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ADMINISTRATIVE SERVICES PROVISION SYSTEM: PROBLEMS AND DISADVANTAGES

Administrative services provision system in Ukraine, despite many positive transformational changes in recent years, is still characterized by the presence of significant problems and shortcomings that negatively affect the quality and accessibility of services for citizens country and business. The system of problems has diverse nature and manifests itself at different levels of functioning of the management system – from legislative regulation to practical implementation of procedures for providing administrative services. Identification and analysis of the problems presented is important prerequisite for developing effective strategies to minimizing or overcome them and further improve the system of providing administrative services in Ukraine.

The pressing problem remains absence the only ones state standards for the provision of administrative services. With legislation foreseen development information technology administrative service provision cards (in practice, the quality of these documents is often unsatisfactory), and the procedures for providing the same services in different regions may differ. This is a problem for consumers who cannot be sure that they will receive similar service according to a similar procedure regardless of the place of application. In the absence the only ones service quality standards leads to the fact that the level service in various ASCs maybe significantly different from highly professional service in modern comfortable rooms premises to a formal approach in unadopted rooms with low level of comfort for visitors.

A significant problem is insufficient integration of information systems of various entities providing administrative services [1–4]. Absence a unified system of electronic interaction or insufficient the functionality of such a system leads to the fact that administrators ASCs do not have direct access to all necessary registers and databases. As a result – use their papers

documents and traditional methods of interaction with entities providing administrative services, which significantly slows down the process of providing services and increases probability errors. It is common practice when different state registers and information systems often function separated, not exchanged data between each other, which leads to the need presentation consumers of the same documents to obtain different services.

The systemic nature problem of the development of the ASC network and the availability of administrative services in different regions of Ukraine is uneven. If large cities and regional centers have developed ASCs with a wide range of services and high level service, then in small towns and rural areas area the situation is often less ASCs in small communities face problems of insufficient funding, shortages qualified personnel, limited access to state registers and information systems, which leads to the fact that residents of different regions have unequal access to administrative services, which contradicts the principle of equality before the law and the principle of non-discrimination.

The problem of accessibility of administrative services for residents of remote areas is acute. inhabited points, especially in rural areas despite the creation of ASCs in the united territorial communities and the implementation of such innovative solutions as mobile ASCs and remote administrator jobs, many citizens still have to overcome significant distances to receive basic administrative services. This problem is exacerbated insufficient development public transport in rural areas areas with limited access to the internet and hinders the use of electronic services.

The problem of insufficient digitalization of administrative services remains constantly relevant [1–3], despite the rapid progress in this area in recent years. Number electronic services available through the «Diia» portal and other electronic services, constantly is growing, many administrative services can still be obtained only in person by contacting the service provider or the ASC. The reasons for this are both legislative restrictions and technical problems associated with insufficient level of development of information systems and insufficient interaction between them. Not all citizens countries have necessary skills and technical capabilities to use electronic services, which creates a digital divide and inequality in access to administrative services.

A significant problem is also the lack of awareness among citizens about available administrative services and the procedure for obtaining

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them. Despite the efforts of the authorities and ASCs to inform citizens, many consumers do not know their rights and opportunities in the field of receiving administrative services, do not understand the procedures and requirements for registration documents, are not familiar with alternative ways of obtaining services. A significant problem also remains complexity and bureaucratic procedures for providing many administrative services. Despite significant progress in simplifying procedures and reducing quantities necessary documents, many administrative services are still need submission of a significant list documents, passing complex procedures, obtaining various approvals and conclusions, which creates additional obstacles for consumers, increases time and cost receiving services, and also creates favorable environment for corruption.

To the list of principles the shortcomings of the system of providing administrative services include imperfection legislative regulation of this area. Aspects of providing administrative services remain unregulated or not enough regulated, legislation is not always clearly defines the concept of «administrative service», which leads to the inclusion in the list of administrative services of activities that are not such a service in their essence. Normative and legal acts regulating procedures for providing individual administrative services, often containing contradictory norms or do not take into account the specifics of providing services through administrative service centers and electronically. Lack of a unified approach to defining the cost of administrative services also creates certain problems for consumers, because cost of the same type of services in different regions of the country and even within the same region can differ significantly. It is necessary to pay attention to difficulties coordination between various executive and local government bodies.

One of the tools for improving the system of providing administrative services is the introduction of modern digital technologies. Active use of electronic services, a single state web portal, electronic document management and integrated databases contribute to increased transparency, efficiency and convenience receiving administrative services for citizens. Digitalization also allows to lower corrupt risks and optimize the work of state authorities. Insufficient synchronization of databases, duplication of powers, lack of uniform standards for service provision – all this complicates communication between structures and creates obstacles on the way to a truly effective and transparent management system.

According to the result of the conducted analysis main problems and shortcomings in the system of providing administrative services in Ukraine, it can be stated that, despite significant positive progress in this area in recent years, remains many problems that need urgent solution. The problems considered have complex nature and cover various aspects of the system's functioning. Solving problems requires a systemic approach that takes into account the interrelationships between various elements of the system and ensures comprehensive improvement of all areas of administrative service provision.

Despite the presence of problems, the system of administrative service provision in Ukraine demonstrates positive development dynamics and the ability to adapt to new challenges of today. It is important to continue positive trends, taking into account the identified problems and identified shortcomings, for further improvement of the system of administrative service provision in Ukraine in accordance with European standards and taking into account the best world practices.

Providing high-quality administrative services is one of the key areas of implementing the principle of a «service state», which should ensure convenient, fast and transparent access of citizens to the necessary actions by government bodies. An effective system of administrative services contributes to increasing the level of trust in public institutions, reduction corrupt risks and the development of democratic governance. That is why improving this area should be one of the priorities state policy in Ukraine in the modern stage.

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