

EETT: ORGANIZATIONAL DEVELOPMENT



8. EETT: Organizational Development

In accordance with Law 2867/2000, EETT is an Independent Administrative Authority, enjoying administrative and financial independence. Its main role is to supervise and regulate the telecommunications and postal market in Greece. Its aim is the smooth operation of the two markets in a competitive environment on the one hand and the protection of consumers' rights on the other hand.

EETT competences lie in the following:

- Licensing and surveillance of the telecommunications and postal market.
- Ensuring Access and Interconnection conditions.
- Care for the creation of fair competition conditions.
- Ensuring the provision of Universal Service (US).
- Protection of users rights.
- Radio frequency spectrum management and monitoring.
- Issues of Electronic Signature and Domain Names holding the [.gr] suffix.

This chapter analyses the actions pertaining to the structure and the framework of EETT's internal organization. Moreover, the projects integrated in the Operational Program "Information Society" (OP IS) under the 3rd Community Support Framework (3rd CSF) and the course of their implementation are presented, as well as the EETT Management Plan, which summarizes all its strategic directions and

actions. In parallel, reference is made to the Information Technology (IT) infrastructure of EETT that facilitates and renders EETT's daily work more efficient, and improves the quality of the services provided. Moreover, EETT web site is presented, which constitutes a central point of reference for the publication of information related to EETT work, as well as the telecommunications and postal market in general. Finally, the financial data of EETT are presented.

8.1. Internal Organization

8.1.1. Organizational Structure

EETT consists of:

- The nine-member Committee which consists of the President, the Vice-President for Telecommunications, the Vice-President for Postal Services and 6 Members. The Committee is selected by the Conference of Parliament Presidents and is appointed by means of decision of the Minister of Transportation & Communications.
- The Legal Advisor.
- The Experts.
- The Permanent Personnel.

EETT's organizational structure is specified in Presidential Decree 387/2002¹. The Organizational Chart is presented in detail in Figure 3 (see page 196).

¹ "Internal Structure of the Hellenic Telecommunications and Post Commission, qualifications and method for the selection of supervisors and similar provisions" (GG Issue 335/A/31-12-2002).

8.1.2. Human Resources

At the end of 2004, EETT's personnel stood at 160 employees compared to 131 at the end of 2003. Out of the above, 103 are permanently employed, 34 are employed under a definite time labour agreement and 20 as external associates-members of Working Groups. Moreover, there are 3 seconded policemen serving at EETT for the meeting of relevant spectrum monitoring

needs. The evolution of EETT's human resources is presented in Chart 86 and the number of employees per category of personnel in Table 30.

The educational level of human resources is shown in Chart 87. As regards permanent personnel, as of 31st December 2004 it included the specialties shown in Chart 88. Also, the Experts consisted of 64 scientists, in their majority engineers-physicians

Chart 86

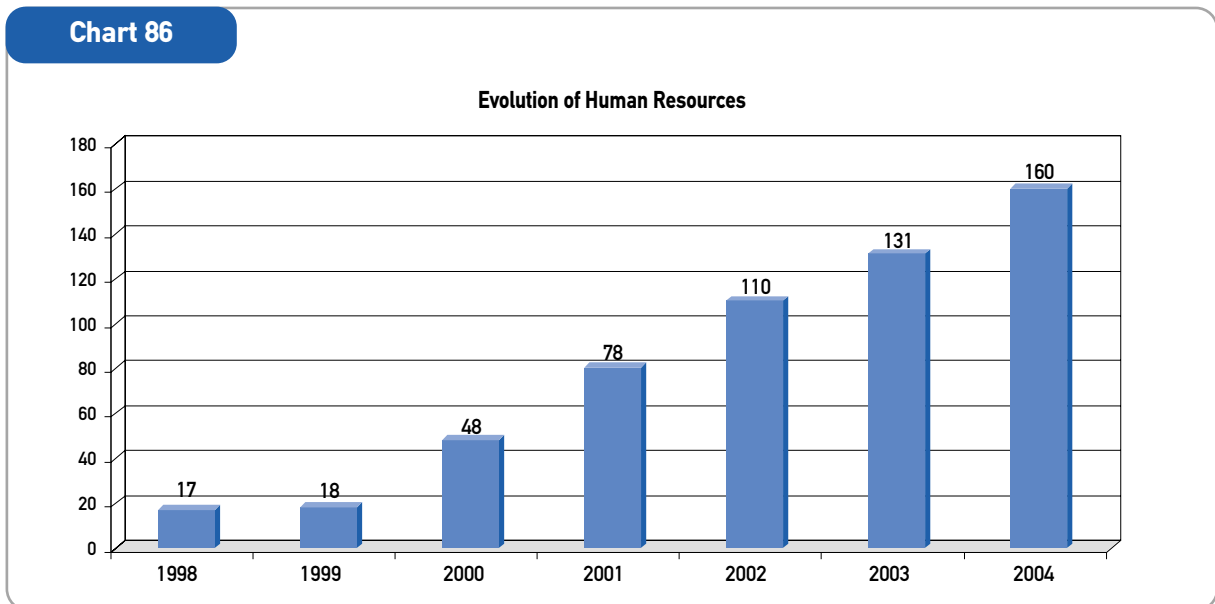


Table 30

Number of Employees per Category, 1998 - 2004

| | 31-12-98 | 31-12-99 | 31-12-00 | 31-12-01 | 31-12-02 | 31-12-03 | 31-12-04 |
|--|-----------|-----------|-----------|-----------|------------|------------|------------|
| Experts | - | - | 26 | 37 | 56 | 69 | 64 |
| Permanent Personnel of University Education (UE) | - | - | - | 3 | 4 | 4 | 4 |
| Permanent Personnel of Higher Technological Education (TE) | - | - | 6 | 6 | 17 | 25 | 28 |
| Permanent Personnel of Secondary Education (SE) | - | - | 1 | 4 | 6 | 6 | 6 |
| Permanent Personnel of Compulsory Education (CE) | - | - | - | - | - | 1 | 1 |
| Personnel under Secondment | 1 | 1 | 2 | 6 | 6 | 4 | 3 |
| Available Personnel | 12 | 13 | 1 | 2 | 2 | 2 | 0 |
| Seasonal Personnel | | | | | | | 34 |
| Working Group Members ² | 4 | 4 | 12 | 20 | 19 | 20 | 20 |
| TOTAL | 17 | 18 | 48 | 78 | 110 | 131 | 160 |

² Collaborating Associates in Work Groups.

Chart 87

Educational Level of Personnel, 31-12-2004

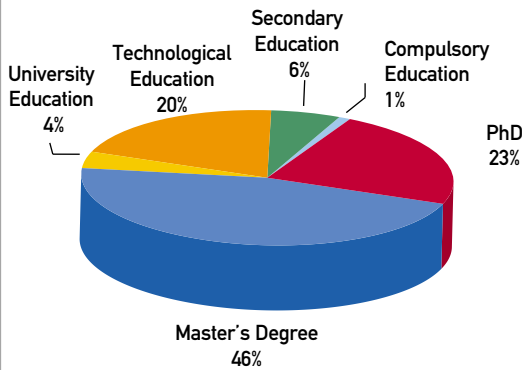


Chart 88

Specialization of Permanent Personnel, 31-12-2004

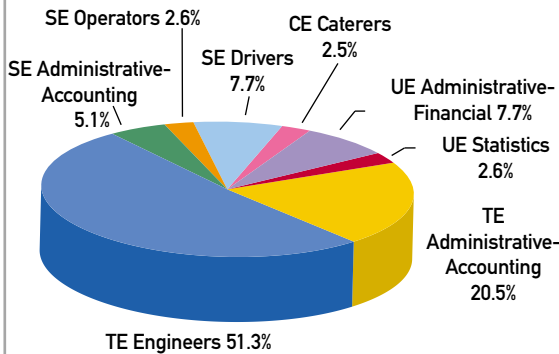
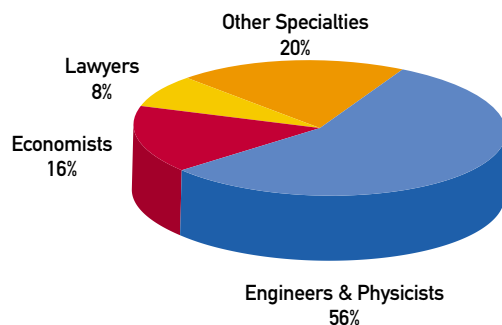


Chart 89

Specialization of Experts, 31-12-2004



and economists. The percentage allocation per specialty is shown in Chart 89.

EETT, in order to meet the rather increased needs in personnel in view of the Olympics and Paralympics, employed in May 2004, through a tender, temporal personnel of various specialties. This personnel stood at 40 people, who supported EETT's work with fine results.

In parallel, EETT took the necessary actions for its recruitment with permanent personnel, suitably qualified and capable of meeting the high requirements arising from its work. More specifically, in 2004 33 permanent personnel positions and 10 expert positions of various specialties were announced. As a result of the aforementioned actions, the permanent personnel is expected to increase by 41% in 2005.

EETT, in order to evaluate its working environment, made a research in June 2004 in relation to the employees' views about the internal operation and infrastructure. The research was made with the use of a structured questionnaire which, among others, included the following sections: procedures, working environment, communication/ information and training/ education issues, satisfaction from work, etc. Response to the research was particularly satisfactory, since 85% of the employees participated. The results led to the identification of those areas that required improvement and contributed to the planning of actions.

One of the most significant actions for the upgrading of the working environment was the announcement of a tender in November 2004 for the evaluation and upgrading of existing human resources administration-management systems and the support of their operation. The completion of the tender and the implementation of the project are expected in 2005.