

GOVERNMENTAL WEBSITES QUALITY IN ROMANIAN CITIES: THE GOOD, THE BAD, AND THE UGLY

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Abstract

The website of any governmental institution is the main channel through which digital public services, both informational and transactional, are offered. This became even more relevant during these pandemic times, when face-to-face interaction was severely curtailed in most European countries. This happened in Romania also, and our aim with this research (repeated once every two years from now on) is to evaluate the quality of the websites offered by Romanian city halls in large and medium-sized cities. A majority of the services offered by the government to citizens and companies are, in Romania, provided at the local level by city halls.

We are also trying to ascertain if other factors (the amount of collected taxes, the size of the city, the political party of the mayor, etc.) has any influence on the quality of the official site.

Keywords: website analysis, city halls, digitalization

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