

# **Surveyor Engineer & Organizational Reform In Hellenic Public Sector's Services**

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## **SUMMARY**

One of the basic reasons for the organizational reform of the Public Sector's Services is the exponential growth of new technologies and the new conditions they create. The existing model is based in a central unit administration for the organizational structure and for the human's role. In nowadays there is a very big production of information, and we can use all these data in a best practice way only with rational administration. The up-to-date demands ask for the organizational reform of the Public Sector Services according to the circumstances.

This paper aims to analyze the way that various Greek Public Authorities can take advantage of the Surveyor Engineers' services, and especially of a modern cadastre operation and of GIS services.

Flexible and efficient Public Administration needs reliable information, knowledge management and well-defined operational processes, to improve or integrate public services to the society.

Sustainable development of Greek society can be achieved via this path of change.

## 1. INTRODUCTION

Our world is moving fast to the path of change, Greece is also moving fast. Citizens have to change their habits, the way they think and act, their occupational conditions and their communication manners, twice in a decay.

Young people are the first who take advantages from changes, so do the private sector. It is one way trip for private sector due to the antagonism. Public Sector has been taken advantages from information revolution as well.

The utilization of information technologies, based on a synchronous spatial data bank can give us the best practice.

Surveyor Engineer could be a leader, offering its special knowledge in spatial data administration.

## 2. EUROPEAN UNION POLICIES AND HELLENIC PUBLIC SECTOR'S CURRENT SITUATION

Greece has been taken advantages from the European Union's vision for the Information Society. The State heads and executives have been combined this vision with the organizational reform of the Hellenic Public Administration System.

In the last two decades a significant work has been done to shape a stable policy framework for this on going reform. The E.U. supported and stimulated the whole process.

In general, the Greek vision as result based on recent statements and action was to *build a modern and efficient State based on flexible and effective Public Administration, capable to provide access to the information and knowledge, well-defined competitive business environment and quality services to the citizens; with respect to the social and physical environment, ensuring the sustainable development of Greek society.*

In 2002 E.U. launched INSPIRE (Infrastructure for Spatial Information in Europe). This initiative aims at making available relevant, harmonised and quality geographic information for the purpose of formulation, implementation, monitoring and evaluation of Community policy-making.

Greece adopts this action and it is now obvious how important is to combine Hellenic Public Administration System with a *Hellenic Spatial Information System*.

In many cases, changes have been effected brokenly and without a central monitoring system due to the missing of a spatial data bank. There are big differences at the service's quality and the citizen's satisfaction between different public services, even of the same secretariat.

The State wants first to succeed the quality's homogeneity between the Services and second to improve its policy-making using the access to a wide range of data-sources including spatial and geographical data.

The Hellenic Cadastre is now in operation and offers a big mass of useful data. There is also a digital spatial data bank covering the whole country in scale 1:10.000 (Ministry of Rural

Development). Other Public authorities (Ministries, Prefectures, Municipalities, Hellenic Military Geographic Service and Hellenic Mapping & Cadastre Organization) have a variety of digital geographical data in smaller scales.

There are the necessary tools and the vision as well.

The reform goes on and the Technical Chamber of Greece (TCG) works in the direction to enforce Engineers' role in changes.

### **3. SURVEYOR ENGINEER IN PUBLIC SECTOR**

The job description for a Surveyor Engineer in Public Sector till the end of eighties was definite in the field of surveying and mapping.

The information revolution found the majority of them ready to adapt the innovations, as they used new technologies to facilitate the traditional works.

The two Polytechnic Schools introduced the new generation in Geographical Information Systems and offered new opportunities, in a time that other scientists couldn't imagine it.

Suddenly all the public sector units wanted to implement GIS systems to monitoring their work. Surveyors were ready and had the knowledge to handle it.

Technical Chamber of Greece in cooperation with Hellenic Association of Rural and Surveying Engineers offered a lot of educational programs for after post-graduate seminars, giving the chance for older scientists.

In nowadays, Surveyors are between the other engineers the experts in knowledge of the majority of new technologies.

They already lead the GIS units in their Services, and policy makers ask their help.

The improvement of Surveyors' image is proved by the three following factors:

- managerial skills
- land administration knowledge
- experts in new technologies

### **4. ORGANIZATIONAL REFORM – E-GOVERNMENT**

E- Government is developed with many actions, such as “*Information Society Project*”, “*Syzefxis Project*”, “*Taxisnet Project*”, “*Politia Project*”, “*Kleisthenis Project*”, covering a variety of daily services for the citizens.

The result is new electronic and on-line services, the transformation of the supportive services and in many cases faster and with better quality day life for citizens.

#### **4.1 Hellenic Cadastre's contribution**

The Hellenic Cadastre is in operation now, and although it doesn't cover the majority of the country, it is obvious that can interact with the Public Administration System at local, regional and national level for the kind, quality and reliability of provided public services and information.

The Hellenic Cadastre, by its constitution, has to keep the most detailed, accurate, reliable and continuous up-to-date information for the spatial and legal status of land dimensions (use, value and tenure). This effort in combination with the demanding multipurpose nature of the new Public Administration System demands the special knowledge that Surveyors have.

#### **4.2 Proposals for the reform**

Technical Chamber of Greece (TCG), Hellenic Association of Rural and Surveying Engineers (HARSE) and Union of the Greek Engineers occupied by the Public Sector (EMDYDAS), propose the following steps as necessary to be done:

- Reform between the Services and their competences. Especially for the informatics section, it is necessary the foundation of a central bureau (for the country and for each unit too), to coordinate the organization and administration of the digital data. The Bureau has to be equipped with the appropriate scientific staff, capable in monitoring the changes and to give the solutions in legal issues. The legislation's reform and the proposal for managerial changes for the rest public authorities have to be in its duties.
- Duties're - description for each human position in Public Sector, following the new demands in professional skills. It is obvious that there is a gap between the young and the older scientists in using the advantages of new technologies.
- Publish of detailed handbooks for any of the too much Greek legislation issues from the central units (Ministries, and General Secretariats). This will ensure Services' homogeneity.

#### **4.3 Reform and Greek Society**

Greek people by their nature are very adaptive to change and their long history is the best evidence. The State with the significant contribution role of European Union has taken the critical decisions.

The way that businesses and citizens communicate and interact with the public authorities is changing day by day radically. Requests for any case, licensing, land transfer, tax paying or funding, authentication, etc, could be handle faster with significant reduce of time waste by the Public Administration System based on a platform of a detailed Spatial Data Bank.

This will also be very supportive to the private sector's investments (building, tourism e.t.c.)

### **5. SURVEYOR'S ROLE ENHANCEMENT**

The modern new issues seem to be fitting exactly with the engineers' skills, and especially with surveyor engineers' skills.

Surveyor Engineers' education in Greek Polytechnic schools, offers them the necessary skills to be flexible in any kind of changes, particularly in technocrat matters as everything concerning the e-government is. It is important to mention that studies' duration is five years,

to obtain a diploma. There are also very good post-graduate diplomas in both Polytechnic Schools.

HARSE proposes the foundation of the central information bureaus in local, regional and national level. There is also a co-operation with NTUA (National Technical University of Athens) and AUTH (Aristotle University of Thessalonica), to concentrate in financial, managerial and information technologies academic studies.

EMDYDAS and TCG propose the same as well to improve engineers' role.

Hellenic Cadastre and big mass of spatial digital data (urban design, spatial planning etc) belong in the competence of the Ministry of Environment.

It is also very important to ensure Surveyor's professional privileges, with the establishment of synchronous technical specifications.

The continuous education in new technologies is also extremely necessary.

## 6. CONCLUSIONS

Public Sector's Organizational Reform in a synchronous model, based on a Land Administration system is a one way trip to the future.

Surveyor Engineer could be much more than administrator in new configuration and enforce its image to the Society.

It is demanded the foundation or the enforcement of an existing Central Body to administrate the big mass of digital data in transaction with spatial data banks.

Surveyors have to concentrate their under graduate and pos-graduate education, in those skills which are demanded for leading in new issues.

TCG, HARSE and EMDYDAS have to fight for better opportunities for their member and also for the services to the citizens.

The necessary technical knowledge and the high specification's digital data exist; the respect to the Surveyor's skills is obvious, so it is up to the State to go to the next step.

Greek example shows the opportunities for Surveyor Engineers, derived by the rational land administration in conjunction with very good academic studies and extra skills obtained in post-graduate studies.

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## **BIOGRAPHICAL NOTES**

Academic Education: Diploma Rural & Surveyor Engineer, Polytechnic School, Aristotle University of Thessalonica

Current Position: Advisor of the Deputy Minister for the Environment

Practical Experience: Senior engineer in projects for urban planning and Hellenic Cadastre, Supervisor Engineer in Hellenic Railways Construction Services, in Ktimatologio S.A. and in Ministry of Environment (Urban Planning Secretariat).

Activities at home and International relations:

Member of the Board and Organizing Secretary of EMDYDAS (Union of the Greek Engineers occupied by the Public Sector) (2006 - )

Member the Board of the HARSE (Hellenic Association of Rural & Surveying Engineer) (1997-2005)

Member, Technical chamber of Greece (1990- )

FIG, Commission 7 Greek delegate, representing both TCG & HARSE (2001 - )

FIG, Editor of the Newsletter for Under-represented Groups in Surveying (2007- )

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