► CLIENT PREFERENCES AND INCREASE OF SERVICES ACCESSIBILITY AFTER IMPLEMENTATION OF E-SERVICES IN SOCIAL PROTECTION

Arturas Balkevičius
Mykolas Romeris University, Lithuania, a.balkevicius@mruni.eu
Mindaugas Strumskis
Mykolas Romeris University, Lithuania, m.strumskis@gmail.com

Purpose – The purpose of the article is to analyse and discuss the results of the implementation of electronic services in social protection field in Lithuania.

Methodology - Research is based on analysis of publicly available data, also data of the Ministry of Social Security and Labour, and the State Social Insurance Fund Board.

Findings - Many electronic services in social protection field have been implemented during a last decade in Lithuania. They have substantially changed the client and the service provider relations. It is assumed that many services have become easier and faster to reach for the client, and cheaper to maintain for the service provider. At the same time public institutions seeking to reduce their operational costs have cutted the number of staff in customer reception units. An impact of process mentioned on service accessibility and client preferences have been analysed. Natural persons applying for their personal affairs pay more attention on the confidentiality of their personal data. Meanwhile for the representatives of legal entities connection simplicity and speed are more important. In all cases, clients prefer live communication by phone or chat instead of searching for information in knowledge database. A fact that clients behaviour does not depend on client's age is somewhat unexpected. Without a doubt, the positive outcome of the implementation of e-services is decrease in the number of persons who were entitled but not used their rights because of a lack of time or other reasons. A number of missed sickness benefits decreased almost twice.

Practical implications – The results of the research can be applied performing cost-benefit analysis and/or design of new e-services in social protection.

Keywords: social protection; social innovation; e-services, social benefits

Research type: research paper

www.mruni.eu

DISCOURSE, TECHNOLOGY AND TRANSLATION

AND FEATURED WORKSHOP ON TRANSLATION

INTERNATIONAL SCIENTIFIC INTERDISCIPLINARY CONFERENCE

MYKOLAS ROMERIS UNIVERSITY



DISCOURSE, TECHNOLOGY AND TRANSLATION

AND FEATURED WORKSHOP ON TRANSLATION

International Scientific Interdisciplinary Conference

Supported by The TextLink COST Action IS1312
In cooperation with International Academic Association of Management and Administration (www.avada.lt/en/)

ABSTRACT BOOK

October 12 - 13, 2017

CONFERENCE SCIENTIFIC COMMITTEE:

Prof. Dr. Liesbeth Degand, Catholic University of Louvain
Prof. Dr. Bonnie Webber, University of Edinburgh
Prof. Dr. Volker Gast, University of Jena, Germany
Prof. Dr. Jacqueline Visconti, University of Genoa
Prof. Dr. Sandrine Zufferey, University of Bern
Prof. Dr. Maria Josep Cuenca, University of Valencia
Prof. Dr. Julia Lavid Lopez, Universidad Complutense de Madrid
Prof. Dr. Peter Furko, Karoli Gaspar University of the Reformed Church, Hungary
Dr. Amália Mendes, University of Lisbon
Dr. Ludivine Crible, Catholic University of Louvain
Dr. Jiří Mírovský, Charles University in Prague
Dr. Ekaterina Lapshinova-Koltunski, Saarland University
Assoc. Prof. Dr. Nadežda Stojković, University of Niš, Serbia
Assoc. Prof. Dr. Guilhermina Miranda, University of Lisbon
Assoc. Prof. Dr. Carl Vogel, Trinity College Dublin, University of Dublin
Prof. Dr. Jolita Šliogerienė, Mykolas Romeris University, Lithuania
Prof. Dr. Nijolė Burkšaitienė, Mykolas Romeris University, Lithuania
Prof. Dr. Agota Giedrė Raišienė, Mykolas Romeris University, Lithuania
Dr. Liumila Mockienė, Mykolas Romeris University, Lithuania
Assoc. Prof. Dr. Sigita Rackevičienė, Mykolas Romeris University, Lithuania
Assoc. Prof. Dr. Jelena Suchanova, Mykolas Romeris University, Lithuania
Assoc. Prof. Dr. Tomas Butvilas, Mykolas Romeris University, Lithuania
Assoc. Prof. Dr. Andrius Sprindžiūnas, Mykolas Romeris University, Lithuania
Dr. Giedrė Valūnaitė Oleškevičienė, Mykolas Romeris University, Lithuania
Assoc. Prof. Dr. Vilhelmina Vaičiūnienė, Mykolas Romeris University, Lithuania
Assoc. Prof. Dr. Lora Tamošiūnienė, Mykolas Romeris University, Lithuania
Dr. Nomeda Gudelienė, Mykolas Romeris University, Lithuania

CONFERENCE ORGANISING COMMITTEE:

Coordinators:
Dr. Giedrė Valūnaitė Oleškevičienė, Mykolas Romeris University, Lithuania
Prof. Dr. Liesbeth Degand Universite catholique de Louvain

Members:
Prof. Dr. Jolita Šliogerienė, Mykolas Romeris University, Lithuania
Dr. Liumila Mockienė, Mykolas Romeris University, Lithuania
Assoc. Prof. Dr. Sigita Rackevičienė, Mykolas Romeris University, Lithuania
Assoc. Prof. Dr. Jelena Suchanova, Mykolas Romeris University, Lithuania
Viktorija Mažeikienė, Mykolas Romeris University, Lithuania
Deimantė Veličkienė, Mykolas Romeris University, Lithuania
Alvyda Liuolienė, Mykolas Romeris University, Lithuania

KEYNOTE SPEAKERS:

Prof. dr. Sandrine Zufferey, University of Bern, and Jet Hoek, Utrecht Institute of Linguistics
Prof. dr. Jacqueline Visconti, University of Genoa
Assoc. Prof. dr. Carl Vogel, Trinity College Dublin, University of Dublin

ISBN 978-9955-19-883-3

CONTENT

Carl Vogel. GENDER EFFECTS IN LANGUAGE USE / 8

Sandrine Zufferey, Jet Hoek. ASSESSING EXPLICITATION AND IMPLICITATION PHENOMENA IN TRANSLATION USING LARGE PARALLEL CORPORA / 9

Jacqueline Visconti. ON LEGAL TRANSLATION: A TEXTUALIST APPROACH / 10

Nadežda Stojković, Nalan Kenny, Danica Piršl, Vanče Bojkov. SOCIETAL AND PROFESSIONAL POSSIBILITIES AND LIMITATIONS TO DOMAIN SPECIFIC TRANSLATION FROM ENGLISH TO SERBIAN / 11

Anna Nedoluzhko, Maciej Ogrodniczuk. COMPARABLE COREFERENCE EXPRESSIONS IN PARALLEL CZECH, ENGLISH, POLISH AND RUSSIAN DATA / 12

Paulina Walendykiewicz, Celina Heliasz-Nowosielska, Daniel Janus, Maciej Ogrodniczuk. THE METAOPERATORS-BASED ANNOTATION OF METATEXTUAL RELATIONS / 13

Ekaterina Lapshinova-Koltunski, Kerstin Anna Kunz, Anna Nedoluzhko. TRANSFORMATIONS IN DISCOURSE: INTERPLAY BETWEEN DRDS, COREFERENCE AND BRIDGING / 14

Maria Pia di Buono, Jan Šnajder. A BILINGUAL ANNOTATION OF EXPLICIT TEMPORAL ORDER RELATIONS IN NEWS STORIES / 16

Julia Lavid, Estefanía Avilés. TRANSLATION CORRESPONDENCES OF ELABORATING CONNECTIVES IN ENGLISH AND SPANISH PARALLEL TEXTS: A CORPUS ANNOTATION STUDY / 17

Sara Sousa, Cornelia Plag, Conceição Carapinha. THE DISCOURSE MARKER *ANTES* IN CONTEMPORARY EUROPEAN PORTUGUESE AND ITS TRANSLATION INTO ENGLISH / 18

Sorina Postolea, Alexandru Ioan Cuza. SOME CONSIDERATIONS ON THE TRANSLATION OF CONTRAST CONNECTIVES TO/ FROM ROMANIAN AND ENGLISH / 19

Pierre Lejeune. MARKING MULTIPLE DISCOURSE RELATIONS: THE CASE OF PORTUGUESE *AFINAL* / 20

Jiří Mírovský. BUILDING A LEXICON OF DISCOURSE CONNECTIVES IN AN EFFECTIVE WAY / 21

Jiří Višek, Josef Hrudka, Zuzana Krulíková, Oldřich Krulík. SOME CORRUPTION AND ECONOMIC CRIME RELATED TERMS IN THE LAW ENFORCEMENT ENVIRONMENT OF THE CZECH REPUBLIC / 22

Māra Pētersone, Kārlis Ketners. INTEGRATION OF THE LEARNING EVALUATION MODEL IN THE PERFORMANCE MANAGEMENT SYSTEM: CASE STUDY LATVIAN SRS / 24

Lucie Poláková, Jiří Mírovský, Magdaléna Rysová, Pavlína Synková. CZEDLEX AND OTHER LEXICONS OF DISCOURSE CONNECTIVES / 25

Šárka Zikánová. REMARKS ON PARAMETERS INFLUENCING DISCOURSE RELATIONS / 26

Voula Giouli. TOWARDS ANNOTATING DISCOURSE STRUCTURE IN PARALLEL CORPORA. A PILOT STUDY / 27

Ágnes Abuczki. PRAGMATIC FUNCTIONS AND NONVERBAL FEATURES / 28

Peter Furko. TRANSLATING REFORMULATION MARKERS FROM ENGLISH INTO HUNGARIAN / 30

Juan de Dios Torralbo Caballero, Violeta Janulevičienė. THE SCOPE OF POETIC DISCOURSE IN *CÁNTICO*: TRANSLATIONS OF FOREIGN AUTHORS, FROM O. MILOSZ TO T.S. ELIOT / 31

Arturas Balkevičius, Mindaugas Strumskis. CLIENT PREFERENCES AND INCREASE OF SERVICES ACCESSIBILITY AFTER IMPLEMENTATION OF E-SERVICES IN SOCIAL PROTECTION / 33

Irena Darginavičienė, Indrė Ignotaitė. THE SIMILARITIES AND DIFFERENCES OF EMOJI USE ACROSS DIFFERENT LANGUAGES ON THE INTERNET / 34

Lora Tamošiūnienė. Ilona Čiužauskaitė. LITHUANIAN TRANSLATION AND EDITING ASPECTS OF SHAKESPEARE'S TRAGEDY *ROMEO AND JULIET* / 35

Giedrė Valūnaitė-Oleškevičienė, Ramunė Eugenija Tovstucha. ELIMINATION OF CULTURAL LINGUISTIC GAPS IN THE LITHUANIAN TRANSLATION OF F. SCOTT FITZGERALD'S NOVEL „THE GREAT GATSBY" / 36

Vladimiras Gražulis, LiudmilaMockienė. PREMISES OF MULTICULTURALISM IN LITHUANIA FROM A HISTORIC PERSPECTIVE / 38

Vilhelmina Vaičiūnienė. THE ROLE OF THE TRANSLATOR IN PROFESSIONAL SETTINGS AND TRANSLATOR TRAINING / 39

Deimantė Veličkienė, Violeta Janulevičienė. CONCEITS IN SHAKESPEARE'S SONNETS TRANSLATIONS INTO LITHUANIAN / 40

Jolita Šliogerienė, Nijolė Burkšaitienė, Sigita Rackevičienė, Giedrė Valūnaitė-Oleškevičienė. CAUSE DISCOURSE MARKER *BECAUSE* ANNOTATED IN TED TALKS / 41

Viktorija Mažeikienė, Vilhelmina Vaičiūnienė. DISCOURSE ANALYSIS TOOLS AND CRITICAL APPRAISAL OF INFORMATION IN TEACHING TRANSLATION / 43

Olga Ušinskienė, Sigita Rackevičienė. ENGLISH COMPOUND TERMS ON MIGRATION POLICY AND THEIR LITHUANIAN EQUIVALENTS / 44

Agota Giedrė Raišienė, Austėja Virketienė, Violeta Janulevičienė. SUBJECTIVE INFORMATION EXPERIENCE IN THE CONTEXT OF VISUAL CULTURE / 45

Sigita Rackevičienė, VioletaJanulevičienė, LiudmilaMockienė. CORRUPTION CONCEPTS AND TERMINOLOGY IN ENGLISH, LITHUANIAN AND NORWEGIAN / 47

Renata Valūnė, Jelena Suchanova. UNCONVENTIONAL TASKS OF FORENSIC LINGUISTIC EXPERTISE: INVESTIGATION OF PLAGIARISM / 48

Eglė Selevičienė. WEB 2.0 TECHNOLOGIES WITH EDUCATIONAL POTENTIAL. HOW TO SELECT ONE? / 49

Rūta Brūzgienė. PRINCIPLES OF REPETITION AND VARIATION IN RHETORIC / 50

The publication is based upon work from COST Action IS1312 (TexLink), supported by COST (European Cooperation in Science and Technology). COST is a pan-European intergovernmental framework. Its mission is to enable break-through scientific and technological development leading to new concepts and products and thereby contribute to strengthening Europe's research and innovation capcities.

The Abstract Book contains unedited original manuscripts submitted by the authors.







COST is supported by the EU Framework Programme Horizon 2020

ISBN 978-9955-19-883-3







COST is supported by the EU Framework Programme Horizon 2020