

## INTERNATIONAL LEGAL STANDARDS FOR THE PROVISION OF PUBLIC SERVICES

Tetiana Korniakova<sup>1</sup>

Kateryna Berezhna<sup>2</sup>

Yevheniia Kobrusieva<sup>3</sup>

Olena Lakhova<sup>4</sup>

Olena Lytvyn<sup>5</sup>

**Abstract:** The scientific article is devoted to the coverage of international legal acts and standards in European and international practice for the provision of public services as a direction of reforming legal education in Ukraine. The directions of improving domestic legislation on the provision of public services taking into account international legal standards are proposed: the development of the theory of public services, which consists in consolidating conceptual and categorical provisions in the Concept of public services, principles of public services, quality criteria for the provision of public services, and the like; unification of the legal regulation of administrative procedures by adopting

the Administrative Procedure Code of Ukraine, which would clearly disclose the issue of providing public services; fixing in the legal acts the types of legal guarantees to ensure the legality of the provision of public services: monitoring the activities of public administration entities on the provision of public services; holding public servants accountable for refusing to provide a certain type of public service; bringing into line with European experience the requirements for adoption, amendment, cancellation and the possibility of appealing individual administrative acts that are the results of the provision of public services; decentralization of power, which consists in justifying an

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<sup>1</sup> Doctor of Science in law, Professor, Head of the Administrative and Criminal Law Department, Faculty of Law, Oles Honchar Dnipro National University, Ukraine

<sup>2</sup> Doctor of Science in law, Associated Professor, Head of the European and International Law Department, Faculty of Law, Oles Honchar Dnipro National University, Ukraine

<sup>3</sup> PhD of Juridical Sciences, Associated Professor Associated Professor of the Administrative and Criminal Law Department, Faculty of Law, Oles Honchar Dnipro National University, Ukraine

<sup>4</sup> PhD of Juridical Sciences, Associated Professor Associated Professor of the Administrative and Criminal Law Department, Faculty of Law, Oles Honchar Dnipro National University, Ukraine

<sup>5</sup> PhD of Juridical Sciences, Associated Professor Associated Professor of the Administrative and Criminal Law Department, Faculty of Law, Oles Honchar Dnipro National University, Ukraine

increase in the powers of local authorities in comparison with public authorities.

**Keywords:** administrative service, accessibility, education, service, public service, transparency, legal education.

## 1. Introduction

The general direction of reforms or foreign governments is to increase the transparency and efficiency of the services provision. For example, in order to increase the transparency and quality of the service system by government agencies, the Department of Transportation in the United Kingdom annually develops and submits a report on the services provided and their compliance with standards. Increasing transparency and efficiency of the provision of services, focusing on the urgent needs of society is also characteristic of Bulgaria, which has a peculiar approach to identifying the needs of society, with a certain managerial character (Drobnic, Toros, Weis, 2020). In the Republic of Finland, in order to increase the transparency and efficiency of public services provision, the results of state reform programs are evaluated. The criteria for evaluating such results are, as a rule, the opinion of

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the population on the quality of public services, the degree of controllability of state bodies and the effectiveness of their activities, the motivation of public servants, the quality of the implementation of the programs needed to implement the reform, the significance of the goals of these programs for society and their consistency (The citizen's charter, 1991).

## 2. Literature review

Analysis of the latest researches and papers on research topic. The issues of legal regulation of services as a legal category are the focus of scholars, and their various aspects were studied in scientific papers of such scholars as Kolomoiets etc. (2009), Tymoshchuk (2003), Pukała (2017) and others.

Public service is a service intended to serve all members of a community (Definition of public service, 2019). It is usually provided by government to people living within its jurisdiction, either directly (through the public sector) or by financing provision of services (McGregor, Campbell, 1982). The term is associated with a social consensus (usually expressed through democratic elections) that certain services should be available to

all, regardless of income, physical ability or mental acuity. Even where public services are neither publicly provided nor publicly financed, for social and political reasons they are usually subject to regulation going beyond that applying to most economic sectors (Koval, Prymush, Popova, 2017; Yankovyi et al., 2020). Public policy when made in the public's interest and motivations can provide public services. Public service is also a course that can be studied at a college or university. Examples of public services are the fire brigade, police, air force, and paramedics.

In modern democracies, public service is often performed by employees known as civil servants who are hired by elected officials. Government agencies are not profit-oriented and their employees are motivated very differently (Frank, Gregory, 2004). Studies of their work have found contrasting results including both higher levels of effort and fewer hours of work (Frank, Gregory, 2004). A survey in the UK found that private sector hiring managers do not credit government experience as much as private sector experience. Public workers tend to make less in wages when adjusting for education, although that difference is

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reduced when benefits and hours are included. Public workers have other intangible benefits such as increased job security and high wages (Richwine, 2012).

### 3. Results

In developed democracies, the ideology of public administration as a system aimed at providing public services to the population is set forth in special acts, such as: “Citizen’s Charter” (Great Britain, India, 1992), “Civil Servants Charter” (Italy), “Marianne Charter” (France, 1992) (La Charte Marianne 2013) (Sadler, 2000), “Charter of Public Services Consumers’ Rights” (Belgium, 1992), “Charter of Quality Assurance in the Provision of Public Services” (Portugal, 1993), “Quality Supervision” (Spain, 1992), “Quality standards initiative” (Canada, 1992), “Quality Charter for compliance with public services provision” (Portugal, 1993) and the like. It should be noted that the introduction of standards for the provision of public services in foreign countries is a kind of realization of the right of subjects to apply for affordable and quality services (Borychenko et al., 2019).

The Citizen's Charter of 1991 established in Great Britain the principles on which the activities of government agencies and organizations providing services to the public should be based, as well as government commitments in this area. These principles include the establishment of clear standards for services, the openness and completeness of information, the provision of advice to the public and the choice of services, their usefulness and effectiveness, and the like. The Citizen's Charter is the basis for about forty more charters developed and approved by the Cabinet of Ministers and ministries by the Cabinet of Ministers, each of which sets standards for services in such areas as education, social welfare, employment, recreation, taxation and the like. In addition to them, local authorities created, taking into account the specific conditions of different regions, their charters of services, which they pledged to comply with.

Thanks to the Citizen's Charter program, the level public services quality in the UK has noticeably increased, citizens have a better understanding of their rights when receiving such services, and prerequisites have been created for

changing the psychology and culture of public servants themselves.

However, the implementation of this program stumbles on a number of difficulties, in particular, the underestimation of the usefulness of the "Citizen's Charter" by the population, the insufficient responsibility of public servants for the quality of services provided, methodological problems in determining indicators and standards, low monitoring efficiency and subjectivity in evaluating services, poor coordination between their providers (The Legislation of Ukraine, 1997).

In order to assess the practical results of the work of government bodies that provide services to citizens, the so-called compliance tables for the quality of their services have been introduced in the UK. At first, this concerned regular schools, then the tables were adapted for various organizations for the purpose of their use, for example, during inspections or audits (The Legislation of Ukraine, 1997).

A significant means of regulating the quality of public services in the UK is the nationwide Charter Mark award, approved by the British government in 1992. Such a competition performs significant regulatory and

stimulating functions in the field of improving the quality of administrative management and bringing it closer to the needs and interests of citizens.

Thus, in the French Republic, the basic principles, the procedure for the provision of services, and the rules of conduct for public servants during communication with consumers are enshrined in the Marianne Charter (Sadler, 2000). It should be noted that such attention of the French legislator to public servants is quite understandable, because the provision of most public services to individuals and legal entities is carried out through them. Given the quality and level of activity of public servants, subjects of circulation form their subjective idea of the activities of the entire state apparatus as a whole. Therefore, the procedure for the rigorous selection of candidates for public service is one of the factors for improving the quality of public services.

Increasing the independence of local governments and non-governmental institutions for the provision of public services to the population is advocated in the European legal space, in particular in the European Charter of Local Self-Government, ratified by the Law of Ukraine No.

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452/97-BP of July 15, 1997 (The Legislation of Ukraine, 1997), Framework Council of Europe recommendations on regional democracy of November 17, 2009 (Council of Europe Framework Recommendation on regional democracy (2009), Council of Europe recommendations on the financial resources of local authorities and their responsibilities: subsidiary test No. 79 (2000) (Council of Europe Recommendation on the financial resources of local authorities and their responsibilities: subsidiary test No. 79 (2000), etc.

In the 90s. XX century governments of most countries of the world have come to the conclusion that it is necessary to modernize and improve the efficiency of the way public services are provided. Canada is no exception to this trend. Since 1995, reform of the ways to provide government services has been initiated at all administrative levels. The "Service Delivery Model" is one of the nine key objectives of the Program of Action aimed at improving the work of state bodies as a whole. The "service delivery model" was developed from the perspective of the end consumer - the citizen. This document states that a

customer-oriented service should take into account all the preferences (wishes) of citizens at each stage of the service provision; that is, the needs of citizens are transformed into an organizational principle around which public interest is determined and a service delivery model is planned. Analyzing the experience of providing certain services from the perspective of an individual citizen, we can conclude that two main positions require improvement: 1) accessibility of the service, provides the ability to quickly find the body that provides the service (in particular, the correct phone number, etc.), and direct physical accessibility of the body (in particular, appointment of time by phone, availability of parking lots, etc.); 2) the quality of the service (for example, courtesy, timely delivery, etc.).

Despite the geographic remoteness of the United States from Europe, the reasons that prompted the restructuring of public administration were very similar: the growth of the bureaucratic apparatus; inefficient spending of budget funds; the economic crisis, which forced the state to reduce the number of functions performed, including by delegating them to the private sector; unsatisfactory assessment

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by the majority of citizens of the state bodies activities (Isakov, 2014; Bukanov et al., 2019).

The success achieved by American lawmakers is explained by the specifics of their mentality, namely, the rather high level of development of enterprise self-organization, therefore the transfer of some state functions to this sector does not cause problems with the possibility of their implementation (Isakov, 2014).

In the United States, the system of executive bodies is composed of the President, departments, government corporations, independent agencies, and other institutions. The legislation provides that among the above bodies, administrative institutions are only those ones that do not perform military or foreign policy functions and have the authority to decide on the legal status of individuals, that is, to decide on their rights and obligations. Administrative management assumes, as Kozyrin (1996) notes, “not just execution, but management mainly through regulation carried out with the help of regulatory and judicial powers transferred to the administration”.

So, in the USA, services are provided by special authorities, but the

necessary information is contained on the websites of the state departments of public services. Although most of the information relates primarily to public servants and the servicing of state institutions, all the potential recipients of public services have the opportunity to familiarize themselves with the necessary information or to order this service electronically. A similar practice of providing services exists in the UK. The relevant website contains information for both government officials and citizens, including the provision of analogues of Ukrainian public services. Moreover, for convenience, the site offers a choice of a certain life situation and provides practical legal clarifications regarding the further actions of the recipients of services. In Canada, most public services are provided by private provincial organizations. For example, the services for ensuring security, driver's licenses issuing, which were previously provided by state bodies, are currently sold by private enterprises. Due to the fact that an increasing number of functions of state structures are delegated to the private sector on the basis of agreements, the regulation of public-private relations has become the predominant direction in

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the development of administrative law in Canada (Timoshchuk, 2003).

In Japan, administrative reform allowed about ninety government functions to be delegated to the establishment of independent management institutions outside the state organizational management structure. The goal of these institutions is to improve the quality and efficiency of the provision of public services and ensure transparency in the management of certain areas (Doroguntsov, 2007).

At present, the development and distribution of productive forces is largely determined by two trends: optimization (based on information as the fundamental resource of society, closely related to the development of financial and legal technologies, the process of “cataloging” the world, the formation of a global management system); innovative (consists in obtaining new knowledge and a qualitative abrupt change in the artificial environment of human life (Kolbas, 2011; Kostetska et al., 2020).

In 1998, the United States passed the Law on the Inventory of the Functions of Federal Authorities. Based on the content of this act, the executive bodies were entrusted with the task of

analyzing the totality of their functions and identifying those that could be delegated to the private sector (Bukhanevich, 2016). To regulate competition in the future, in 2003, Rules on public and private competition were developed that established the procedure for tendering and its frequency.

In our opinion, it is very important in the activity of the relevant ministries, state committees, and departments in the relevant sphere to intensify their work in informing the population about human rights, to work hard to ensure that the whole range of issues on the sphere of legislative support, practical implementation and protection of human and civil rights becomes more accessible for acquaintance and study to all members of society (Rabinovych, 2017). Only openness and publicity in this area can become a guarantee and effective factor of establishing in Ukraine a truly legal democratic state in which the rights and freedoms of citizens will be ensured (Rabinovych, 2017).

It is necessary to consider that nowadays in Ukraine the theory of recognition of human dignity, which is an integrative property of human nature and acts as one of the institutional

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sources of its fundamental rights. In this regard, the general theory of law formulates an anthropogenic interpretation of human dignity, the concept of which is defined as the self-worth of a human as a unique generic biosocial being (Rabinovych, 2017). In our opinion, these doctrinal positions in the near future will require appropriate legal and even constitutional regulation.

Firstly, material support of scientific research requiring considerable financial resources for the purposes of upgrade of machinery and equipment remains serious problem (Leheza *et al*, 2018).

Secondly, academic staff remains vulnerable. Level of salary of scientists remains the key problem of this category. So, the occupational prestige decreases sharply. Number of scientists who emigrated abroad decreased over the last years. However, this problem continues to be extremely relevant by this day (Leheza *et al*, 2018).

The analysis of outflow of academic staff points to the fact that it is those scientists who emigrate abroad who may offer new knowledge that has no future perspectives for development or application in our country. In addition, the multinational mobility of academic

staff becomes rather topical problem (Leheza *et al*, 2018).

Many domestic scientists go to foreign scientific centers (for the purposes of on-the-job training or occasional employment) according to international treaties on cooperation. Displacement of centers of scientific and technological activity occurs in doing so. The fact that most of scientists who stay in Ukraine deal with parallel kinds of activity (politics, entrepreneurship) also continues to be the topical issue (Leheza *et al*, 2018).

Usually, the legal regulation of public services provision in the EU is carried out by legislative acts that extend to the whole range of administrative and procedural relations, including the scope of these services. For example, laws on administrative procedure are in force in the Federal Republic of Germany, the Republic of Austria, the Swiss Confederation, the Act on Administrative Procedures – in the Republic of Finland, the Act of general administrative law – in the Kingdom of the Netherlands, the Law on Public Administration – in the Kingdom of Sweden, the administrative proceedings Code – in the Republic of Poland, the Code of Administrative Procedures – in

the Czech Republic, the Law on Public Administration – in the Republic of Lithuania, and the like.

#### **4. Conclusion**

So, the foreign experience in providing public services of such countries as the USA, Japan, Canada, requires implementation in domestic legislation with the aim of developing common standards for the provision of these services.

The international legal acts establishing the standards for the provision of public services are highlighted: “Citizen’s Charter” (Great Britain, India, 1992), “Charter of Civil Servants” (Italy, 1992), “Marianne Charter” (France, 1992), “Charter of Public Services Consumers’ Rights” (Belgium, 1992), “Charter of Quality Assurance in the Provision of Public Services” (Portugal, 1993), “Supervision of Quality Compliance” (Spain, 1992), “Initiative quality standards” (Canada, 1992), “Quality Charter for compliance with public services provision” (Portugal, 1993); European Charter of Local Self-Government, ratified by the Law of Ukraine No. 452/97-BP of July 15, 1997.

It was found that administrative and procedural relations on the provision of public services are indicated in the legislative acts of the EU countries: the laws on administrative procedure are in force in the Federal Republic of Germany, the Republic of Austria, the Swiss Confederation, the Act on Administrative Procedures – in the Republic of Finland, and the general administrative act in the Kingdom of the Netherlands, in the Kingdom of Sweden – the Law on Public Administration, in the Republic of Poland – the Administrative Proceeding Code, in the Czech Republic – the Code of administrative procedures, in the Republic of Lithuania – the Law on Public Administration and the like.

Thus, the directions of improving domestic legislation on the provision of public services taking into account international legal standards are: a) development of the theory of public services, which consists in consolidating conceptual and categorical provisions, principles of public services, quality criteria for the provision of public services in the Concept of public services, etc. ; b) unification of the legal regulation of administrative procedures by adopting the Administrative

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Procedural Code of Ukraine, which would clearly disclose the issue of providing public services; c) consolidation in the legal acts the types of legal guarantees to ensure the legality of public services provision: control over the activities of public administration entities on the provision of public services; holding public officials accountable for refusing to provide a certain type of public service, etc.; d) bringing the requirements of adoption, amendment, cancellation and possibility of appeal of individual administrative acts, which are the results of the provision of public services, in accordance with European experience; e) further study of the role of discretionary option of public service providers and the limitation of abuse of authority in the process of their implementation; g) the decentralization of power, which consists in justifying the increase in the powers of local authorities in comparison with public authorities.

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