

# **ORGANIZATIONAL ASPECT OF ADMINISTRATIVE SERVICES MANAGEMENT IN THE SYSTEM OF MODERN INTERNATIONAL ECONOMIC RELATIONS**

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Implementation of the concept of e-services development in Ukraine requires improvement of the management of the system of administrative services aimed at interaction between public administration and civil society, namely, ensuring not only the conditions for the integrated use of all types of state information, free access to it by citizens, improving the efficiency of public administration, but also creating conditions in which citizens can participate in public administration processes aimed at improving the quality of public services.

The policy of decentralization of powers in the process of administrative services provision to the local level of government, in particular through the instruments of delegation, was adopted as a systemic solution to the problems. Despite the need to coordinate such actions with the reform of local self-government and administrative-territorial structure, attempts were made to transfer some basic administrative services to the local level, since decentralization was identified as an effective mechanism for increasing the influence of society on the subjects of administrative service provision.

In order to justify the necessity of the declared policy, the following provisions were attributed to the advantages of decentralization: increasing the influence of civil society on the quality of service delivery; effective organization of service delivery (appropriate powers of the head, responsibility); efficient use of public resources (personnel, premises, equipment, etc.).

However, until now, some cities of Ukraine do not have enough technical, financial or human resources to assume delegated powers. The result of such unpreparedness is the appointment of one responsible person from the staff of the local self-government body to perform the functions of the entire 'integrated office' [1].

Thus, the subject of the appeal does not participate in the development of the result of the decision, the implementation of which is entrusted to the activities of civil servants and officials of public administration bodies, which is coordinated by the administrator. Therefore, the administrator acts as a state "intermediary", which makes it impossible for the subject of the appeal to have direct contact with the subject of the administrative service and thus eliminates the corruption component, as well as simplifies access and conditions for obtaining services and significantly reduces the time for registration of such services.

In the context of reforming the management of the system of administrative services, the introduction of electronic management technologies, namely, informing the subjects of the appeal on the procedure and possible outcome of the process through information terminals, call centers of public administration and the creation of the Portal of administrative services allows us to talk about the harbingers of the third model of management of the system of administrative services - "electronic office".

The "E-model" of administrative service delivery system management is an automated process of administrative service provision from the usual informing to financial transaction and other operations, with the help of electronic resources services that provide remote interaction [2]. Such a model of system management will allow to carry out the process of providing administrative services through a single access point - the Portal, integrating into it the electronic resources of "departmental offices", the information system of interdepartmental electronic interaction of public administration bodies and the formed electronic registers, directly in 24/7 mode, by using the program on the personal device of the subject of the application.

In addition, most citizens prefer the process of obtaining administrative services through ICT, and every year this number will grow, as the younger generation of potential subjects of appeal increasingly impregnate their lives with information technology. Undoubtedly, to some extent, the functioning of "integrated offices" minimized the conditions of systemic corruption, which slightly increased the satisfaction of service users.

#### **Literature:**

1. Electronic democracy. Draft for discussion. Version 1.0 / edited by S. Pantsyr. Kyiv: State Agency for e-Governance of Ukraine, 2015. 43 p.
2. World Globalisation Index. KOF Swiss Economic Institute. URL: [http://globalization.kof.ethz.ch/media/filer\\_public/2020/04/19/rankings\\_2020.pdf](http://globalization.kof.ethz.ch/media/filer_public/2020/04/19/rankings_2020.pdf) (Last accessed: 17.01.2023).