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MONITORING OF SERVICE ACTIVITIES AND PECULIARITIES OF THEIR IMPLEMENTATION IN THE FIELD OF PUBLIC ADMINISTRATION

The research paper is devoted to revealing the essence of monitoring of service activity and features of its implementation in the field of public administration. Monitoring in the field of public administration is defined as a system of continuous observation of the most important current results, conditions and parameters of the development of public administration in the context of its individual segments for the purpose of adjustment and forecasting. Implementation of monitoring in the field of public administration is the information support of the latter in various fields of activity, including in the sphere of service activity of administrative bodies.

The purpose of monitoring of the provision of public services is to ensure a systematic observation of the provider of these services and other interested persons in the procedure of their provision, as well as information and analytical support for decision-making regarding the legal, organizational and methodological support of the effective and high-quality functioning of the system of provision of public services.

The peculiarities of the functioning of the monitoring system of public service activity are investigated. Considering that system, it should be mentioned that public services are determined by the organization of provision, quality and availability, and are characterized by a set of quantitative and qualitative parameters allowing to measure, take into account, control and evaluate the results of such services.

The review of organizational and methodological, accounting and statistical, sociological, analytical, forecasting and informational subsystems of monitoring of public-service activity is distinguished and carried out. For the foundation of the

monitoring system, it is suggested to distinguish organizational, research, analytical, reporting, information and final stages. The directions of the use of monitoring results as a tool for quality assurance and accessibility of public services are identified.

Keywords: monitoring, public administration, public service activities, public services, monitoring system of public services provision.

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