MAIN ASPECTS OF THE USE OF QUALITY STANDARDS IN THE ORGANIZATION OF ADMINISTRATIVE SERVICES BY LOCAL GOVERNMENT BODIES

A brief description of the question. The management system in the market of public services, in particular in the field of administrative services, is of fundamental importance for understanding the need to create conditions and identify ways to move to a European model of market surveillance, quality and safety of services, implementation of European approaches to delegating state functions, management.

The purpose. Analysis of the main aspects of the organization of quality administrative services and generalization of the practice of improving this function of its provision in the activities of public administration.

Devices, materials and research methods. General scientific and special approaches and methods, namely: dialectical approach, which determines the hypothesis, problem field and the obtained results; situational approach to study the development of the system of administrative services at the local level in the context of dependence on internal factors and the external environment; institutional approach to clarify the specifics of providing quality administrative services in terms of local government reform; integrated and systemic approaches.

Results of the research. Recommendations for highlighting the benefits of improving the quality of the organization of administrative services in accordance with ISO 9001: 2000, PDCA (Plan-Do-Check-Act), NewPublic Management tools.

Conclusions. A detailed analysis of the above aspects of administrative services in Ukraine and highlighting the benefits of improving the organization of administrative services in accordance with ISO 9001: 2000 show that one of the main requirements of the quality management system is to ensure continuous improvement to better meet customer requirements. The introduction of a system of effective organization of quality management of administrative services is not the ultimate goal, but only the beginning of the development of the system of local self-government in Ukraine. A detailed analysis of the above aspects of administrative services in Ukraine and highlighting the benefits of improving the organization of administrative services in accordance with ISO 9001: 2000 show that one of the main requirements of the quality management system is to ensure continuous improvement to better meet customer requirements. The introduction of a system of effective organization of quality management of administrative services is not the ultimate goal, but only the beginning of the development of the system of local self-government in Ukraine.

Therefore, there is something to work on, and the processes of development and improvement of the organization in the system of providing administrative services in local governments of Ukraine should become constant and comprehensive.