiu County Directorate of Personal Records is carried out in the interest of the person and the community.

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