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PROVISION OF ADMINISTRATIVE SERVICES TO THE POPULATION: FOREIGN ASPECT

Recently, Ukraine has sought to move a new level of relations between the citizen and the state, which involves convenient conditions for obtaining administrative services. Therefore, studying the best foreign experience is of particular topicality.

The basis of the world practice of providing administrative services entrusted with the assessment of their quality, provided directly to the consumer. According to the subject of application, orientation is the priority of rights of the person who receives administrative services is a key thing, so here will be useful to study the world experience of the Institute of administrative services functioning (in particular in Germany, Canada, Poland, Netherlands, etc.).

The idea of creating offices for citizens/supermarket services appeared in 90-ies (the time of "new management model"), when the authorities were transformed into institutions for the provision of services. For the purpose of receiving by a citizen, quickly and, if possible, during the visit, the administrative services in many European countries there was created the model of a single office for citizens ("one-stop-stop").

At the beginning of this innovation introduction in Germany, the foreign experience was actively studied, in particular, the experience of Netherlands. The initiative to establish such offices in Germany were left to the discretion of municipalities, since there was neither special legislation nor government (Federal or land) programs on the subject. So, most cities have introduced such institutions in its discretion and, therefore, practice has lots of features.

Recent trends in the provision of services in Canada are to simplify: relationships with government; encourage citizens to self-service; encouraging
maximum cooperation between the various levels of authorities; the use of new technologies (and new media, for example, the video instruction on YouTube).

It is worth noting that according to Canadian experts, even taking into account that the organization of providing services by the Federal government (primarily the "Service Canada") is on the very high level, provincial governments (particularly in Ontario) is much faster introducing innovations and offers even services of higher quality. This only confirms the position that the closer those who are offering services to the consumer are, the faster and better services are provided.

As for the quality of public services in Poland, there was created a centralised system of Divisions for Providing Services to people (eng. – Resident Service Departments) that have been scheduled in all districts of Warsaw to ensure the residents an adequate quality of services and accelerate administrative procedures.

The Netherlands are among the leaders-the pioneers in introducing the concept of supermarket services. And the municipality of Haaga (Den Haag), has one of the best examples of AHPC, especially in terms of the design of space and the organization of work with visitors.

So, on September, 15, 2009 the city of the Haaga (Netherlands) decided to create a "Service of public services" (Publieksservice) by combining resources of Services for Civil Affairs (Burgerzaken), information portal (www.denhaag.nl) and Contact center (ContactCentrum service). This combination has become a new step towards better and more qualitative services provision for citizens and businesses.

So, on the basis of analysis of foreign countries experience in the sphere of providing administrative services, many domestic scholars suggest the adoption in Ukraine of the Administrative-procedural code, which would regulate the General order of providing administrative services ranging from registration rules of applying for service and ending with the procedure for appealing against decisions of the authorities, which provide them.

In any case, the Administrative-procedural code of Ukraine must become the fundamental legislative act which will regulate the order of public services provision. The definition of a procedure of individual services provision should be contained in
special laws, which would speak about: the procedure of general principles of administrative services provision; the mechanism of maintaining the integrity of each administrative service; principles of preventing the imposition of unreasonable services, shifting responsibilities of administrative authorities to individuals or additional requirements extension.

World practice of providing administrative services takes an assessment of their quality, provided directly by the consumer as the main characteristic of the qualitative services provision. So ambiguous is the need of foreign experience introduction in the sphere where there is already used some procedure of public authority activities, but it is not that well-ordered one, which, in principle, can be improved and brought in line with European standards, and not ignored as non-existent or outdated.

However, the use of foreign experience in the sphere of providing administrative services in Ukraine should be preceded by streamlining of the national legal and regulatory frameworks and practices available in the public institutions, which provide what they have to and would help to identify the real state of the Institute of public services provision in our country. Therefore, it is hoped that the reform of administrative services in Ukraine will take place in the right direction, with the focus primarily on the needs of consumers.