CONCEPT OF SERVICE ORIENTED STATE UNDER PUBLIC ADMINISTRATION MODERNIZATION

Problem statement. One of the priorities of public administration modernization in Ukraine is improvement of public services through implementation of a service-oriented state mechanism. The main purpose of the state is serving people, and the key function of public institutions - to provide quality services to citizens. The service approach in public administration primarily involves implementation of management methods and technologies aimed at improving public services quality.

Recent research and publications analysis. The issues of a service-oriented state, public services delivery are revealed in the works of foreign and domestic experts R. Allen, A. Chemerys, T. Gebler, K. Hood, A. Kaliaiev, A. Karpenko, K. Kernahan, M. Lesechko, A. Lipentsev, N. Manning, J. Nickel, O. Obolenskyi, J. Osborne, B. Peters, K. Pollitt, H. Riabtsev, A. Rohozhyn, A. Schick, S. Seriohin, Yu. Sharov, V. Soroko, D. Sukhinin, V. Tertychka, V. Vakulenko, A. Vyshnevskyi. However, for the time being the domestic science has not solved the problems relating to public administration modernization in the service area of the state yet. Also, the possibility of introducing actual trends and mechanisms of upgrading relations between public authorities and citizens for public service management is still understudied.
The paper objective is to determine the conceptual foundations for building a service-oriented state in the context of public administration modernization.

The paper main body. The concept of a service-oriented state specifies the e-governance in relation to public institutions’ target-oriented tasks and functions, linking it with creation of integrated multi-information systems that ensure interagency cooperation and information communication of citizens (organizations) and the state.

The concept of a service state itself differs from the category of e-government in two ways. On the one hand, the service state concept is broader, as it means, in fact, a model for building a state in an information society. On the other hand, the essential emphasis laid by a service state on public service provision is apparent, while the closely related concepts of e-government and open government have an information and legal orientation.

Service approach to changing both a paradigm of managerial thinking and management technologies is at the stage of conceptual and legal understanding, theoretical and categorial-conceptual development. The first point that arises in the analysis of service modernization doctrines, strategies, programs is conceptual and legal ambiguity, vagueness of the terms used, and notions.

The service model of public administration modernization is based on a number of key principles, among which the following principles should be mentioned: client relationship between citizens and authorities, competitive public services, independent assessment of public services quality, optimization of the public services process chain etc.

Ontological, legal information, and value-regulatory directions of programs for service modernization of public management based on ICT have been proposed.

Conclusions of the research. The concept of service modernization of public authority institutions includes a number of innovative electronic interactive technologies that will neutralize or significantly reduce the traditional negative factors such as corruption, red tape and legal and political apathy of the society.
Prospects for further research in this area are to deepen the theoretical analysis of the formation, implementation and execution of service policy as a special way of regulating social life, manifested in the interaction of public authorities and civil society.