

**LACKS OF MODERN PRACTICE OF RENDERING OF ADMINISTRATIVE SERVICES IN THE SPHERE OF INTERNAL AFFAIRS**

*Paper describes the main obstacles, standing in consumers' way while receiving by them quality and accessible administrative services, including the field of the internal affairs. Main tasks of the public authority on the development of the sphere of rendering of administrative services are defined.*

**Keywords:** *administrative services, organs of public authority, consumers of administrative services.*

Most of us would agree with the assertion that the State for a simple citizen is represented by the providers of the administrative services – various bureaucrats and officials who allocate and issue all permits, certificates, reports, certificates, carry different kinds of negotiation. The rendering of administrative services refers to the sphere of the activities of public authorities and their officials, which often faces every citizen of the country. Publics need high-quality, comfortable and transparent procedure for their receipt and payment system for their rendering. According to the Antimonopoly Committee of Ukraine, in 2010, only the central authorities proposed to individuals almost 800 services, another 2 thousand 760 people received services at the local level. This includes administrative services, paid services related to administrative, economic and others. For providing all this array of services the Ukrainians gave approximately 20 billion USD. Of this amount, nearly 1.8 billion USD cost services were rendered by central bodies of executive power, and 18.6 billion – by local bodies [1]. In the administration of the President of Ukraine were stated larger numbers: in 2010, the organs of the Central Government administrative services received 14 billion USD, while in the regions – another 20 billion. I.e., the total amount is already 34 billion. If we compare these indicators with annual

expenses of Army (13.6 billion USD) and health (7.7 billion USD), then they are especially impressive [2].

Along with this, existing till the last time normative unregulation and lack of the clearly defined attitude of the State towards the service sector led to the growth of corruption risks and increase of the burden for ordinary citizens. The scope of the rendering of administrative services was a feudal turf where the administrative authority decided what and how it will provide the money at that time and on what terms. And although during recent time the issues of streamlining administrative services were widely discussed at the highest level of Government, but the State of affairs in this field has been improved much as well. In the activities of public authorities regarding the rendering of administrative services has not yet become generally accepted rule "A citizen is the client and the employer, and not the courier, the applicant or source of income".

Therefore, this situation cannot be called normal. It is not surprising that one of the requirements of the European Union to Ukraine (for which European integration is the strategic direction) is taking the necessary steps to improve the procedures for the rendering of administrative services. The following tasks were set before our country since 2002, but until today failed to implement them in full. April, 18, 2013 in Kyiv the Conference on "the role of the community in the improving of the quality of administrative services", organized by the Centre for political and legal reforms, together with the Foundation of local democracy, the Foundation "Democratic Initiatives" by I. Kucheriv took place, the Center of the Support of the Public and Cultural initiatives "Tamarisk", the Center of Information Consulting. As he mentioned in his speech at the event, Deputy Head of the Center for Political and Legal Reforms, Victor Timoshchuk, citizens and business complain most of all for the complex procedure of rendering service and its duration. Also, most of the problems arise because government offices are scattered and the citizen performs the functions of a courier in the communication between them. Among other deficiencies the practice of rendering of administrative services expert named: the lack of information about services, limited and awkward subjects of appeal, foster hours,

queues, brutality, opaque and often unsubstantiated payments. A representative of the Coordination Centre for the introduction of economic reforms in Ukraine A. Sayenko drew attention to such problems that inhibit the effective reform of administrative services: firstly, it is the creation and development of the "departmental centers of rendering services" (instead of common centres); secondly, the problem of an insufficient funding (in 2013 from the State budget for the needs of the development of this sphere was selected only 71 million); thirdly, the "formality" of the approaches to the opening of centres rendering administrative services in individual regions; fourthly, low motivation and lack of knowledge of civil servants and officials of local governments. Furthermore, as it was reported by A. Sayenko, some authorities refuse to open access to their registers and databases, even for other government agencies. The problem is the fact that no specific norms of responsibility of the officials for irregularities in the rendering of administrative services, as well as a common attitude to the citizen as to the applicant [3]. As a result, the activities of public authorities (in particular, the units of the State Migration Service of Ukraine) is organized so as to create far more obstacles during the official registration documents. Uncomfortable schedule of the individuals reception, the need to bring "help on help", the slow speed of the clerks and other factors does not correlate with the number of those, wishing to obtain a passport for travel abroad on official procedure, not mentioned about the urgent (within 10 days) paper work. At the same time, almost any travel agency will arrange a passport at least during five days, at least three, but already for quite other money. The difference in the amount of the fee for the formal and informal rendering of this service is the earnings of individuals and corrupt element [4].

During the Conference the results of the special surveys assessment of population quality of administrative services were also presented. The study was conducted by the "Democratic Initiatives" after Kucheriv and the Kiev International Institute of Sociology on the orders of The Political and Legal Reforms of March 13, 2013. According to the results of the national survey of 2013, in comparison with 2009, has increased significantly the number of those who for years appealed to the authorities for certain administrative services – from 36% to 47,5% respondents. In

evaluating the quality of administrative services thoughts of the population varied: 33% gave satisfactory assessment, 32% were negative. Among those who have personally received administrative services, predominantly or completely satisfied with the services rendered to them, are 46,5% of respondents (for comparison: in 2009 40.1%) and predominantly or totally not satisfied – 49.1% of respondents (in 2009 – 54.5%). Note that, as shown by the results of research, among the respondents the consumers were personally satisfied with the administrative services police (without TRAFFIC) – 4.4%, while not satisfied remains – 6.1% [5, pp. 11–13; 6, pp. 151–152].

Among the most negative points when obtaining administrative services interviewed throughout the year the person mentioned: – big queues – 23% (in 2009 – 58.1%); – lack of clear explanations on all the circumstances of the case and the necessary documents – 16,6% (48.7%); – procrastinating with consideration of the case – 16,6% (24.6%); – I had to go to many other instances (authorities) – 13.3% (25.1%); – the officials behaved rudely (ungraciously) – 11.2% (17.3%); – lack of basic household amenities (close quarters, a lack of seats, toilets, etc.) – 11% (33,5%); – lack of gratuitous forms and other forms and (or) need to pay some "additional services" (information, "urgency", etc.) – 9.3% (28,2%); – lack of necessary for obtaining the services of information and samples of paperwork – 7.6% (13.9%); – awkward graphics or limited hours of recipients – 6.4% (20.2%);

– the absence of special conditions for persons with disabilities, parents with children – 5.5% (in the study of 2009 poll result for this indicator is missing); is unreasonably refusing to render services – 5.1% (in 2009 – 5.8%); – Government officials demanding additional documents, not stipulated by law – 4.9% (5.8%); – soliciting bribes – 3.6% (11.3%) [5, p. 14–15].

Most of the above mentioned obstacles to getting consumers of qualitative and accessible administrative services, including in the field of Internal Affairs, it is difficult to eliminate without changing the relevant legislation. At the same time many of the US's problems can be solved through the optimal use of resources for

each specific subject of the rendering of administrative services, proper realization of entrusted to authorized persons the job responsibilities, maintaining a high level of service discipline and taking of sensible initiative on the part of public authorities at all levels.

However, the main disadvantage of public authorities (which is the main factor of all other problems in the sphere of rendering administrative services) are relevant to individuals as to the applicant and sources of income, not to meet the expectations of the people, and the formal observance of rules. Therefore the most important task of the authorities regarding the development of rendering of administrative services is the implementation of policy towards private persons as to a consumer, client and employer that provides, first of all, the orientation of the administrative authority to create optimal organizational conditions for the realization of rights, freedoms and legal interests of private persons and enforcement conferred on it the normative legal acts duties, pleasure seeking that person according to the example of the private sector. When this system is providing administrative services it should be organized so that it was convenient to the citizens (and not bureaucrats), required a minimum of time, information and money to the individuals.

However, unfortunately, the activity of public authorities with administrative services rendering creates more obstacles for the official (non-corrupt schemes) of the receiving these services. As a consequence, the reforms, which are held by the power in the sphere of administrative services rendering (to the convenience and availability of these services for consumers), rarely give the tangible positive results.

### **LIST OF USED SOURCES**

1. УНІАН: На довідки та дозволи українці викидають 20 мільярдів на рік [Electronic Resource]. – Mode of Access: <http://www.unian.ua/print/455438>.

2. *Коліушко І.* Адміністративні послуги: цифри і кроки // Українська правда. – 2011. – 4 жовтня [Electronic Resource]. – Mode of Access: <http://www.pravda.com.ua>.

3. Громадськість вимагає якісних адміністративних послуг (підсумки конференції) [Electronic Resource]. – Mode of Access: <http://www.pravo.org.ua>.

4. Щербина С. Паспортна війна / С. Щербина // Економічна правда. – 2013. – 26 червня [Electronic Resource]. – Mode of Access: <http://www.epravda.com.ua>.

5. The Role of the Community in the Improvement of the Quality of Rendering of Administrative Services: conference materials, Kyiv, April, 18, 2013. – К. : The Centre of Political and Legal Reforms, 2013. – p. 11–13.

6. Корупційні ризики надання адміністративних послуг та контрольно-наглядової діяльності в Україні / [І. Коліушко, В. Тимошук, О. Банчук та ін. ; І. Бекешкіна] ; Центр політико-правових реформ, Фонд “Демократичні ініціативи”. – К. : СПД Москаленко О.М., 2009. – С. 151–152.