

Is technological Approach to Municipal Bodies a Convenience or a Barrier for Citizens?

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Abstract

Today, municipal bodies are oriented to create facilitation in the performance of municipal services, like so we constantly face new approaches and different orientations about how municipal services are provided to the citizen.

Nowdays the technological approach is present everywhere and that almost everything is almost technologically interlinked.

This approach has already been transferred to the municipal bodies that for some have created convenience and for others difficulties in processing different documents for the citizen, therefore in this paper the hypothesis I will treat is whether technological development is a convenience or a barrier to proceeding various communal documents.

The research is descriptive and explanatory of the results obtained from the survey questionnaire, where each type of data will contribute to answering different questions.

Questions will be drawn up in the form of structured questionnaires, and each question will have options to respond and the distribution of questionnaires will be made online (via the Internet).

As a model 50 citizens will be taken, where they will be selected randomly from the cities of Gjilan and Viti, after the data collection process is completed it will be analyzed through various computer methods, about the qualitative data and quantitative, while presentation will be done graphically via Microsoft Office.

The findings that result from this research will serve as an ease of the fact whether the technological approach to municipal bodies is a convenience or a barrier to the citizen and how much the changes from municipal legislation are welcomed.

Keywords: technological approach, Municipal Bodies, Citizens, Kosovo.

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Academic Journal of Business, Administration, Law and Social Sciences ISSN 2410-3918 (print)

ISSN 2410-8693 (online)

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