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Documentation systems of road transport institutions as an indicator of corporate information subculture

Yurii Palekha*

PhD in History, Professor
National Transport University
01010, 1 M. Omelianovych-Pavlenko Str., Kyiv, Ukraine
<https://orcid.org/0000-0001-8060-8590>

Kateryna Alieksiienko

Senior Lecturer
National Transport University
01010, 1 M. Omelianovych-Pavlenko Str., Kyiv, Ukraine
<https://orcid.org/0000-0002-2184-7513>

Abstract. In the modern conditions of the transition to the information society, there is a need to develop an appropriate information culture of the business entity, to systematize the basic principles of documentation support for its management, a balanced study of documentation systems, including their interrelationship, for the further implementation of information technologies, the application of electronic document management systems. The purpose of the work is a comprehensive exploration of the infrastructure and industry documentation systems of the institution, the clear construction of blocks of documentation systems and the arrangement of their components, the perfect knowledge and understanding of which contributes to the application of progressive principles of its management, raising the level of its corporate culture. Systemic and socio-communicative approaches were used during the research, which made it possible to substantiate the division of documentation systems into blocks, to establish communication links between infrastructural, regulatory and industrial documentation, and to determine the role of each of its components. The application of the method of ascent from the abstract to the concrete contributed to the transformation of general issues of documentation support of the business entity to the construction of specific documentation systems of the transport institution. The article represents the authors' point of view on the construction of systems of infrastructural and industrial documentation, which take place in the documentation support of the management of the institution on the example of a motor vehicle enterprise. Infrastructural documentation is presented as functional to ensure the management of all areas of the institution's activities, containing blocks of management documentation systems (general, economic blocks and a block of social documentation). The purpose of each of the systems of professional documentation, their components and the relationship between them is revealed. A block of regulatory and information support documentation has been singled out, which serves both the general goals of the organization's management and each of its areas of activity. In this study, a complex system of documentation of the organization is proposed as an indicator of the level of its information culture, a component of corporate culture, which characterizes the degree of joint achievements of employees in possible types of work on managing documentation, creating information products and services. The

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*Corresponding author

results of the research can have practical application in all transport organizations when implementing and applying the latest systems and technologies for working with documented information

Keywords: documentary and information base; branch; classification analysis; main production; auxiliary and service production

Introduction

Without creating the necessary conditions for building a proper level of information culture, manifested in the ability to properly organize the institution's documentation systems, the staff's capability to arrange its document and information base, knowledge of current regulatory acts, relevant provisions, and standards, technological processes of main, auxiliary, and service production, the implementation of automated document management processes, increased labour productivity, and organizational efficiency is impossible. Several scientific investigations by foreign and Ukrainian scholars have been dedicated to exploring the relationship between information culture, as a component of corporate (organizational) culture of the institution, and document management processes within it.

For instance, practical guidelines and instructions regarding the use of information culture principles to support document management practices, ideas, and recommendations based on scientific research, with the involvement of long-term teaching experience and scientific investigations in various countries, are presented in the work "Records Management and Information Culture: Personnel Issues" by O. Gillian & F. Foscarini (2019). The scholars affirm that the personnel of the institution, their background, attitude towards the product, the value they attach to information, etc., are the main factors determining the results of document management work.

Organizational subculture, constructive deviations, application of appropriate technologies as a result of corporate information system implementation, have been traced by Chinese researchers R. Lissillour & J. Wang (2021). The study of technological aspects of information culture in municipal organizations is the focus of Indonesian scholars J.T. Nugraha *et al.* (2022), in which researchers concentrate on determining the factors influencing e-government service delivery in the city. The scientific investigations into document management practices (DM) in small and medium-sized automotive institutions were undertaken by M.A. Macías-Jiménez *et al.* (2020).

G. Yeo (2018) has focused on the issues of documentation, information fixation, and the role of record-keeping in information culture. Yeo emphasizes that maintaining official documentation (record-keeping) is a matter of organizational policy and proper business practice, developed and "embedded" in work processes to ensure that, when necessary, it can refer to records of past transactions, provide evidence of its financial or contractual obligations, avoid disputes, rely on evidence

of past events to make informed decisions regarding tactical and strategic plans; be accountable for its actions and decisions.

The influence of organizational culture on the effectiveness of information management processes in higher education institutions was discussed in a publication by A. Daneshmandnia (2019), a PhD in information studies from Long Island University, who emphasized that the institution's ability to use automated systems, implement software directly depends on the level of its corporate culture. Neglecting this factor, the scholar noted, could lead to failures in managing information processes.

Long-standing research on technological processes of working with documented information in the organization as an indicator of corporate information subculture has been devoted to the scientific school of employees of the Department of Information and Analytical Activity and Information Security of the National Transport University (NTU), Lviv Polytechnic, Kyiv University of Culture and Arts (Palekha *et al.*, 2022), in which the researchers defined the concept of "organizational information culture", analysed its elements and components, examined technological processes of working with documented information, starting from its creation, processing, formation of documentation systems, document management, and ending with its protection and archival storage.

N.P. Filippova (2019) has focused on document work in the healthcare field, conducting a classification analysis of medical documentation and providing a characterization of its main types. The basics of implementing, the positive and negative aspects of electronic document circulation, as an imperative of modern trends in informatization, its dependence on the documentation system created at the enterprise, have been disclosed in the works of N. Mykytenko (2019), S.A. Harkusha (2020), M. Malanchuk & Y. Zhakun (2021).

The aim of this study was to determine and scientifically substantiate, using the example of documentation support of an automotive enterprise, the components of documentation systems, characterize the content and purpose of each of them, and analyse inter-species and internal relationships between them.

Materials and Methods

The methodology of the conducted research is determined by the specificity of the object of scientific inquiry and involves the application of general scientific and specialized methods and approaches. The methods of

deduction and induction from abstract to concrete allowed transitioning from the study of general issues of documentation support in organizational management to the construction of specific blocks of documentation systems, establishing clear connections between various types of documentation directly within the automotive institution.

The use of cultural, systemic, functional, socio-communicative, and informational approaches, along with modelling and comparative methods, enabled the examination of the construction of documentation system blocks as an integral component of the information infrastructure of the automotive institution. Through the cultural approach, the main components of the organization's information culture were identified, including documentation culture, information search and processing culture, documentation process management culture, legal and techno-technological culture, and information management culture concerning official documents.

The systemic approach allowed revealing the essence and systemic properties of the research object – the complex of blocks of infrastructure and production documentation systems of the institution, using a typical automotive enterprise as an example. It presented the basic principles of organizational and functional unity and interrelation of their components, corresponding to a certain level of structuring and conditions for configuring external and internal relationships between them. The socio-communicative approach provided insights into the main characteristics of the subject of the study – the communicative interaction of documentation systems at the level of intra-block, inter-block, and external connections. This approach substantiated the defining ideology of system construction – the establishment of principles for the implementation of information management technologies at the institutional level, the formation of a common working environment based on a corporate document management system, open to interaction with all its functional units. The informational approach was reflected in the specifics of informatization in working with official documents, the formation, and evaluation of the effectiveness of building documentation systems.

The application of modelling methods allowed constructing a block system of documentation for the transport institution, identifying directions for further development of electronic document management and studying the efficiency of its operation. When exploring the components of functional and production documentation blocks of the institution, the comparative method was applied, similar to the approach used by K.I. Klymova (2021) in researching various specialized documentation systems (banking, notarial, patent), which facilitated the identification of common principles of documentation system functioning and factors influencing them.

Among the research materials, significant attention was paid to the institution's compliance with legislative

and regulatory acts, the knowledge of which demonstrates the organization's information culture. Thus, in examining legal documentation, emphasis was placed on the unconditional adherence to laws and subordinate acts, resolutions of the Verkhovna Rada, the Cabinet of Ministers, and decrees of the President of Ukraine, as well as orders, directives, decisions, and instructions of governmental institutions. Considerable attention was devoted to the role of the regulatory framework in the functioning of documentation systems for the transport sector at both the national and sectoral levels. The significant importance of the National Classifier NK 010:2021 (2021) and other regulatory documents for organizing official documents was highlighted.

■ Results and Discussion

Infrastructure documentation as a reflection of management functions within an institution. Infrastructure types of documentation of an automotive institution, like any business entity, are types of documentation functioning within the infrastructure of every sphere of social-political, economic, or financial-legal activity, with its division into managerial, normative, and informational components. Managerial documentation, as known, is a functional documentation system intended to ensure the performance of management functions within the institution and control by its management over effective management. It has an organizational-administrative and informational character and serves, if necessary, for the adoption of relevant managerial decisions. It includes general, economic, and social blocks of documentation systems.

The general block of documentation systems (Block A). The general block of documentation systems, as the main component of the management documentation of the institution, includes documentation on the creation, functioning, and termination of the legal entity's activity, documentation on personnel management, and other types of documentation, including organizational, administrative, reference-informational, reporting-statistical, and primary accounting service documents. Organizational, administrative, and reference-informational documents constitute the organizational-administrative documentation – a subsystem of management documentation that ensures the performance of organizational and administrative functions of management. Organizational documents (A1) – a set of documents that serve to develop, arrange, and adjust certain activities, allow coordinating actions, coordinating the work of departments and employees to solve common tasks, providing their actions with planning, coordination, and organization. The development of these documents initiates not only the activities of a particular business entity but also managerial activities, the main regulator of which is the law. Organizational documents typically include regulations, statutes, founding agreements, regulations, instructions, rules, schedules, staffing tables, collective agreements, and, to some extent, commercial

and civil contracts. The development of these documents is preceded by reconnaissance of various aspects of the functioning of the business entity and relevant legislative acts, especially concerning the development of fundamental documents regarding the strategic development plan, the purpose of operation, mission and policy, business plan (if applicable to a privately owned organization), etc. Administrative documents (A2) – a set of documents that regulate certain activities, if necessary, legalize, suspend, modify legal relationships, and are created in cases provided for by law. Administrative activity documents include various orders, directives, instructions, resolutions, decisions, orders, etc. Reference-informational documents (A3) – reports and explanatory notes, protocols, conclusions, statements, certificates, reports, lists, work plans, schedules, etc. Unlike organizational and managerial documents, the information contained in them can induce action or can only be brought to attention. Primary accounting documentation (A4) – a system of documentation used to manage the production and economic activities of business entities of all forms of ownership. Primary documents may serve to record information about the surrounding reality, be the result of scientific research, or be a document that enters a certain information system for further processing and transformation into secondary documents. Reporting-statistical documentation (A5) – a set of documents containing information on the performance of planned indicators and allowing for responsible decisions at the level of the institution as well as regionally or nationally. Reporting documents serve to improve the state of affairs in the institution in the future compared to the existing one and can be accompanied by extensive commentary.

Economic Block of Documentation Systems (Block B). The successful functioning of an institution, effective management thereof, is impossible without the punctual reflection of its economic indicators, existing mutually beneficial trade agreements, balanced pricing policies, and other indicators, all of which find their reflection in the economic block of documentation systems. Documentation serves as the basis for the management apparatus to make relevant decisions regarding its management and includes subsystems of financial, accounting, planning, budgeting, and contractual documentation, etc. For example, the financial documentation of an institution (B1) comprises a set of documents related to tax and levy payer accounting; corporate tax reporting documents; documents used in budget execution processes; financial reporting documents of entities, trustees, etc. It includes documents containing approved budget allocations, income and expenditure statements, records of various audits, results of inventories, reports on currency inflows to the institution, its currency usage plans, evidence of payments made, consolidation of key indicators, applications-orders for foreign currency provision, cargo transportation,

etc. Financial documentation of an institution also includes documents serving as a basis for non-cash transactions in banks, accounting entries, verification of cash transactions correctness, and their reflection in financial accounting. Accounting documentation of an institution (B2) consists of a collection of written evidence of a certain form and content containing information about economic transactions and serving as proof of their occurrence. Major types of such documentation include annual reports, equity capital (form 5ds) and cash flow reports (form 2d), reports on the financial and property status of the institution and its debt to budget funds (form 7d), general ledger, and institution's financial statements (form 1ds), cash books and payment documents, accounts and records, debtor and creditor statements, etc. Planning documentation of an institution (B3) is a documentation system used to solve forecasting and planning tasks of the institution's economic performance and includes a set of documents related to studying and forecasting demand, planning freight transportation, rational distribution thereof by cargo type, types of rolling stock, points of dispatch, and destination, etc. Contractual-budgetary documentation of an institution (B4) comprises documents defining the constructive solution, the need for funds, personnel, materials, machinery, and equipment, transportation means, etc.

Social Block of Documentation Systems (Block C). An important place in the structure of institutional management documentation is occupied by the social block of documentation, which includes documentation on personnel management, documentation on pension provision, documentation on social issues and social protection, as well as classified and confidential documentation. Documentation on personnel management of the institution (C1) is a set of documents reflecting the personnel management status of the institution, starting from personnel needs planning, recruitment, selection, and relocation of personnel, certification, retraining, punishment, and awards, etc. Documentation on pension provision for institution employees (C2) is a documentation subsystem developed by the Pension Fund of Ukraine, which includes the necessary documents for pension provision to its employees, including pension application forms, salary certificates for pension calculation, records confirming the work experience of employees, guarantee letters for transferring funds to the Pension Fund authorities, applications for registration of the insurer in the e-services provision system, various calculations, income statements, etc. Documentation on labour, social issues, and social protection of institution employees (C3) are subsystems of documentation systems developed by relevant ministries, departments, and state funds, containing documents necessary for the enterprise, such as labour and wage accounting, social insurance for temporary incapacity due to industrial accidents and occupational diseases, documents for unemployment benefits, social protection of persons with

disabilities, documents related to the protection of citizens affected by the Chernobyl disaster, employment documents, etc. Classified and confidential documentation of the institution (C4) is a collection of documents containing information related to state secrets, the disclosure of which may harm the interests of the state. It regulates issues of compliance with the institution's: secrecy regime and confidentiality assurance during closed work, execution of duties by responsible persons for storing state or official secrets, ensuring confidentiality in maintaining a special register, etc. A significant portion of the listed management documentation of the institution is standardized according to the Classifier of Management Documentation (CMD) NK 010:2021 (2021) – a component of the national system for the classification and coding of technical-economic and social information.

Block of Regulatory and Legal Support Systems and Information Systems of the Institution (Block D). Quality management of institution functioning processes, preparation of organizational and managerial documents, compliance with current norms, standards, and rules, ensuring its life safety, implementation of information technologies, and application of information systems are impossible without proper regulatory and legal support of the institution with corresponding documentation, which has both infrastructure (common for all) and sectoral purposes. A special place in the specified block belongs to the subsystem of legal documentation of the institution (D1), which includes laws and by-laws, resolutions of the Verkhovna Rada, Cabinet of Ministers, and decrees of the President of Ukraine, orders, directives, decisions, and instructions of government agencies. The mentioned system can include documentation of specialized fields of law, documentation of legal fields adapted to other spheres (economic, civil law). The main task of the mentioned documentation is to organize legal work effectively, conducted by the legal service of the institution, whose activity is aimed at compliance with the requirements of current laws and regulatory acts, prevention of their violation, protection of its activities, and representation of interests in government bodies. Legal documentation of the institution reflects issues related to: settlement of disputes in the interests of parties; claims work related to breach of contractual obligations; litigation if issues are not settled on a voluntary basis; transfer of cases to courts, etc. The system of legal documentation also includes a set of documents of the patent and intellectual property sphere (documents on inventions, license agreements, plans for patenting inventions, expert opinions, etc.).

Documentation on standardization and certification of the institution (D2) is a system of documentation related to compliance with international, national, and industry standards, technical reports, enterprise standards, and technical conditions, including normative documents in the field of document management and

document management processes. Documentation on product certification includes certificates and declarations of conformity, test reports, or quality certificates, as well as a set of quality management documents aimed at improving the work of all its departments in accordance with the requirements of the international standard ISO 9000:2015 (2015). Documentation on labour protection in the institution (D3). The above-mentioned set of special documents on labour protection must be present at every enterprise, regardless of ownership form, number, and type of its activities. It is developed in accordance with the requirements of current regulatory acts in accordance with the staffing table of the institution and the types of work performed in full, and includes normative, organizational and managerial, reporting, and accounting documents. Thus, the regulatory documentation on labour protection in the institution consists of Laws of Ukraine No. 2694-XII (1992) and No. 717-V (2007), Labour Code of Ukraine (2023) and relevant regulatory documents. General safety requirements in the automotive industry, maintenance of its territory, structures, fuelling points, sanitary and domestic premises, equipment, devices, and tools, as well as carrying out maintenance and repair of vehicles, are contained in the relevant Rules of labour protection in automotive transport, approved by the Ministry of Emergency Situations of Ukraine (Order of the Ministry of Emergency Situations No. 964, 2012). Organizational and instructional documents on labour protection are developed at each enterprise in accordance with the Regulations on the Development of Instructions on Labour Protection, developed by the labour protection oversight committee of the Ministry of Labour and Social Policy (Order of the Ministry of Social Policy of Ukraine No. 526, 2017). Reporting and accounting documents reflect the state of work on safety measures. Medical documentation subsystem, which reflects the passage of pre-employment and periodic medical examinations in accordance with the current procedure for their conduct by employees of certain categories, approved by the Ministry of Health of Ukraine (Order of the Ministry of Health of Ukraine No. 246, 2007), and the relevant regulation "On Approval of the Regulation on the Medical Examination of Driver Candidates and Vehicle Drivers" (2013), approved by the above-mentioned ministry and the Ministry of Internal Affairs, which is reflected in the relevant documents.

Documentation on Fire Safety of the Institution (D4). At the national level, fire safety issues are regulated by the Code of the Civil Protection of Ukraine (2013), which defines the methods and means of its organization in entities of various forms of ownership and the powers of their leaders in critical situations. Regardless of the number of staff in the institution, the regulatory framework for regulating fire safety issues in it is the "Rules of Fire Safety in Ukraine" (2014), approved by the Ministry of Internal Affairs of Ukraine. In addition, there are industry-specific rules of fire safety, which, if necessary, are

developed and issued by central executive authorities. Thus, fire safety rules for enterprises and organizations of road transport in Ukraine are approved by the Order of the Ministry of Infrastructure of Ukraine (2015), which are mandatory coordinated with the State Emergency Service of Ukraine. Organizational and managerial documentation on fire safety may include: general-object instructions and guidelines for fire safety for each type of premises; evacuation plans from them; fire action procedures; orders appointing persons responsible for fire safety; orders on the introduction of fire safety regimes at the enterprise; declarations of compliance with the material and technical base of the enterprise with fire safety requirements; programs for conducting briefings and fire safety registration logs; logs of inspection and maintenance of fire extinguishers and fire alarms; protocols of checks of fire hydrants and hoses; certificates of completion of special fire safety training for responsible persons; protocols of insulation resistance measurements, etc. Documentation on Information Systems of the Institution (D5). Solving the main strategic and tactical tasks of the institution's activities, forecasting the prospects of its development requires the presence of appropriate automated information systems as sets of organizational and technical means for the transmission, distribution, presentation, storage, and processing of information, the purpose of the functioning of which is to meet the information needs of users, exchange information, apply modern document information processing tools, modern technologies of analytic-synthetic information processing. The listed issues require the establishment, adjustment, and organization of uninterrupted operation of information systems, work with which requires reflection in protocols of production tests, acceptance and delivery test reports, network operation logs, plans and schedules for the creation and periodic inspection of information systems, as well as in other registration and accounting documents, based on the needs of the organization.

Production (transport) documentation of the institution as a component of industry documentation. Let's take a closer look at the production (transport) documentation that exists within the institution and characterizes the specificity of the chosen research organization of the transport industry. Since the production process of an automotive enterprise includes main, auxiliary, and service productions, their documentation support is presented as a set of blocks of systems and subsystems of managerial and special documentation regarding the mentioned productions related to the transport industry.

The documentation block of the main production of the institution (E) is a set of interconnected documentation systems of the transportation service of the automotive enterprise (AE), which are maintained by its subdivisions: cargo, dispatch, accounting and control groups of employees, and the traffic safety group. Thus,

the documentation of the cargo group (E1) is a set of project-production, production-organizational, and informational (special) documents prepared by the transportation service in the sphere of AE services together with the planning and economic department based on data on cargo flows and the transport market. This documentation includes transport plans (monthly, quarterly, annual), schedules and routes of cargo transportation taking into account the maximum loading of vehicles, drafts of contracts with cargo shippers and consignees; logs of orders (applications) for cargo transportation and the use of vehicles, the shift-daily operational transportation plan, which is transmitted to the dispatch group, and so on.

The documentation of the dispatch group (E2) is production-organizational, production-operational, and reference documentation, which includes schedules for the dispatch of rolling stock to the line and return to the depot, shift-daily and operational transportation plans, logs of registration of vehicle entry and exit, waybills, technical certificates for vehicles, etc. The documentation of the accounting and control group (E3) is production-control documentation, which includes information on primary processing of waybills and goods-transport documents, information on operational accounting of the plan execution for transportation by customers and by cargo nomenclature. It can also be presented in terms of car fleets, crews, or individual drivers. Accounting and control information is recorded in vehicle operation cards, mileage records, tire mileage logs, fuel usage records, limit cards for spare parts, auxiliary equipment, material write-off acts, etc.

The documentation of the traffic safety group in the institution (E4) is road control documentation containing appropriate sets of organizational, regulatory, and reference-informational documents. For example, the set of organizational and regulatory documentation of the automotive institution includes the standard "Road Traffic Safety Management System", orders on the organization of "Traffic Safety Day" and measures to improve road traffic safety, acts on the results of checking the organization of work on road traffic safety of vehicles, safety and environmental safety certificates for vehicles, and permit documents, etc. The set of reference-information documentation includes: a journal of road traffic accidents (RTAs) registration; a journal of violations of traffic rules by drivers and road traffic accidents; a journal of driver training completion for those who have not worked for more than six months, or who are newly hired; journals of pre- and post-flight medical examinations of drivers, information on preventive vehicle inspections released to the line, etc.

The documentation block of auxiliary productions of the institution (F) is a set of official documents maintained by the technical service departments of the AE and relates to the organization of production processes to ensure the technical readiness of the rolling stock

primarily used in the main production, and includes a set of special documents of the production-technical department, chief mechanic's department, technical maintenance and current repair zone, production and auxiliary areas. The documentation of the production-technical department (F1) reflects the organization of work on the operation of vehicles, the creation and use of individual mechanisms, directions of automation and modernization of production processes, application of progressive methods and means, advanced technologies, etc. It includes the operational plan of all types of technical inspections (TI) and vehicle repairs, the operational plan-schedule for conducting TI-1 and TI-2, and, if necessary, the above-mentioned accounting and control documentation for each vehicle. The design documentation department includes technical tasks and proposals; sketch and technical projects and relevant working documentation, documentation on scientific and technical information, standardization and certification, as well as organization of patent and inventive work.

The documentation of the chief mechanic's department (F2) reflects the inspection of the technical condition of vehicles, their release and entry into the garage, inspection of the braking system, steering control, engine, wheels and tires, external lighting devices, and auxiliary equipment. Employees of the department maintain journals of vehicle release to the line and return from the line, acceptance and transfer of vehicles, registration of repair requests, transportation of vehicles to the repair zone, daily, one-time, or premature return, and prepare reports on headlight adjustment checks, control of the condition of car tires, etc. Documentation of production and auxiliary areas (F3) in technical maintenance and repair zones includes journals of technical inspections registration, accounting of TI and repair of machines and aggregates. If necessary, an act of transfer and acceptance of the vehicle is drawn up, or, in the case of providing services in the presence of the customer, a corresponding work order for their provision and an appropriate invoice is issued. In the case of individual production, the documentation includes route maps for processing parts for each order. The documentation of the garage unit (F4) of the enterprise is primarily the general plan (projected and actual), which is a graphical representation of its territory with all buildings, shops, repair workshops, ramps in open areas, repair pits, ramps, water bodies, water and lubricant tanks, fuel filling station, administrative and residential buildings, communications, access roads, etc.

The documentation block of service productions (G) is a set of related service documents reflecting the provision of basic and auxiliary productions of the AE with energy resources, material and technical supply, availability of wheels, tires, spare parts, material products, and lubricants, quality of technical maintenance and repair, marketing activities, level of training and retraining of employees, condition of premises and enterprise territory, if necessary, housing and communal

services, etc. The energy management documentation (G1) is the basis for organizing the quality provision of basic and auxiliary productions of the AE with energy resources and represents calculations of the planned energy balance, the development of which is carried out to determine the enterprise's needs for electricity. Power, technological, and production-economic balance sheets are distinguished. The energy management documentation also includes acts and schedules of power supply connection and disconnection, distribution of energy resources, protocols of production tests and commissioning, plans for periodic equipment inspection and repair work, consolidated estimates of expenses for servicing and repairing energy equipment. Additionally, energy management documentation includes acts and schedules of power supply connection and disconnection, distribution of energy resources, protocols of production tests and commissioning, plans for periodic equipment inspection and repair work, etc.

The documentation of the procurement department (G2) is an important and integral component of meeting the needs of the AE in supplying material and technical resources for primary and auxiliary production. The excellence of the company's functioning can be discussed only if it timely receives the necessary resources and delivers them in the required quantity and assortment. Only well-organized work of the department allows the enterprise to maintain the necessary range of goods, regulate the volumes of stock, their structure, and effectively influence the socio-economic efficiency of the company's activities. The quality of documentation preparation will determine the perfection of the supply process organization, the completeness and stability of the assortment, stock volumes, the speed of goods turnover, and other indicators reflecting the level of financial and economic activity of the enterprise.

Documentation of warehouse management (G3) of the AE reflects the functioning of the warehouse economy regarding the preservation of stocks of raw materials, materials, and equipment of the enterprise, documenting their movement and write-off. Materials, spare parts, equipment entering the warehouse undergo quantitative and qualitative documentation upon receipt. The records of receipt and consumption of material stocks are kept in warehouse accounting cards, and the basis for their completion is limit-issue cards for equipment and spare parts write-off, material consumption statements, write-off acts, invoices, and other primary documentation. Based on the primary documentation, the warehouse management employee compiles a report on the movement of material values, which is then transferred to the company's accounting department.

Documentation of the technical control service (G4). At the stage of releasing the vehicle to the line, technical control consists of checking its technical condition in accordance with the current Order of the Ministry of Transport and Communications of Ukraine No. 974 (2008),

approved by the Ministry of Transport and Communications of Ukraine in accordance with Article 23 of the Law of Ukraine No. 2344-III (2001). Checks of vehicles by carriers are carried out shift-wise (for all categories), quarterly (for passenger vehicles), and every six months (for trucks), and the absence of operational documentation does not exempt the carrier from performing the check. The schedule for checking the technical condition of vehicles is approved by the head of the carrier's motor transport enterprise. A register of operations for checking the technical condition and a register of checking completeness and control over unauthorized changes in the design and completeness of the vehicle are also kept.

Documentation of the marketing service (G5). It is traditional for modern AEs to organize a marketing service as part of the enterprise. At the same time, the process of organizing marketing activities depends on the volume of AE transportation, and if large enterprises can include marketing services, for small enterprises, creating such services can significantly increase production costs. Therefore, principles of project organization can be applied at such enterprises by selecting employees who are closer to the problem and are the best experts to solve it. When solving marketing tasks, employees involved in their execution from other departments (transportation department, production-technical department, financial group, or supply group) return to their direct functional duties.

The marketing department utilizes documentation regarding the core strategic objectives; the company's goals, approved marketing budget; projects of transportation plans and vehicle utilization, etc., and, in turn, prepares and submits documentation regarding the company's market position, analysis of revenues and expenses, transportation and vehicle utilization, evaluation of competitors' activities, prepares a budget performance report, market trends by product groups, makes pricing proposals, provides forecasts of the company's activities, and so on. Documentation of the educational department (G6). Modern scientific and technological progress, the transition to an information society requires constantly increasing the level of training of its employees, multiplying their information culture, acquainting them with the latest achievements and technologies in the field, organizing training seminars, short-term courses, training and retraining of vehicle drivers, and so on.

These issues are usually addressed by the educational department, which develops and maintains educational-organizational, program-methodological, teaching (educational), educational-research, educational-support, and educational-control documentation in accordance with the current procedure, approved by the Resolution of the Cabinet of Ministers of Ukraine No. 487 (2009).

Administrative and economic documentation (G7). The main task of the specified documentation is to reflect the economic problems of the institution's activities and their qualified solution, including monitoring the proper condition of lighting and electricity supply systems, ven-

tilation and heating systems, water disposal and water supply, fire and sanitary-technical condition of premises, property and equipment storage of the institution. Administrative and economic documentation includes: annual procurement plans by AE departments; plans for property restoration and renewal, its maintenance; financial documents regarding the remuneration of the management apparatus; contracts for premises and communications repair, technical maintenance, equipment and machinery repair; performance certificates; inventory accounting documents; relevant statistical reporting, etc.

Residential and communal documentation (G8) is maintained if the AE's own housing (house, dormitory, etc.) is on the balance sheet. The main regulatory document is the Law of Ukraine No. 2189-VII (2017). Also required is appropriate production-applied documentation regarding housing operation, including contracts for major repairs, certificates of repair work performance, acceptance and handover of premises and buildings, etc. Depending on the specifics of the institution's activities, other types of documentation may also be maintained, such as repair and construction documentation, documentation on the activities of trade unions and public organizations, sociological documentation, etc. The consolidated scheme of documentation systems of official origin of the motor transport institution is presented in Figure 1.

The blocks of infrastructure and production (in this case, intra-transport) documentation presented in Figure above represent the documentary resource of a motor transport institution. The basis of its infrastructure documentation consists of blocks of managerial documentation (general, economic, and social documentation), which can be found in practically any organization, regardless of its industry affiliation.

A significant portion of managerial documentation is standardized according to the National Classifier of Managerial Documentation NC 010:2021 (2021), with the developers of the specified documentation in the Unified Documentation Systems Classifier being executive bodies: ministries of economy and finance, as well as social insurance funds: for unemployment and temporary disability, insurance against accidents at work and occupational diseases, and social protection of disabled persons. In most classes, except for class 01, which contains managerial documentation of organizational and directive nature, the Unified Documentation Systems Classifier lists document forms, including forms of accounting, financial reporting, reporting to banking institutions and funds, relating to information of public nature for general management purposes, control over the state of affairs in the sectors of the economy, and the adoption of balanced management and policy decisions. From this point of view, the mentioned documentation is indeed managerial, and the use of standardized document forms allows for an increase in the level of documentary support for government management as a whole.

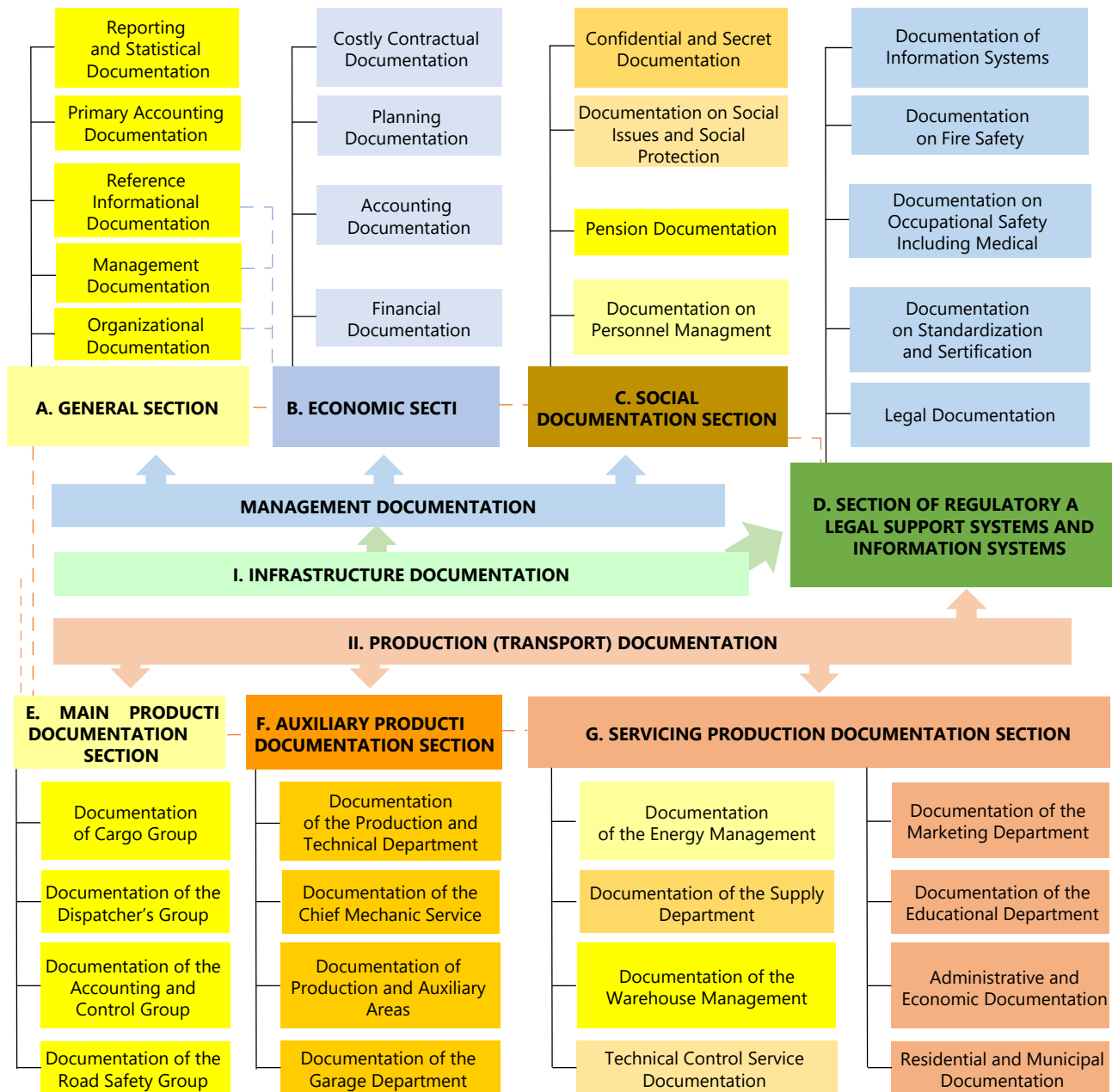


Figure 1. Components of documentation systems of a motor transport institution

Source: compiled by the authors of this study

The block of normative-legal documentation and information systems has both infrastructure (common for all institutions, regardless of departmental subordination) and special purposes since normative-legal documentation includes laws and by-laws and normative documents important for both general management purposes of the management organization and for the main production activities of the institution (depending on the industry). The blocks of documentation systems for main, auxiliary, and service production reflect the peculiarities of documentary support for the management of a motor transport institution but can, in a generalized form, be present in transport institutions of land (railway), water, and air transport. The ordered interaction

and integrity of the functioning of the components of documentation systems should be understood as a perfect material and organizational-legal basis for working with information, which is a prerequisite for proper information support for organizational management, ensures reliable and fast access to documented information, promotes the increase of competence, communication of employees of different levels of subordination, and, overall, corporate culture.

In works dedicated to the aforementioned issue, a classification analysis of individual documentation systems was conducted. Scholars provided a characterization of their main types, explored the varieties of documents within these systems, discussed the requirements

for their creation and organization of functioning, analysed the percentage of each type based on specific content and functional purpose within the overall documentation system, and so on. However, a comprehensive analysis of documentation systems at the institution level, the study of infrastructure and production documentation, their subsystems, and the establishment of their connection with industry-specific documentation systems were not carried out. Within the framework of this study, the discussion of documentation support issues for the organization continues, reflecting the level of its information culture, and a significant scientific potential has been developed (conference abstracts, articles, manuals, monographs), which reflect approaches to the optimal creation of documented information, its analytical processing, management of documentation processes, identification of necessary methods and means for this purpose, and the construction of management and industry-specific documentation systems, as elucidated in the publications by Yu. Palekha (2020; 2022). The issues of building documentation systems at the level of the country's economic sectors were discussed, whereas this publication is devoted to building documentation systems at the institutional level, which is a continuation of scientific explorations in the field of improving the organization's information culture.

One can agree with the conclusions of A. Curry & C. Moore (2003), who present information culture as an organizational value that contributes to achieving tactical and strategic success for the institution, as well as the findings of O. Gillian & F. Foscarini, (2019), and O. Gillian (2008), who interpret the organization's information culture as a complex of knowledge and skills that serve the application of relevant methods and means for managing documentation processes. The correlation established by J.L. Gesmundo *et al.* (2022) between professional performance (in terms of service quality and timeliness) of document-related work processes (from their creation, backup, file recovery to document movement monitoring, preservation control) and working conditions, age, gender, tenure, and positions held by institution employees deserves attention.

The authors agree with the conclusions of J. Spooner (2021) and S. Balagobei (2019) that information culture, knowledge, and staff abilities to work with documented information generated during their interaction, their ability to process and manage documentation processes thoroughly, and the institution's acquired means and equipment, which they use, are crucial for effectively providing services and enhancing the organization's corporate culture. A.M. Shelestova's proposals (2011) for the development of a prospective model ("essence – relationship") for the functioning of institution documentation systems under the conditions of implementing advanced information and communication technologies are also rational.

Agreement can also be reached and extended to this study with the conclusions made by Associate Professor K.I. Klymova (2021), that the constructed documentation systems are not static, as their composition may constantly change due to the creation of new types and the removal from use of old (archaic) documents, as well as due to the replenishment or removal from the document system as a result of the institution's annual assessment of their value. Also noted is the fact that special documentation forming systems perform specific functions, among which legal and informational functions are common. The factors influencing the construction of institution documentation systems, as noted by the researcher, include: the activities of state institutions, developers of specialized documentation systems; legislative and departmental regulatory framework for document work; the nature of document work in the institution, the results of scientific research that have contributed to improving the regulatory framework for building documentation systems.

The dissertation research conducted by K.S. Kornychuk (2019) deserves attention for its detailed analysis of the industry-specific features of document flows and document circulation systems of transport enterprises, as well as for identifying the main groups of industry documentation when forming electronic document circulation systems in production, particularly in the transportation sector. Based on this analysis, the author identifies problems and shortcomings in the implementation of electronic document circulation systems in the practice of transportation complex enterprises, particularly in automotive enterprises. The valid recommendations of this researcher regarding the allocation of documentation subsystems in accordance with the provision of transport and logistics services, where the presence of these documents, in the vast majority of cases, is stipulated by current legislative acts, were taken into account during the development of the aforementioned documentation system.

The establishment of a typical composition and form of the terminological structure of documents that record the performance of similar functions, and the achievement of informational compatibility of different documentation systems, is possible through document standardization, as emphasized in her dissertation research on the study of documentation systems in the trade sector by Prof. O. Shevchenko (2016), with which one can also agree.

Thus, the proposed blocks of systems and subsystems of infrastructure and production documentation of the institution reflect its functioning in the transportation sector and constitute a unified documentation system that ensures effective management and stable development in the future, as well as organized interaction of these systems, which can be supplemented or modified in case of production necessity.

Conclusions

It has been established that the systems and types of documentation of institution units are interconnected and constitute its general document resource; the documentation that forms the systems performs certain functions, among which legal and informational are common; the genetic connections between documents of each type of documentation are determined by the sphere of their formation and the specificity of the activity of the respective unit. Each of the considered documentation systems is characterized not only by interrelation and mutual conditioning but also often by mutual penetration, although their composition may change both due to the creation of new types and the removal of obsolete ones, as well as due to the addition or removal of documents from the system as a result of the work of the expert-review commission to determine their value.

The basis of the institutional infrastructure documentation consists of blocks of management documentation, which can exist practically in any organization, regardless of its industry affiliation, and a significant part of them, according to national regulatory documents, is standardized. The block of normative legal documentation systems and information systems has both infrastructural and special purpose since regulatory legal documentation includes laws and by-laws and normative documents important both for general management purposes and for the main production activities of the institution depending on the industry. The main components of the regulatory framework for forming blocks of transport institution documentation systems should be based on existing legislative acts and basic standards that establish common requirements for the creation and processing of official documents, serving as legal grounds for managing documentation processes in it. Blocks of documentation systems of primary, auxiliary, and service production reflect the features and perfection of documentation support for managing the transport institution regardless of the type of transport. Production documentation

systems are integrated with management documentation systems, and in the case of service necessity, documentation from one unit is supplemented with documentation from others, and when compiling the institution's annual report, all documented information is consolidated. Understanding the components of the organization's documentation systems, their interrelations, their purposes, using the example of an automotive institution, demonstrates the possibility of constructing a clear information model of its documentation support.

As a result of the conducted research, it has been established that ensuring units with qualitatively prepared and optimally defined documentation systems and subsystems, the knowledge of their personnel of the regulatory framework and their interrelations, mastery of modern information technologies, is the main basis for further implementation of automated document management, successful execution of the institution's main functional tasks, and raising its informational and corporate culture. The prospects for future research on the information culture of the management subject should include substantiating the theoretical foundations of building perfect information management support for the organization. It is also necessary to continue scientific research on the application of the most rational methods of working with documented information in the institution's units, establishing unified principles of processing documented information in its units regardless of departmental subordination.

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Conflict of Interest

None.

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Системи документації автотранспортної установи як показник корпоративної інформаційної субкультури

Юрій Палеха

Кандидат історичних наук, професор
Національний транспортний університет
01010, вул. М. Омеляновича-Павленка, 1, м. Київ, Україна
<https://orcid.org/0000-0001-8060-8590>

Катерина Алексєєнко

Старший викладач
Національний транспортний університет
01010, вул. М. Омеляновича-Павленка, 1, м. Київ, Україна
<https://orcid.org/0000-0002-2184-7513>

Анотація. За сучасних умов переходу до інформаційного суспільства, виникає необхідність розбудови відповідної інформаційної культури суб'єкта господарювання, систематизації основних засад документаційного забезпечення управління ним, виваженого дослідження систем документації, включаючи їх взаємозв'язок, для подальшого впровадження інформаційних технологій, застосуванню систем електронного документообігу. Мета роботи полягає в комплексній розвідці систем інфраструктурної та галузевої документації установи, чіткій побудові блоків систем документації та впорядкуванні їх складових, досконале знання й розуміння яких сприяє застосуванню прогресивних засад управління нею, підвищенню рівня її корпоративної культури. При проведенні дослідження були застосовані системний та соціокомунікативний підходи, що дало можливість обґрунтувати поділ на блоки систем документації, встановити комунікаційні зв'язки між інфраструктурною, нормативно-правовою та виробничою документацією й визначити роль кожної з її складових. Застосування методу сходження від абстрактного до конкретного сприяло трансформації загальних питань документаційного забезпечення суб'єкта господарювання до побудови конкретних систем документації транспортної установи. В статті репрезентовано авторський погляд на побудову систем інфраструктурної та виробничої (внутрішньо-транспортної) документації, що мають місце в документаційному забезпеченні управління установою на прикладі автотранспортного підприємства. Інфраструктурна документація подана, як функціональна для забезпечення управління всіма напрямками діяльності установи, що містить блоки систем управлінської документації (загальний, економічний блоки та блок соціальної документації). Розкрито призначення кожної з систем виробничої документації, їх складові та взаємозв'язок між ними. Виокремлено блок документації нормативно-правового та інформаційного забезпечення, що слугує як загальним цілям управління організацією так і кожному з її напрямів діяльності. В даному дослідженні запропонована комплексна система документації організації, як показник рівня її інформаційної культури, складник корпоративної культури, що характеризує ступінь спільних досягнень працівників у можливих видах роботи з керування документацією, створенні інформаційних продуктів та послуг. Результати дослідження можуть мати практичне застосування в усіх транспортних організаціях при впровадженні та застосуванні новітніх систем і технологій роботи з документованою інформацією

Ключові слова: документно-інформаційна база; галузь; класифікаційний аналіз; основне виробництво; допоміжне та обслуговувальне виробництво