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WAYS OF IMPROVEMENT OF PUBLIC SERVICE IN UKRAINE

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Public service is service provided by the government usually for the general public of a specified section. It is a very important part of Public Administration because the success of an effective public administration hinges on it. For a specific government to run well it has to find a way to make its public service sector and the people involved in its running and functionality must be kept up to date.

Public service can said to originate in the early 1800s when civilization began. A public servant is one who works in any of the public sector. Over the years different approaches have been used in different times to ensure that public service moves forward.

There has also in recent years arisen an atmosphere of increasing public and political skepticism towards the actions of professionals charged with delivering public services. At the start of the 20th century there appears to have been a general assumption that doctors, police officers, teachers and other professionals were the experts, whose judgments was to be trusted, and who were therefore left relatively unchallenged to carry out their duties [1].

Public administration can be said to be the execution of policies made by the government. It is also an academic discipline that deals with how these policies are formed and how they are organized. The theoretical aspects entail the entirety of public administration. Looking into theories, definition, aims and models of public administration.

Public administration is the same in different nations in the sense that each country has a form of strategy that has been passed down. But at the same time, public administration is different, because each country is said to have different culture and this has a way of affecting how the policies are being implemented [2].

The object of studying the thesis was to propose methods find ways of improving

public service with Ukraine as a case study. The subject of the thesis is to study the forms, methods, tools and development and methods of substantiation to ensure the proposals of ways in which public service can be improved.

The focus of public administration lies in providing public services. In addition to traditional services (municipal, health care, school, transport services etc.), they also include some “classical” administration activities in advanced countries, such as issuing licences, permits, documents, certificates, providing information etc. A number of these activities are no longer viewed as an exclusive domain of the State. Our new experience shows that many operational tasks, professional decision-making, execution of supervision, testing etc. can be decentralized and transferred to self-government or to private entities.

Shifts in this area have their limits, though. Economic aspects cannot be the only guide (and, moreover, it has been proved on many occasions abroad that the exclusion of public tasks from the responsibilities of public authorities did not bring expected savings, however, it resulted in the erosion of the values and principles upon which the provision of public services was based). After all, our country has also witnessed hasty abolition of control authorities, for example, which will have to be reestablished (as e.g. in the area of consumer protection, also with a view to the EU criteria) [3].

It should also be stated clearly that stress on the conception of public administration as service to the public does not mean, on the other hand, a denial of the power, authoritative component of public administration. This comprises tasks in the sphere of security and internal order, regulation and enforcement of the fulfilling of legal duties, the application of administrative supervision tools, the imposition and execution of sanctions within the limits of administrative authority etc.

The basic characteristics of public administration comprises the knowledge of heterogeneous and often contradictory aims that it is obliged to defend. In the present period of principal social changes and new demands which must be secured despite limited financial and human resources, public policy is exposed much more to pressure to make responsible selection of priority aims and to redefine tasks and functions of public administration in accordance with the aims. A permanent professional and political dialogue is fundamental for the process of defining these tasks and functions, leading to new economic, legal and other solutions [4].

The role of public administration in various facets is noted below:

Basis of the Government: A Government can exist without a legislature or an independent judiciary. But no Government can exist without administration. An

instrument for providing services: Public administration mainly concerned with the performance of various activities performed by government in the public interest. Felix A. Nigro aptly remarks, “The real core of administration is the basic service which is performed for the public”. An instrument for implementing policies: Modern governments go a long way in formulating and adopting sound policies laws and regulations. It should not be forgotten that such policies, laws, etc. are not merely printed papers. Such paper declarations of intent are translated into reality by public administration thus converting words into action and form into substance.

A stabilising force in society: Public administration is a major force for bringing stability in society. It has been observed that though government often changes, but violent change is seldom experienced by administration. An element of continuity between the old and the new orders is provided by public administration. It does not hold true only of constitutional changes of government in democratic countries, but is also reflected when there are revolutionary changes in the form and character of government. An instrument of social change and economic development: Public administration’s role as a change agent is particularly crucial in developing nations. It is expected of the state at present to work for accelerating socio-economic change and not to be a passive agency to maintain the status quo.

Technical Character: The present day government is expected to provide various services to its population. The increase in the number of functions undertaken by the government requires highly specialised, professional and technical, services. Modern public administration usually represents a galaxy of all of a nation’s occupations. According to Gerald Caiden public administration has assumed the following crucial roles in contemporary modern society: Preservation of polity; Maintenance of stability and order; Institutionalisation of Socio-Economic changes; Management of large scale commercial services; Ensuring growth and economic development; Protection of the weaker sections of society; Formation of public opinion; and Influencing Public policies.

The points mentioned below summarise the reasons for the growing importance of public administration:

Emergence of welfare and democratic state has led to an increase in the activities of public administration compared to that of the laissez-faire state. The state has to now serve all sections of people in the society. This amount to enhanced responsibilities of public administration. Public administration is also to regulate and control private economic enterprises to meet the objectives of the state.

Industrial Revolution The industrial revolution gave rise to socio-economic problems making the government to assume new roles and responsibilities such as protection and promotion of the rights of workers in industrial establishments, etc. Consequently, the state has enacted a number of Industrial and Labour laws and it is imperative for public administration to implement such laws in order to meet the requirements of labour welfare.

Scientific and Technological Development Scientific and technological developments have brought about welcome additions in infrastructure such as power, transport and communication system.. All these have made possible 'big government' and 'large scale administration'. Besides changing the ethos and character of public administration, the revolution in information and communication technologies have contributed to improved delivery of services to people.

Economic Planning. Centralized economic planning has been pursued in many developing countries as a method for socio-economic development. It requires a large number of experts and elaborate administrative machinery for plan formulation, implementation, monitoring, and evaluation. Apart from the reasons cited the rapid growth of population, modern warfare, increase in natural and manmade disasters, decline in social harmony, increase in violence due to conflicts, communal riots, ethnic wars, terrorism, etc. have increased the importance of public administration. It goes without saying that public administration is not only the operative but also the most obvious part of the government. It is government in action and occupies a significant place not merely as an instrument of governance but also as an important mechanism for preserving and promoting the welfare of community. It has substantive impact upon the life of the people. It is a vital process charged with implementation of pre-determined, welfare oriented, and developmental objectives.

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