

## FOREIGN EXPERIENCE OF GOVERNMENT AND PUBLIC SERVICES

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The provision of services is an essential component of the implementation of state-authority powers of executive authorities. The new paradigm of public administration today defines service provision as the main component of the professional activities of civil servants. However, currently in the field of public administration there are a number of uncertainties that appear at the stage of forming the list of services provided by specific state bodies. In particular, Ukrainian legislation regulates the provision of public services through several legal acts, but does not provide a complete and unified list of public services provided to Ukrainian citizens, nor does it include a general definition of services [1-2].

Today, the problem of classification of services attracts more and more attention of scientists and practitioners. Therefore, the issue of standardizing the conceptual apparatus and classification of services remains relevant to this day in Ukraine, the provision and improvement of the quality of services are related to fundamental issues regarding the relationship between the state and citizens. Therefore, the Development Strategy of our country is aimed at improving the welfare of citizens, including the provision of quality services, which requires the creation of legislative, organizational and economic foundations.

Thus, today, in all democratic countries, the provision of public services by the authorities is considered to be an essential part of public administration, the fundamental principles of democracy, the rule of law and human liberties [2-3].

As the analysis convincingly proved, the elements of foreign experience in organizing public services in cities with district divisions, if implemented in Ukraine, will significantly increase the level and quality of services provided in similar Ukrainian cities. Their implementation will limit the elements of corruption, allow for open and transparent service delivery,

and reduce the time spent on service delivery. The algorithm for implementing such norms in practice includes the following [1-4]:

1. Amendments to Art. 12 of the Law of Ukraine "On Administrative Services" regarding the establishment of unified Centers for Administrative Services with territorial divisions in cities with district division.

2. Amendments to the Regulations on the Center and its Rules of Procedure.

3. Adoption of the relevant decision by local self-government bodies on a unified list of services provided by the Center and its territorial subdivisions.

The studied experience of foreign countries in the field of public service provision in territorially divided cities allows us to reach the following conclusions: public service provision should be carried out by special institutions - centers for the provision of public services that have territorial branches, the activity of such centers should be based on the principle for which services are provided in one premises according to the principle of organizational unity, or directly by the administrator of such a center, the provision of services to the population is carried out in accordance with the standards of the provision of public services, according to which the components of service quality are determined.

The author has substantiated the approaches to adapting the best foreign experience of organizing the provision of public services in cities with rayon division, namely [4]:

- the availability of a software product that unifies services and enables decentralization of services;

- adherence to a single standard and quality of service provision, which is achieved by centralizing the management of service provision in cities with a division into territories;

- the complex side of the organizational process depends on the effective organization of the work of front offices on the qualification level of the staff - administrators working in front offices;

- management of the corps of administrators in order to respond in a timely manner to problematic issues in the offices and relocate administrators to those offices where there is a need for more of them (seasonal services or specifics of the territory);

- adequate financing.

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