



Service City Pilot project in Szolnok

Applicant data



Publishable Name of Applicant: :
 Company: Homo Regius Kft.
 Contact person: Frau Erika Répási
 No of employees: 1 - 10, No of freelancers: 11 - 25
 Annual Revenue: 300.001 bis 600.000 Euro

Description:

The Office – consultant page of the Service City – has nearly 15 year history of Hungarian micro-enterprises. Previous assignments of in many branches of the national economy and state and local administrative bodies concerned. In its consultancy work – which is accompanied by a project culture – highlighted the human advice, and the development of the organizational efficiency and besides trainings to support employees' personal quality and last but not least the development of service attitud.

Project leader

Name: Márta Hegedűs

Function:

Further project leaders: Márta Hegedűs, CMC, Managing Director of Homo Regius Consulting Office, elaborator of the Service City model - a product of Homo Regius already under legal protection. Her professional work focuses on the development of service providing culture and HR systems, she has several years of experience in multi-project management.

Customer Data



Company: Mayor's Office of the County Town of Szolnok
 Contact person: Frau Dr. Mária Kállai
 No of employees: 201 - 300, No of freelancers: keine Angabe
 Annual Revenue: über 600.000 Euro

Description:

Szolnok is one of the hungarian Country Towns, with nearly 76 000 inhabitants.

Key values of the town are liveability of the natural, social and economic environment, and the landscape, competitiveness and sustainability. The political management of the city announces the local society can not exist without partnerships based on the principle of cooperation. For this reason, assumed political leadership of the city ideology and practice of The Service City.


Short Description

The city of Szolnok, a county town of 76 000 inhabitants, with a declared objective of improving the level and developing of the accompanying its public service culture, appointed Homo Regius Consulting to implement its patented "Service City" model in its operations thus raising the awareness of public service providers of the importance of the quality of their respective services. The thirty-five participating organisations were from healthcare, waste management, public education, public administration, public transport, culture, law enforcement, emergency services, water and energy industries.

Nearly 20 000 inhabitants returned the satisfaction and expectations survey on the professional quality of the service providers, their people, the transparency of their operations and their service attitude in general. The survey showed that the inhabitants find the service attitude – the culture of service providing – nearly as important than the service. The process led to the service providers determining a total of nearly 500 development activities in their respective

areas primarily by focused attention and better organisation, rather than by increasing expenditure. The organisations set up work teams, where they analyse problems and share best practices. Following the first two years of development work the survey will be run again to measure development.

Public service culture as a main determinant of people's life and conditions was pronounced by Szolnok as a key urban value

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