



**EVALUATION OF THE SERVICES OF THE INTEGRATED CITIZEN SERVICE SYSTEM -
SIAC / CENTRO UNIT, IN THE PERCEPTION OF THE USER / CITIZEN.**

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ABSTRACT

This article aims to evaluate the services of the Integrated Citizen Service System - SIAC Centro unit, in the perception of the user / citizen. For this purpose, a descriptive, exploratory and qualitative research was carried out, with a sample of 100 (one hundred) users who seek assistance in the referred Integrated System, through a form with closed questions. The survey results showed that in terms of effectiveness, efficiency, clarity, objectivity of information, promptness, receptivity, performance, cordiality, responsibility, satisfaction, among others, are part of the service provided by the servers of the mentioned System. It is concluded that such results are reflected in the functional investment that the referred Organ provides with its collaborators, through a training program, which covers several points related to excellent service, such as: emotional intelligence, interpersonal relationships, humanized welcoming, motivation and performance at work; as well as commitment, etc., which prepare servers to develop quality care in the face of users' needs. However, the survey also showed that the infrastructure of the Integrated Citizen Service System - SIAC Centro unit still does not serve users with special needs, as it was found that wheelchair access is limited in its facilities, due to the fact that have an accessible elevator, that is, adapted to this clientele,

Key words: Attendance. Integrated system. User / Citizen. Social inclusion.

1. INTRODUCTION

In the current Brazilian situation, whether at the state level or in the private sector, the quality of care seeks indispensable changes, which are reflected in reality, have different facets related to the continuous complaints of users about certain care, when seeking public service.

Nowadays, it is difficult to idealize any service to the citizen in the public organization with the minimum quality standard, as it is important to understand that it is not enough for the employee to treat the user with courtesy, but also to add to the service the benefits of the services, exceeding their own. perspectives to serve the citizen with excellence.

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The Integrated Citizen Service System - SIAC brings together, in the same physical space, several bodies and integrated entities from the three spheres (federal, state and municipal), aiming to improve the quality of public services. It should be noted that this Integrated Care Management model is a renewed way of providing public services, which obeys certain operating principles, which takes into account Constitutional Amendment No. 19/98, which, among other changes, added the principle of efficiency giving new wording to art. 37 of the 1988 Federal Constitution.

This research is justified based on the work carried out by the SIAC with the Amapá society who seek quality and speed of service before public services, developing a management model for results focused on the citizen. With this, the choice of the theme was due to the social relevance that the mentioned System represents, as well as the scientific relevance that involved theoretical assumptions about the development of a service with excellence in the public service.

In view of the above, the following problem arises: The services provided in the Are SIAC being satisfactory to users?

The overall objective was evaluate the services of the SIAC Centro unit, in the perception of the user / citizen and propose some suggestions to contribute to the quality of the services of that Integrated System. The specific objectives included: talking about people management in Public Administration; address public servants and Human Resources administration; analyze public service and quality of care.

Therefore, this work was structured in parts, distributed as follows: in the first section, the theoretical framework was presented, which addressed the management of people in public administration; the public servant and the administration of human resources, in addition to the public service and the quality of service. In the second section, the methodology was highlighted, emphasizing the type of research, universe of research -SIAC - Centro unit; population and sample; data collect; data analysis, in addition to ethical procedures. And, finally, in the third section, the presentation and analysis of the results were approached from the data collected in the field, followed by the final considerations.

2 THEORETICAL REFERENCE

2.1 PEOPLE MANAGEMENT IN PUBLIC ADMINISTRATION

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In the area of people management, the public sector has principles different from those of the private sector, because in the public sector it has a decisive and systemic importance pertinent to the development of servers with the strategic objectives of the organization. According to Chiavenato (2012, p. 56):

Managing people means taking responsibility for managing and managing the organization's human capital, being the most important resource of an organization, since it is through this professional that it becomes possible to achieve the proposed objectives and goals.

Therefore, the sector responsible for people management must have professionals involved, responsible, with good relationships and focused on results, and these qualities become true pillars for the company's success., because according to Dutra (2016), people management was defined as a set of strategies, techniques and processes focused on the mobilization of talents, potentials, experiences and skills of an organization's staff, as well as the management and operationalization of internal and legal rules.

Bergue (2012), when addressing people management within the public sector, says that it involves an effort oriented to the supply, maintenance and development of people in public organizations, in line with constitutional and legal opinions, analyzing the needs and conditions of the environment in which they are introduced.

It is important to note that people management in the public area is different from people management in the private area, because in the public area, the focus of this project, the interest is to meet social concerns, but for this to happen successfully, it is necessary that the entire administrative structure is in reciprocity to meet and satisfy the needs of citizens. Therefore, the servers need to be trained and prepared to meet the demand.

Carvalho et al (2015, p. 16), report that:

The field of people management in the public sector should seek to develop a plan for training and development mechanisms for public servants, in order to provide better quality in the work environment and service to society.

Thus, the management of people in the public environment, the results achieved depend, to a large extent, on the performance of the employees in the work environment, where the behavior of these professionals in serving the population is presented as one of the organizational objectives.

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For Chiavenato (2012), people management has three important aspects for success in public service, the first of which involves analyzing people as human beings; people as people and not as mere resources of the organization and people as partners of the organization.

In view of this, the importance of people management in public administration is analyzed, as the role of the civil servant requires specific attention from the organization, with regard to training and qualification in service with excellence.

2.2 THE PUBLIC SERVER AND HUMAN RESOURCES MANAGEMENT

The Human Resources Administration process comprises the functions of planning, recruiting, selecting, socializing, training and evaluating people, aiming to achieve the objectives of the organization, through the efficiency of the people who integrate it, therefore, the Human Resources (HR) activity, according to Carvalho and Nascimento (2014) can only fully manifest itself from an organization's administrative system.

Currently, organizations, especially productive ones, according to Scaramuzza and Botelho (2012) invest strongly in training programs, they know that human capital is essential for organizational success, as valued employees develop their functions more promptly.

Some HR specialists, conceptualized training as a way to shape each server according to the activities that the position determined, thus expanding organized work, afterwards, the concept was developed, training started to be seen as a means for perfect, improve the work developed in the organization (CHIAVENATO, 2014).

It is noteworthy that in most cases the training is understood as a process, where the server starts to be prepared to perform in an extraordinary way the work that develops or will develop in a certain position, executing them correctly.

Marras (2011) narrates that the training and qualification of civil servants as a process of assimilation of cultures, aims to pass on or recycle knowledge, skills and attitudes that are related to work and their occupations. Training came to be seen as a method to develop competencies in servers, making them productive in the professional sphere, exciting creativity and innovation, thus collaborating so that the organization's goals and objectives are achieved.

According to Vargas (2011, p. 87):

Training is presented as a systematic process to improve the behavior of employees in reaching organizational goals. Personnel training aims to develop activities that

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the current job needs, it is an immediate method that seeks to improve the skills, agility and aptitudes guided directly to the position, its actions are achieved in a short time.

It is noteworthy that training is considered to be any activity that aims at qualifying, training and improving the personnel of an organization. Therefore, to define the training needs in an organization, it is necessary to apply its own methods, in order to identify the needs of each server to undergo training and qualification.

Carvalho and Nascimento (2014, p. 173) emphasize that the training arises from a needs assessment that covers the selection and description of the facts that occurred within the organization's HR scope, to later project future actions, as well as formulate “objectives , guidelines and procedures and programs in the professional training activity ”.

Training is conceptualized by Chiavenato (2012, p.366) as “a means to leverage performance in the job [...]. Modernly, training is considered a means of developing skills in people so that they become more productive, creative and innovative ”. Therefore, it is analyzed that the training aims to contribute to the development of organizational objectives.

In view of this, Robbins (2012, p. 469) makes it evident that:

Most training is aimed at updating and improving the technical skills of the servers, in which training can bring a great return for the professional and for the organization, since a much more qualified professional will have a greater motivation and its result in the execution of tasks will be greater and more productive, therefore the greater productivity of the server can contribute effectively to the results of the organization.

Training can be very important in the organization's results, since training should encourage employees to develop themselves, to seek their own means of recycling. The aforementioned author says that the reason for the growing importance of training is due to intense competition, technological changes and the demand for increased productivity are increasing the demands for qualification of the servers.

2.3 PUBLIC SERVICE AND QUALITY IN SERVICE

The quality of the public attendance service within the Brazilian reality, especially at the state level, presents itself as a challenge that corroborates the demand for essential changes. Service providers aim to develop and provide services that meet the needs and expectations of their users, however, providers need to know how users choose and evaluate the services that are offered. According to Cunha (2017), the public service presents itself as

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an activity offered to the fundamental purposes of the State, as this type of service aims at the objectives of social well-being and the satisfaction of the individual needs of users.

The public service is presented as “everything provided by the Administration or by its delegates, under state rules and controls, to satisfy essential or secondary needs of the community or simple conveniences of the State” (MEIRELLES, 2014, p. 29)

From the exposure of the aforementioned authors, the public service is offered by the Administration and its collaborators, with the sole purpose of satisfying users, that is, all services must be presented according to the community, the end user who is the citizen.

Madureira (2010, p. 25), emphasized that:

Public service is linked to the Public Administration, which is committed to presenting its services quickly, satisfactorily and profitably, public organization as a complex system of structures and networks that interact to solve public problems.

So the The social role of the public organization presents itself as the provision of quality services, responsibility for serving the public and the economy of its resources, taking into account its fundamental principles such as legality, impersonality, morality, publicity and efficiency, which are increasingly needed more than qualified and motivated employees in the face of excellent service.

Therefore, for the employee to perform a good service, it is important that he is aware of how this process develops, in addition to the indispensable resources and mainly to be motivated, satisfied, service efficiency is inextricably linked to personal quality.

3 METHODOLOGY

This article presented as focus on described, exploratory and qualitative research. With regard to descriptive and exploratory research, Gil (2010, p. 42) defines them as those that determine “as the primary objective the description of the characteristics of a given population or phenomenon, or else, the establishment of the relationships between variables”.

With regard to descriptive research, it aims to describe the characteristics of a given population or phenomenon, using the questionnaire or systematic observation as a method of data collection. The exploratory research, on the other hand, aims to provide greater proximity or familiarity with the problem, involving bibliographic survey, interviews with people who present practical experiences with the researched problem.

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The approach approach involved a qualitative research, which for Marconi and Lakatos (2012) is the one that takes specific questions or problems as the basis of their design, being able to adopt the use of questionnaires, being considered predominantly descriptive, since the researcher's interest in to study a given problem is to verify how it manifests itself in activities, procedures and daily interactions.

Before presenting the universe of research, it is relevant to mention that the reduction of bureaucracy in the Public Service aims to rescue the respect and credibility of citizens in relation to the services offered by the public sector. In this sense, one of the important steps in this process of change emerged from Constitutional Amendment No. 19/98, which, among other changes, added the principle of efficiency giving new wording to art. 37 of the 1988 Federal Constitution - "Art. 37. The direct and indirect public administration of any of the Powers of the Union, the States, the Federal District and the Municipalities will obey the principles of legality, impersonality, morality, publicity and efficiency [...] "(BRASIL, 2007).

It is noteworthy that the aforementioned principle came with changes in Public Administration, in the services provided by the State in order to obtain satisfactory results from public agents in the application of public money, because according to Meirelles (2014, p. 90) the principle of efficiency "Imposes on every public agent to carry out their duties with promptness, perfection and functional performance", demanding positive results, for public service and satisfactory meeting the needs of society in general that seek public service.

Based on a historical context, Gonçalves (2003) addressed the history of implantation of the Centers in Brazil, emphasizing that the first Integrated Service Center in Santa Catarina, in 1991. In the table below, it is presented according to historical evolution, the implementation of Integrated Service Centers in Brazilian states.

Table 01 - List of Implementation of Integrated Service Centers in Brazilian States.

STATES	FANTASY NAME OF CENTRALS	IMPLEMENTATION
		DATE
Santa Catarina	SACI	09/1991
Bahia	Citizen Attendance Service - SAC	09/1995
large northern river	Citizen Center	07/1997
Minas Gerais	PSIU	09/1997
	UAI	12/2007
Sao Paulo	Saves time	10/1997
For	SACI	11/1997
Ceara	Citizen's House	01/1998
Maranhao	Shopping Cidadão	02/1998
	Live Citizen	03/1998
Amazon	Prompt Attendance to Citizens - PAC	03/1998

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State	Citizen Express	06/1998
Rio Grande do Sul	Citizen Service Center	06/1998
Go	Vapt Vupt	10/1999
Mato Grosso do Sul	Central da Cidadania - Practical	11/1999
State	Citizen Service Center - NOW	12/2000
Paraíba	Citizenship House	03/2001
Rondônia	Citizen Shopping	05/2001
Sergipe	CEAC	07/2001
Rio de Janeiro	Rio Simples	10/2001
	Poupatempo Rio	10/2008
Amapá	Popular Service Center - CAP	01/2002
Federal District	Just in time	06/2002
Piauí	Citizenship Space	05/2002
Mato Grosso	Gain Time	04/2003
victory	Integrated Citizenship Center - CIC	10/2003

Source: Gonçalves (2003)

It is in this scenario that the location of the research is described: the SIAC - Centro unit (Figure 01), which was initially called the Population Service Center - CAP, created by Law 0639 of December 14, 2001, as the body autonomous linked to the State Secretariat of Administration - SEAD with the purpose of planning, executing and coordinating the policy of orientation, attendance and rendering of services to the citizen.



Figure 01: Integrated Citizen Service System - SIAC - Centro unit
Source: João Batista Almeida de Souza

On January 11, 2002, CAP began to operate, aiming to offer various public services to the population in the same place. However, with the increase in demand for the services offered, there was a need to expand the service system. Thus, with the decentralization, the institution left the CAP name, adopting a new nomenclature Integrated Citizen Service REGMPE, Brasil-BR, V.3, N°3, p. 149-177, Sep./Dec.2018 <http://www.regmpe.com.br> Page 156

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System / SIAC - Super Fácil, created under art. 32 of Law No. 0811 of February 20, 2004, regulated on January 31, 2005, under Decree No. 0994/2005.

The SIAC - Super Fácil has municipal, state and federal civil servants, from the Direct and Indirect Administration and from the former federal territory of Amapá, at the disposal of the State, which, for this purpose, were selected, trained and requested, according to the articles 4th, 5th, 6th and 7th of Law No. 0639/2001.

In order to know how this service is being considered in the view of users, a sample of 100 (one hundred) users who seek care in the referred Integrated System was presented, because according to Medeiros (2010) the sample is a conveniently selected portion of the universe (population), that is, it is a subset of the universe.

The form of data collection with the target audience was a form with closed questions, because according to Fachin (2012) it is presented as a research instrument, similar to a questionnaire, but to be completed by the researcher himself. Participatory observation was also an instrument for data collection, which, according to Minayo (2011), is carried out under controlled conditions to respond to pre-established designs, aiming at the precise description of the phenomena that must be confirmed after the data collected.

The form of analysis of qualitative data was through forms with closed questions applied to users, using Microsoft Excel® 2010 software for data analysis, being presented through graphs and tables. According to Fachin (2012), the interpretation of the data refers to the attempt to highlight the existing relationships between the phenomenon studied and other factors, which provide answers to investigations carried out in the field.

This research complied with Resolution 466/2012, of the National Research Ethics Commission, which provides for the Regulatory Guidelines and Norms for Research involving human beings. All individuals who participated in this research received information pertinent to it before being interviewed. The principles of secrecy, anonymity and freedom of choice to participate in the research were strictly followed by the researchers.

4 PRESENTATION AND ANALYSIS OF RESULTS

Lucas and Silveira Júnior (2012), in their research, pointed out that there is a myth that public servants are firmly consolidated and that is why they are designed to do, in particular,

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what their sector determines and nothing else, becoming mostly vague and insufficient in the provision of services, the user being increasingly distanced from the desired quality of public services.

When addressing the quality of care in a public institution, it is perceived that this quality is a fundamental factor necessary for the efficient functioning and care of citizens' perspectives. The commitment to the successive improvement of knowledge, skills and attitudes is a condition for preserving the quality of care.

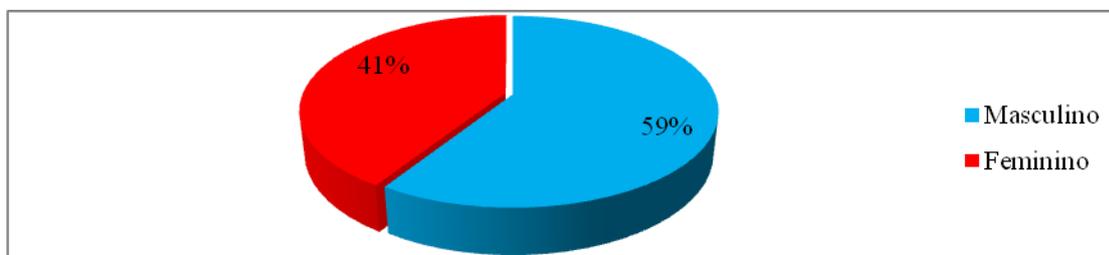
Taking into account that SIAC is a place that offers several services to the Amapá society, we sought to know if the services provided by the System are being satisfactory to users. Therefore, we sought to know the user's profile first.

4.1 USER'S PERCEPTION OF SERVICES PROVIDED IN THE SIAC - CENTER UNIT

4.1.1 User Profile attended at SIAC

Graph 01 shows the data regarding the gender of the interviewees, where it was found that 59% of the users were male and 41% of the users interviewed were female.

Graph 01. Gender



Source: SIAC users

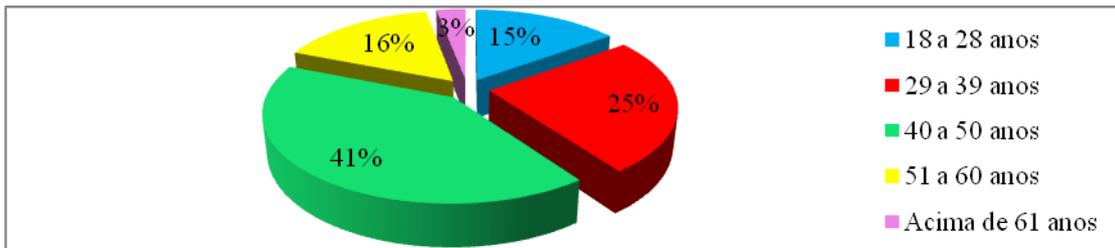
According to the data presented in the chart above, it was evident that the gender that stood out the most in the research was the male gender. Such results are identical to those presented in the research by Alencar, Rodrigues and Figueiredo (2016) on the quality of care in the public service, which showed that the profile of users was mostly male, reaching 68%.

In the study by Ayach (2015), on the user's view of the public service, the female gender corresponded to 81.7% of users. Such results lead to believe that both genders do the same services, seeking the same goals. Therefore, it is demystified that the search for public services is a necessity for both genders.

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Graph 02 shows the age group of users who seek care at SIAC - Centro unit. 15% of users were between 18 and 28 years old; 25% of the interviewed users were between 29 and 39 years old; 41% of users said their age group was 40 to 50 years old; 16% of the users who contributed to the research were between 51 and 60 years old and, finally, 3% of the users were older than 61 years.

Graph 02. Age group



Source: SIAC users

According to the data presented, it was found that users who go in search of services offered in the SIAC - Centro unit are of different age groups, however, users aged 40 to 50 years, who represent 41% are the ones who most frequent the research site.

In the research by Souza and Vieira (2017), the profile of users in relation to age, follow the same profile with the results collected at SIAC - Centro unit, but with results with few differences, being that 50% of users said their age group was 40 to 50 years old.

Observations recorded that the highest incidence of the 40 to 50 age group may be linked to the comfort of the environment, related to air conditioning, appropriate accents, effective to meet the demand, among others, as shown in the figure below, may favor the greater frequency of this clientele in the search for services offered in the SIAC - Centro unit.



Figure 02: User service at SIAC - Centro unit
Source: João Batista Almeida de Souza

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The figure above shows that the environment is appropriate to the user's needs with regard to service, as the influx of people occurs in a peaceful and orderly manner, without causing any hassles in the search for the services provided by SIAC - Center unit.

4.1.2 Assistance to users / citizens

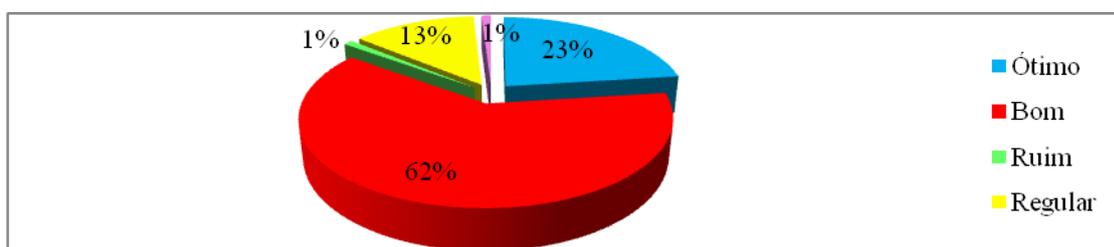
Users in the search for service in the public service, always seek to solve some situation, however, the search for a quality service, according to Alencar, Rodrigues and Figueiredo (2016) is one that meets the needs of customers in a reliable, safe and accessible way at an exact time.

Thus, it can be said that user satisfaction with public services to be of quality needs to value servers in the face of training and qualification courses in order to improve the service focused on the needs of users (LUCAS; SILVEIRA JÚNIOR, 2012).

It is noteworthy that preparing the server in the development of his functions makes him develop his skills with more excellence, as a valued server is a stimulated professional, who spares no effort to satisfy users in all aspects.

Graph 03 shows the results on the quality of services offered at SIAC - Centro unit, with regard to efficient and effective. 23% of users stressed that the service is great; 52% of the users interviewed said that the service is good; 1% of users interviewed answered that the service is bad; 13% of users reported that the service is regular and 1% said that the service is terrible.

Graph 03. Quality: Efficient and Effective



Source: SIAC users

From the data presented, it was registered that the majority of the interviewees stressed that the service offered at SIAC - Centro unit is good, that is, it meets their needs in the face of the demand to solve their problems.

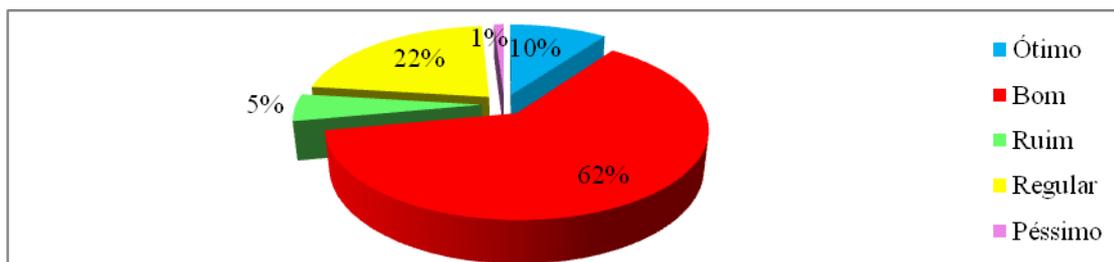
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In the research by Carvalho and Paladini (2012), the quality of the public service provided to users is something that covers certain relevant dimensions: such as reliability, response, competence, integration, courtesy, credibility, security, access, dialogue, convenience, speed, flexibility so that the results are satisfactory to users, therefore, they emphasize that the service is mostly good, as shown in the data in Graph 03.

The observations showed that the quality of care provided by users who seek care at the SIAC - Centro unit is due to the investment in training employees to develop satisfactory work, which corresponds to the needs of the clientele.

Graph 04 shows data on the clarity and objectivity of the information provided at SIAC - Centro unit. 10% of users answered that the clarity and objectivity in the service is excellent; 62% of the interviewed users emphasized that the clarity and objectivity in the service is good; 5% of the users interviewed said that the clarity and objectivity in the service is poor; 22% of users reported that the clarity and objectivity in the service is regular and 1% said that the clarity and objectivity in the service is terrible.

Graph 04. Clarity and objectivity of information



Source: SIAC users

According to data presented by users on the clarity and objectivity of the information in the attendance, is mostly good, which corresponded to 62% of the interviewed users. However, a percentage that drew attention was that 22% of users said that the service is regular, but it is satisfactory, that is, they still meet the needs of users, but these results could be better.

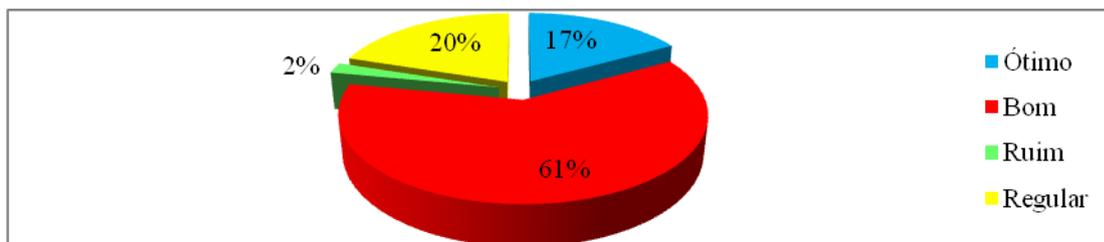
Lucas and Silveira Júnior (2012), in their research they pointed out that in order to improve the quality of care in the public sector, it is necessary to implement a training program that can improve the service of servers with strategies to increase user satisfaction, because the quality of service is intrinsically related to the participation, commitment, communication and training of servers aimed at users' needs.

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The observations showed that in the course of the research, it was registered that the servers are able to take all the doubts from the users when looking for the services offered to the Amapá society. It should be noted that the work carried out at SIAC - Centro unit contradicts many studies and researches that label public service as something terrible, as stated by Alencar, Rodrigues and Figueiredo (2016) that the Brazilian public service receives a lot of criticism regarding the way it works , there are several complaints based on attendance.

Graph 05 shows the understanding of the service performed by the SIAC servers - Centro unit. 17% of users answered that the service performed is excellent; 61% of interviewed users emphasized that the service is good; 2% of users interviewed said that the service is poor; 20% of users reported that the service is regular.

Graph 05. Understanding the service performed



Source: SIAC users

According to data presented by users of the SIAC - Centro unit showed that most users served, which corresponds to 61% of the interviewed users, understand that the service provided is good. In contrast, 20% of users stress that the service is regular, but satisfactory.

In the research by Fadel and Regis Filho (2009) the uniformity of service covers all servers, where the quality of the work performed needs to be carried out collectively, that is, all professionals who provide services to the public must follow an idealized service standard during functional training.

Monteiro (2011) understands public service to mean any institution, service or system, whose directors or managers seek to achieve favorable results in view of the service offered to the citizen, in accordance with the objectives and alternatives determined by the institution.

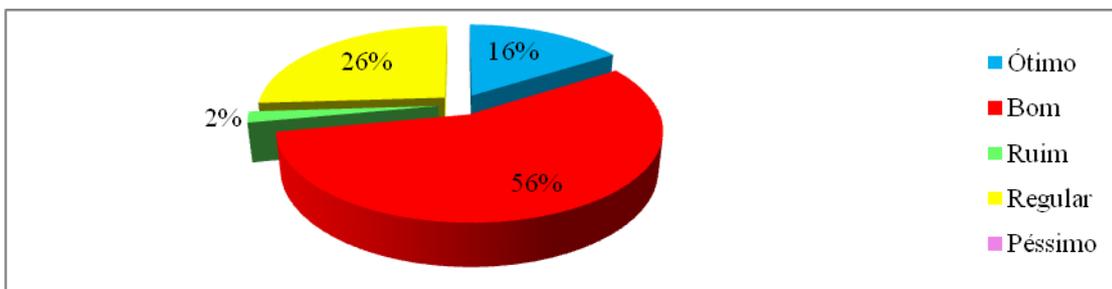
From the observations made in the field, it can be said that the user's understanding of the service performed is a positive factor, as it was found that in terms of information, the servers meet the users' needs, and with a differential, with greater speed.

Graph 06 shows the readiness in the availability of servers for information that users look for in SIAC - Centro unit. 16% of users said it is great, as servers always meet their

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needs for the information they want; 56% of users interviewed emphasized that the availability of the server for information is good; 2% of the users interviewed said that the availability of the server for information is poor; 26% of users reported that the availability of servers for information is regular.

Graph 06. Readiness: Availability for information



Source: SIAC users

From the data presented, it was registered that most of the interviewees stressed that the service offered at SIAC - Centro unit with regard to the readiness of the availability of servers for information is good, excellent and regular, thus, it can be said that correspond to the needs of the users of that body, however, only a small minority (2%) was dissatisfied with the readiness of the availability of the servers.

It is emphasized that the readiness of the servers is reflected in the functional training through training because second Lucas and Silveira Júnior (2012), the Training presents itself as a key of success of fundamental importance for an agency, as it is through training that employees start to identify with the workplace, in addition to acquiring better knowledge about the needs of users. Therefore, based on this information, servers can develop a quality profile in providing services with excellence.

Norman (2009), in his research he said that measuring the readiness dimension is to understand the expectations and perceptions of users with regard to the willingness of the server to perform a service that meets their needs, providing a quality service with speed and promptness.

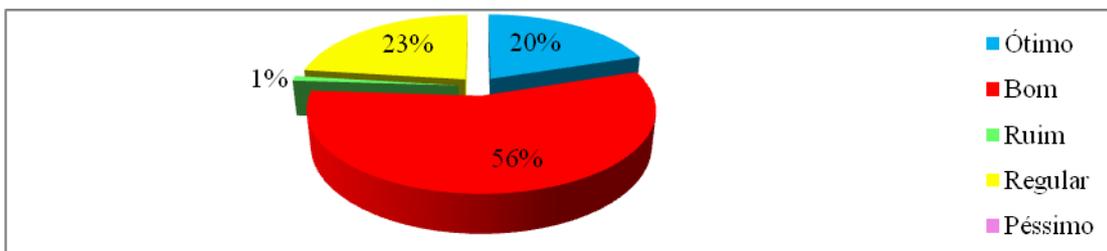
Thus, it can be said that the observations confirm the data presented in graph 06, as the servers showed that, in view of the service provided, they are prepared to respond quickly to the needs of users about the services offered by the SIAC - Centro unit, because they have knowledge and professional training to meet the needs of all Amapá citizens.

In graph 07, the data presented were about acof the servers, education, cordiality and friendliness in the service of users are demonstrated attended at SIAC - Centro unit. 20% of

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users reported that the courtesy of the servers is great; 56% of the users interviewed said that the courtesy of the servers in the service is good; 1% of the users interviewed said that the courtesy of the servers in the service is bad, as they do not meet their needs in the search for the services offered; 23% of users reported that the courtesy of the servers is regular.

Graph 07. Courtesy: shows education, cordiality and friendliness in the service



Source: SIAC users

According to the data presented by the users, it was found that the majority of the users interviewed emphasized that the service offered at SIAC - Centro unit is good, excellent, regular, reaching 99% of the users' satisfaction, regarding the acortesia of the servants in carrying out the service, only 1% of the interviewees were dissatisfied.

Courtesy is reflected in the kindness of the servers in the service, where they are directed to users with education, cordiality and friendliness, making satisfaction collective, as according to Carvalho and Paladini (2012) these questions are very relevant in the regarding quality of service. In view of this, the service provided with excellence will automatically reflect in the work of the management of SIAC - Centro unit, which acts focused on the quality of service and aiming at achieving significant results.

Godri (2014, p. 59) says that courtesy service “is synonymous with empathy and attention”, because in this interpersonal process, servers need to meet users' needs. Therefore, investments in training courses are favorable to prepare these professionals to develop a standard and excellent service.

According to the observations made in the field, it was found that the servers are prepared to serve the users, because according to the data collected at SIAC - Centro unit, specifically in the Personnel unit, the training courses are: Interpersonal Relations; Emotional intelligence; Humanized Reception; Motivation and Performance at Work; Excellence in good service, among others.

Based on the above, it is analyzed that the list of courses offered to civil servants is part of a program that aims to improve the performance of civil servants in various aspects,

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specifically in serving the public, which presents itself as an institutional challenge, as it is records of frequent complaints from users about service in public offices.

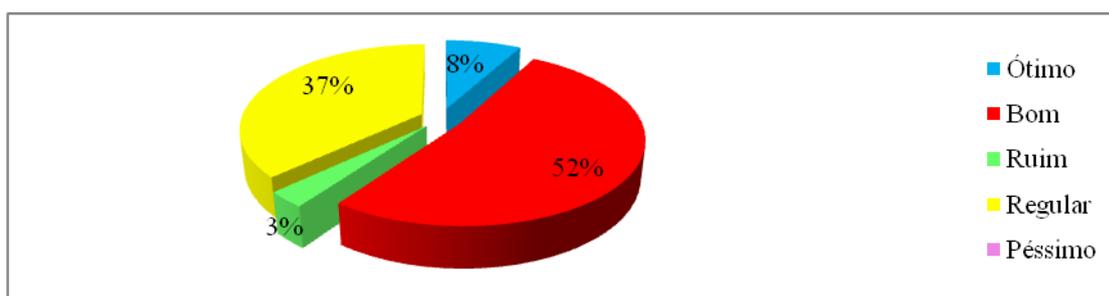
It is known that the existing problems in care are manifested through different critical indicators, in which these indicators become the starting points of the investigation and the diagnosis of their causes, which is generally related to the user's exaggerated waiting time for a given service, resulting in loss of quality of customer service.

It is noteworthy that the quality of care is a fundamental factor in any location, as serving well brings personal and professional satisfaction to the attendant, because according to Moura (2009, p.68), the service "as being the conformity between the that is produced with what the customer wants, so that their expectations are exceeded and their satisfaction is achieved ", so it can be said that the service can influence the content of the customer / user.

The observations made in the field prove these results, where the servers were prepared to serve users with excellence. This preparation results from investments in functional training, which is reflected in professionals motivated to perform their duties, corresponding to the expectations of the Integrated System, as well as, of the users.

In graph 08, the data presented were about the user's receptivity, specifically, if they answer their requests, complaints and suggestions for improvements in the SIAC - Centro unit. 8% of users answered that this receptivity is great; 52% of the users interviewed said that the receptivity is good; 3% of the users interviewed said that the receptivity of the servers is poor; 37% of users said that the reception is regular from the servers.

Graph 08. Receptivity: responds to requests, complaints and suggestions



Source: SIAC users

According to the data presented by the interviewed users, it was clear that the majority of the interviewees regarding the user's receptivity, specifically, if they respond to their requests, complaints and suggestions for improvements by the said public agency, they were satisfied, reaching collectively 97% of users interviewed.

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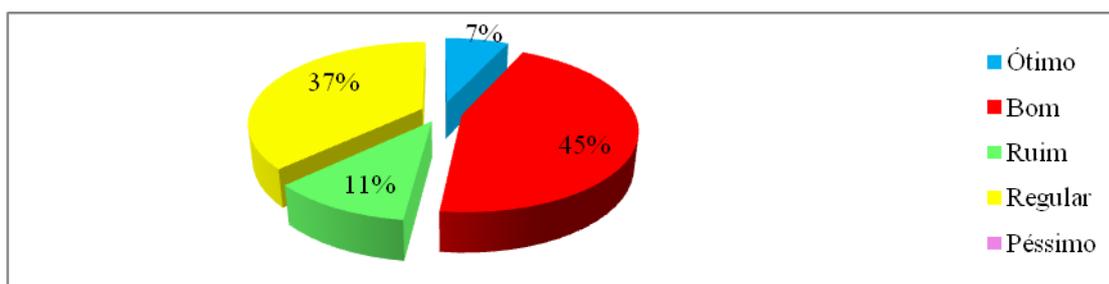
Receptivity is the gateway to care, as for Queiroz (2012), users, when well received, also act in a reciprocal manner, even if they want to make a complaint about something that did not meet their expectations.

Minicucci (2012) says that the server in the face of adversities in service needs to be prepared to receive complaints, as well as suggestions from users, always seeking to meet the needs of this heterogeneous public. In this context, training can be considered a planned, organized effort, especially designed to assist employees in the face of unfavorable situations.

Observations showed that service in the public service attracts a variety of people, who have different perceptions as well as needs. Thus, it becomes difficult to please everyone. Therefore, it is understood that to be sure of the efficiency and responsiveness of the work developed, one must take into account the opinion of the majority of citizens who attend the SIAC, Centro unit that in the case in question, 97% of users emphasized that the work developed is receptive.

Graph 09 shows the data on the SIAC infrastructure - Centro unit, meeting the needs of users. 7% of users said that it is great, that the physical structure of the referred body meets their needs; 45% of the users interviewed said that the physical structure is good, so it meets their needs; 11% of the users interviewed said that the physical structure is bad; 37% of users reported that the physical structure is regular.

Graph 09. What do you think of the infrastructure



Source: SIAC users

From the data presented by the users who were part of the research, it was evident that the majority of the interviewees emphasized that the SIAC infrastructure - Centro unit, meets the expectations of its users, as such information is confirmed with the majority of the interviewees who stressed that it's good, great and regular. With regard to the 11% of respondents who said the physical structure is bad, it is believed that it is due to the high demand for service from users.

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According to Cabral (2017), the quality of care in the public sector, among numerous needs, also stands out the physical facilities, which need to meet the needs of all users, including individuals with special needs, which require special attention, by the public servant.

In this scenario, Cardoso Neto (2010) says that in addition to the attention of the servers, it is essential that these professionals are prepared to meet the needs of this clientele, thus favoring an accessible communication, which will meet the expectations of users in a specific way.

The observations showed that the SIAC - Centro unit, in terms of physical structure, does not yet serve users with special needs, as wheelchair access is limited in its facilities, due to the fact that it does not have accessible elevators and access ramps. , since it is not in accordance with the Brazilian Association of Technical Standards (ABNT), as shown in the figure below:



Figure 03: SIAC facilities - Centro unit
Source: João Batista Almeida de Souza

Much has been said about accessibility and social inclusion, but the adaptation of buildings to accessibility standards has not yet been done, as shown in figure 04. ABNT governs accessibility conditions, through NBR 9050, which guides for universal access wheelchair users and the visually, physically or hearing impaired, in addition to people with reduced mobility (NBR, 9050/2004).

Regarding the access ramp, shown in figure 04, it can be said that its inclination makes it difficult for wheelchair users to access. According to NBR 9050, the slope of the ramp is the relationship between height and length in percentage, as shown in the figure below:

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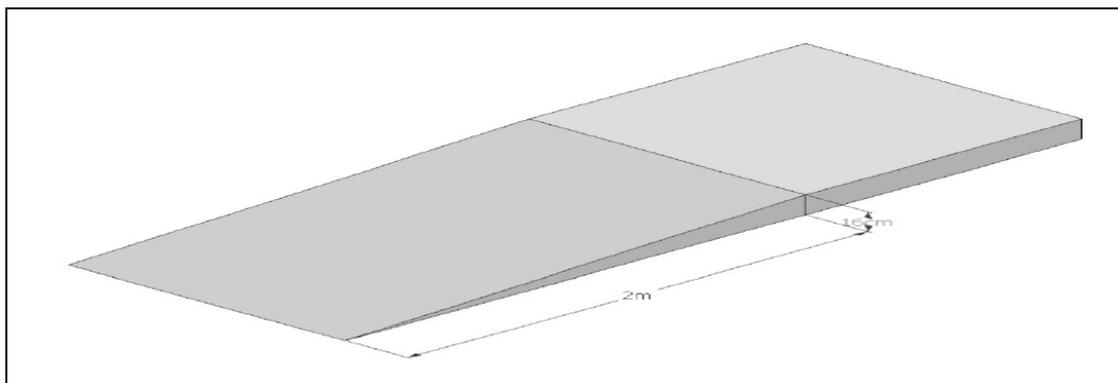


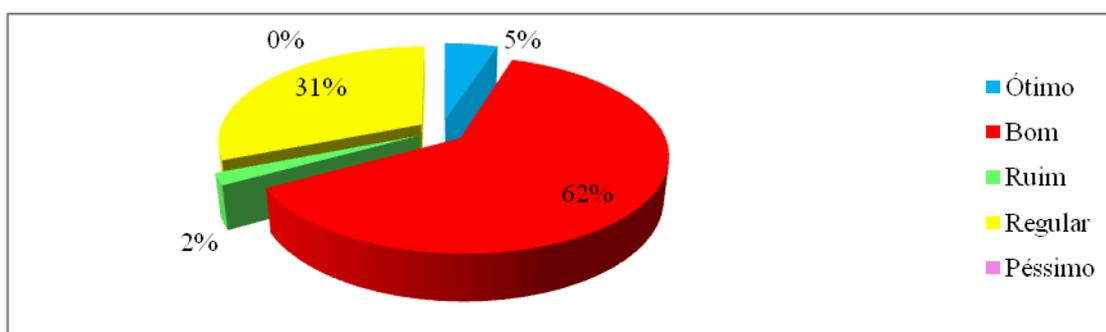
Figure 04: Wheelchair access ramp according to NBR 9050
Source: Cardoso (2017)

According to Cardoso (2017) the ramps should still be signaled with a tactile floor for the visually impaired, a double handrail and a non-slip floor, according to the items established by NBR 9050. Therefore, it can be said that the SIAC access ramp - Centro unit does not conform to the established standard.

This body, based on the observations made, does not meet the needs of deaf users, as there are no signs in the Brazilian Sign Language - Libras for this clientele. What was recorded was only a sign for blind users, however, it does not meet the items of NBR 9050, which involves a tactile and visual sign. It is also noteworthy that the lack of parking for users with and without special needs that seek care at SIAC - Centro unit, is a problem that causes great dissatisfaction among citizens.

Graph 10 shows data on the performance of servers, meeting all needs of SIAC users - Centro unit. 5% of users said that it is great, that the performance of the servers meet all their needs; 62% of users answered that it is good, because the performance of the servers meet all their needs; 2% of users interviewed said it is bad; because the performance of the servers does not meet all your needs and 31% of the users said that it is regular, that the performance of the servers is adequate to their needs.

Graph 10. Performance: meets all needs



Source: SIAC users

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According to the data presented by the interviewed users, it was registered that the majority of the interviewees pointed out that the service offered at SIAC - Centro unit meets all users' needs, reaching collectively 98% of the interviewees, in a very small way only 2% of the users showed themselves dissatisfied with the services offered.

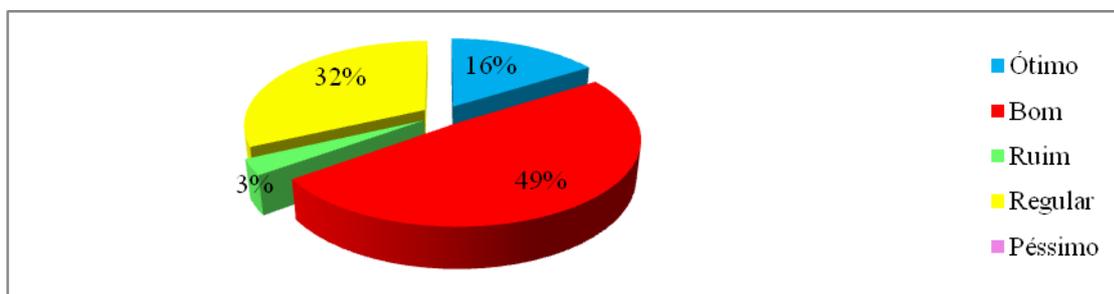
Lobo (2010) describes that the user, in order to have all his needs met, must be attended by servers trained to develop a quality service, which in fact is something unique, which relies on the performance of the professionals in the face of the requested service.

According to Carvalho and Paladini (2012), the server must be motivated so that he can have better income. Thus, it can be said that motivation directly influences work performed by the server, which can be developed with efficiency, dynamism and quality.

From the observations made in the field, it was found that with regard to servicing the servers, it can be said that it meets all the needs of users, a fact, proven with 98% of the interviewed users satisfied with the services provided in the SIAC - Centro Unit.

Graph 11 emphasizes the satisfaction of users about the responsibility for the services provided by SIAC servers - Centro unit. 16% of users said that it is great, that they are satisfied with the responsibility of the services provided by the servers; 49% of the interviewed users emphasized that it is good, being responsible for the services provided by the servers being satisfactory; 3% of the users interviewed said that it is bad, as they are not satisfied with the responsibility of the services provided by the servers; 32% of users reported that it is regular, that they are satisfied with the responsibility of the servers in relation to the services provided.

Graph 11. Satisfaction about the responsibility of the services provided



Source: SIAC users

According to the data presented by the users, it was found that the majority of the interviewees showed satisfaction about the responsibility of the services provided by the

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SIAC servers - Centro unit, reaching 97% of the users who affirmed their satisfaction saying they were great, good and regular. service carried out with responsibility.

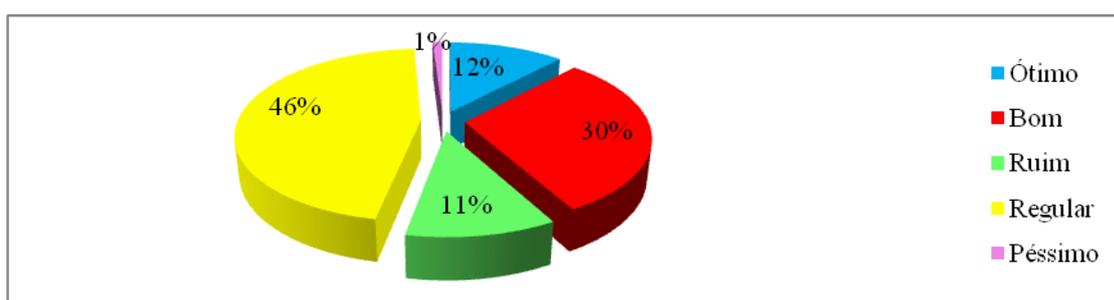
For Cardoso Neto (2010) the user's satisfaction with the services provided by the server is reflected in a “feeling of pleasure in the expected results”. Therefore, users' satisfaction with the responsibility for the services provided will reflect positively on the body's image.

Carvalho and Paladini (2012) contribute significantly to highlighting that to achieve user satisfaction, servers need to use quality tools that have features, such as ease of use; operating logic; coherent sequence of actions; visual range; deployment phases; delimitation; implications for customer service and focus on the solution.

The observations made in the field of research on user satisfaction and the services provided, they were explicit, being noticeable in the serenity of the citizens who had their needs met with responsibility and speed, in the face of solving their problems.

Graph 12 highlighted the information on user satisfaction regarding the time (deadlines) of the service performed by the SIAC servers - Centro unit. 12% of users said that user satisfaction with time (deadlines) is great; 30% of the interviewed users emphasized that the user's satisfaction with the time (deadlines) is good; 11% of users interviewed said that user satisfaction with time (deadlines) is bad; 46% of users reported that user satisfaction about time (deadlines) is regular, and 1% of users responded that user satisfaction about time (deadlines) is bad.

Graph 12. Satisfaction about time (Deadlines)



Source: SIAC users

From the data presented, it was found that the majority of respondents stressed that the service offered at SIAC - Centro unit, about user satisfaction about the time (deadlines) is regular, that is, it is acceptable. In contrast, 11% said it was bad and 1% very bad. In view of these results, it is believed that users should be warned about time issues, since many services offered by the said agency can be quick, but others cannot, requiring a longer period of time.

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Carvalho and Paladini (2012) say that the quality of service encompasses several important dimensions, among them: time / deadlines. In this regard, servers need to be clear and specific with users making it clear that each service has a different time limit.

The effective observations in the field showed that the public service offered by SIAC - Centro unit, works on time and automatically depends on a process and / or system to positively complete the services requested by users.

5 FINAL CONSIDERATIONS

From the research carried out in the SIAC - Centro unit, it was possible to know in a dynamic and detailed way how the service of users in the referred agency develops. In 2016, 1,193,685 were carried out in the various bodies that make up the System, such as: CAESA; CEA; SEFAZ; SEVEN; DETRAN; POLITEC, among others.

The results of the research showed that in terms of effectiveness, efficiency, clarity and objectivity of information, promptness, receptivity, performance, cordiality, responsibility, satisfaction, among other items, are part of the service provided by the servers that work in the SIAC - Centro unit.

It is concluded that such results are reflected in the functional investment that the referred Organ provides to its collaborators, through a Training Program, which covers several points related to excellent service, such as: emotional intelligence, interpersonal relationships, humanized welcoming, motivation and performance at work, commitment, etc., which prepare servers to develop satisfactory quality care in the face of users' needs.

The survey also showed that the SIAC infrastructure - Centro unit, still does not serve users with special needs, as it was found that in its facilities, wheelchair access is limited, as it does not have accessible elevators. With regard to access ramps, it was evident that these are not in accordance with NBR 9050/2004, effectively preventing accessibility and social inclusion.

According to the observations made in the field, it was found that the ramps are not in accordance with the standard established by NBR 9050, which in addition to the signaling with tactile floor for the visually impaired, must also have a double handrail and non-slip floor. It should also be noted that for deaf users, there is no signage on the premises in Libras, in addition to the lack of parking for users with and without special needs who seek assistance at SIAC - Centro unit.

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Given the above, it can be said that it was possible to prove the satisfaction of the majority of users with the services provided by the SIAC - Centro unit. Therefore, it can be said that the objectives were successfully achieved. Therefore, at the conclusion of this research, some suggestions are presented to contribute to the quality of care provided at SIAC - Centro unit:

- ✓ Adapt the SIAC infrastructure - Centro unit for users with special needs;
- ✓ Hire professional interpreters in Libras;
- ✓ Invest in functional training courses to meet all users with special needs.

However, it is expected that this research will later be a source of information, being able to make a significant contribution to academics from the Public Administration course at UNIFAP, as well as academics from other areas and institutions, as the work on screen presents important and relevant information about the quality of public service, as well as the services offered by the SIAC - Centro unit, together with Amapá society.

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