

The other side of e-VEM

We already know a lot about the technical side of the national portal for sole proprietors and companies, e-VEM (One-Stop Shop) from previous issues of the newsletter. This time we hear from users of the system and their everyday experience with the product. We spoke to a notary public, a clerk at an administrative unit and a HR employee to hear their side of the story.

The basic purpose of the e-VEM portal is to ensure adequate IT support in registration and other procedures for companies and sole proprietors. The portal allows sole proprietors and companies to register in the Business/Court Register in order to begin normal operations. When a company or sole proprietor already exists, they can use portal services to report any changes of company data or their legal termination to the relevant state institutions. Furthermore, authorized persons can also carry out the necessary procedures to register in the tax register, Crafts Register, announce job vacancies and register or unregister employees and their family members for compulsory health insurance.

Usage of the e-VEM portal is increasing. Around 76,000 users have registered with the e-VEM portal for sole proprietors over a period of about three years. We have received 56,000 applications from different sole proprietors since the beginning of this portal. As many as 16,000 companies used the newly-introduced e-VEM portal for companies since February 2008.

e-VEM services can be accessed either from the comfort of one's home or via one of over 200 physical access points or notarial bureaus across Slovenia. This is where administrative clerks and notaries meet with clients and get first-hand experience with the portal in a working environment. With the e-VEM portal for companies the number of online users increased even more, as now existing companies can access many services offered on the portal using the system of electronic forms.

We were interested in the opinion of the three most visible types of e-VEM users: administration clerks, notaries public and HR staff. e-VEM clerks provide assistance to users wishing to conduct procedures for sole

proprietors as well as to representatives of limited liability companies. Notaries carry out procedures and file applications in the e-VEM system for all types of corporations. HR staff in companies can also register employees for compulsory health insurance and report job vacancies in their companies to the Employment Service of Slovenia.

Administrative units and the e-VEM portal

Nataša Kosmina and Dunja Tataric Starc, both administrative clerks for the e-VEM portal at the Administrative Unit of Izola, had this to say on the subject:

In your opinion, what are the advantages of the e-VEM portal for companies vs. the portal for sole proprietors?

»Generally users are very satisfied with both portals, as they can take care of the procedures in one place and, more importantly, free of charge. The portals are well-designed and support all required procedures involving sole proprietors and limited liability companies.»

Have relations between you and the customer changed since the e-VEM portal was introduced?

»We have not noticed any significant changes in our relations. We have always felt it important to maintain a professional and helpful attitude towards the customers, which the customers can appreciate.»

To what degree are your customers familiar with the e-VEM portal and its advantages?

»Our customers are usually not familiar with the procedures available on the e-VEM portal for limited liability companies, as the

application is relatively new. However, they are more familiar with the features of the e-VEM portal for sole proprietors. We estimate that by providing potential users of these services with more information about the ability to access procedures remotely using a valid qualified digital certificate we might further increase usage of these services. The e-VEM portal might be modified accordingly (the registration procedure could suggest the follow-up procedures of registration for social insurance, tax register etc. and a short explanation before each step would be a welcome addition.) This would make the portal more user-friendly for those using remote access.»

Are you and your customers satisfied with the electronic application system?

"There have been no significant complaints regarding the electronic application system."

What does the notary think?

The notarial bureau of Marina Ružič Tratnik reports: "Our office staff are very happy with the e-VEM system. e-VEM makes everyday tasks easier once you get used to the system. The major advantage is the speed of filing decisions and transparency of registration in the Business/Court Register. In addition to that, you can fill out an application gradually and save partially completed forms and later pick up where you left off. At the end you simply send the application once you've obtained all the necessary documents from the client. It is also helpful that we now get a request for supplementation of applications in electronic format. It is also helpful in our work to have well-organized applications. The e-VEM system helps us review applications that were already

Picture 1. e-VEM portal screenshot

Ime	Ulica	Šifra	Šifra	Šifra	Šifra	Šifra	Šifra	Šifra	Šifra
AJPES, izpostava Ljubljana	Česta v Hlače 12	1000	Ljubljana	01 48 33 398	01 583 33 80	01 48 33 398	01 583 33 80	01 48 33 398	01 583 33 80
AJPES, izpostava Celje	Obševca 2	8000	Celje	03 430 73 62	03 436 73 60	03 430 73 62	03 436 73 60	03 430 73 62	03 436 73 60
AJPES, izpostava Koper	Prilazna 10	6000	Koper	05 612 10 68	05 612 13 33	05 612 10 68	05 612 13 33	05 612 10 68	05 612 13 33
AJPES, izpostava Kranj	Bovanova trg 2	4000	Kranj	04 281 09 49	04 281 29 43	04 281 09 49	04 281 29 43	04 281 09 49	04 281 29 43
AJPES, izpostava Novo mesto	Česta v julju 42	8200	Novo mesto	01 488 29 49	01 488 29 35	01 488 29 49	01 488 29 35	01 488 29 49	01 488 29 35
AJPES, izpostava Maribor	Švabzemska ulica 9	2000	Maribor	02 235 26 09	02 226 29 29	02 235 26 09	02 226 29 29	02 235 26 09	02 226 29 29
AJPES, izpostava Murska Sobota	Bovševa ulica 2	9000	Murska Sobota	03 930 09 88	03 930 09 79	03 930 09 88	03 930 09 79	03 930 09 88	03 930 09 79
AJPES, izpostava Nova Gorica	Trg Ribarstva Karstja 1	5000	Novo mesto	05 388 67 68	05 338 62 88	05 388 67 68	05 338 62 88	05 388 67 68	05 338 62 88
AJPES, izpostava Novo mesto	Kofinceva ul. 1	8000	Novo mesto	03 591 34 08	03 281 34 13	03 591 34 08	03 281 34 13	03 591 34 08	03 281 34 13
AJPES, izpostava Postojna	Ljubljanska 444B	8200	Postojna	05 730 07 49	05 726 33 43	05 730 07 49	05 726 33 43	05 730 07 49	05 726 33 43

filed and supplement them as necessary.

The clients are also very happy with the system as they no longer need to go anywhere to sign any documents, send proof to courts etc. Customers are becoming more and more aware of the e-VEM system and are realizing that the procedures are now conducted electronically. Introduction of the e-VEM system has changed the relationship between the client and the notary. One example is the manner of notification, as we can now electronically notify the client about any arriving court decisions or results of their application.

The clients are often surprised at the speed of procedures; from arriving at the notary's bureau, signing the notarial writ, to obtaining the license itself. Today the decision on registration in the court register is obtained much faster. In the past it took several weeks in order for the decision to be issued. Since we started using the e-VEM system, we have already had one case where the decision was issued on the same day."

Experience from the HR department

Tomaž Kramžar, HR assistant at SRC, d. o. o., spoke about his work on the e-VEM portal for companies:

In your opinion, what are the advantages of the e-VEM portal for companies?

»The advantage for the HR department filling out forms and reporting changes for insured employees to the Health Insurance Institute of Slovenia (ZZZS) lies in the very fact that there is a way to speed up the time-consuming process of filling out forms and therefore making progress through getting to know and use new technologies. There are no costs involved in setting up and working with the digital form system. The ZZZS is also more responsive, and phone communication with ZZZS is less time consuming due to the sensible use of e-mail regarding any restrictions or incomplete applications. I should also point out the time, distance and costs saved instead of having to go out and buy different types of forms. This digital system also saves on handling printed materials, a small but welcome contribution to preserving the environment, if used by more companies."

Has your work process changed since you started using the e-VEM portal?

»Our work is much easier now due to instant warnings in case of missing or mistyped data in the forms, the process of filling out forms is more transparent and shorter, as some information is entered automatically. e-VEM saves time and simplifies procedures, also thanks to e-signature technology. A history of filed applications is available and the user can check which information has already been reported to the ZZZS. The application's delivery, processing and confirmation by the ZZZS can also be tracked. ZZZS is also more responsive as the system also expedites their work. There is some additional work involved with scanning attachments to the forms, however. Because the databases between state institutions are interlinked, there is no need to report changes in case of a change in permanent or temporary residence, which is another advantage."

How quickly did you get used to managing applications through e-VEM?

»The short training seminar proved to be very beneficial, as it presented the basic features and differences in relation to filling out printed forms used to register data with the Health Insurance Institute of Slovenia. Differences are minimal, however, so work can proceed normally after two or three forms are filled out."

Do you remember any story or positive experience involving your work with the e-VEM system, which you would like to share with our readers?

»There is an embarrassing moment every time I call the listed customer assistance telephone lines with questions. If there are additional issues involving the filing of forms with the Health Insurance Institute of Slovenia or if a double-check is needed for the applications filed, I call there and introduce myself and state the company I am calling from. I understand that they are used to calls related to development and checking of the portal's operation, resolving any technical issues etc., but in my case the SRC HR Department is only an application user. It is not a test, nor am I very familiar with the technical characteristics of e-VEM, I am only seeking information about my requests."

Survey results

In May and June 2008 a customer satisfaction survey was carried out at notaries and VEM access points for companies. Trustees of the VEM locations were requested to ask their clients to fill out a questionnaire and prepare a box to collect them. At the same time they were asked to ensure their clients were able to fill them out in private, without their presence so not to affect their answers.

During the time this survey was being performed, 426 questionnaires were filled out in total, of which 83 were filled out in the notary offices and 343 at the VEM entrance points.

Most of questionnaires were sent through VEM AJPES access points and JAPTI, followed closely by administrative units' entrance points. According to the number of active VEM entrance points, the most questionnaires were sent by AJPES points, on average the collected 9 questionnaires per VEM access point.

Table 1: Number of questionnaires filled out

Group VEM Points	Number of questionnaires per VEM access point
UE	80
DURS	13
AJPES	109
JAPTI	101
OZS	22
GZS	18
Total	343

The extract from the survey carried out by the Ministry of Public Administration where users had to provide ratings on a scale of 1 to 5, shows the following:



In conclusion

We would like to thank everyone who helped in the writing of this article with your statements. We also wish to present e-VEM's new visual image (Picture 1). You can see it for yourself at <http://evem.gov.si>.

Uroš Kovšca

"The survey results are very positive, as availability of information at access points received an average rating of 4.5. Given the complexity of the work and the short amount of time which passed from the introduction of the e-VEM system, this is a very encouraging piece of information for all VEM access points. The helpfulness of the administration clerks received an average rating of 4.8, with 4.9 for clerks at VEM access points. Notary helpfulness was rated 4.6 on average. The general rating of VEM points was 4.6, with 4.7 for VEM points and 4.3 for notaries. Administrative units received an average rating of 5.0 in the segment of the staff's helpfulness."

Table 2: Service satisfaction at VEM access points

Valuation criteria	Average grade of all VEM access points	Average grade of VEM point	Average grade of the notary office
Quality of information (adequacy)	4,5	4,5	4,1
Trustee affability	4,8	4,9	4,6
Overall grade of VEM access point working	4,6	4,7	4,3
Recognizability (advertising) of e-VEM services	3,7	3,8	3,5

Table 3: Service satisfaction of individual VEM point groups

	UE	AJPES	DURS	OZS	GZS	APTI
Quality of information (adequacy)	4,7	4,5	4,2	4,3	4,6	4,5
Trustee affability	5,0	4,9	4,8	4,8	4,9	4,9
Overall grade of VEM access point working	4,9	4,6	4,5	4,5	4,6	4,6
Recognizability (advertising) of e-VEM services	3,5	3,7	3,6	3,4	3,8	4,2