

Functioning and development of public administration mechanisms

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IMPROVING THE QUALITY OF PUBLIC GOVERNANCE OF CITY POPULATION

Summary. *The notion of the state system of quality management of the sphere of life support is systematized. It is established that in reality in public administration in the field of life support there are only certain elements of the quality system, and there are also such reasons (factors) for slowing down the management of systems. The basic principles of the state system of management of quality of life support of the population of the cities of Ukraine are outlined.*

Key words: *public administration, quality of life, quality management, life support of cities.*

The problem statement. The current state of state management of economic infrastructure in the sphere of life support of Ukrainian cities does not correspond to the world level. Research and adaptation of foreign experience in improving the quality of public administration of the city population, quality of life, reforming the economy and infrastructure of administrative-territorial units becomes especially important in the implementation of the course to create a

state with a system of territorial decentralization, where executive authorities different levels on the one hand have relative independence, and on the other, sharing responsibility for the end results of the state and development of society, and are interdependent.

Management of the quality of life of the urban population is a constant process of improving living standards, which is implemented by the system of public administration with the use of advanced management technologies and modern technical means.

Overview of recent research and publications. Research and development of the theory and practice of public administration is reflected in the works of modern Ukrainian scientists: V.B. Averyanova [1], O.B. Andryushchenko [2; 3], V.D. Bakumenko [4, 5], O.A. Degtyar [6; 7], O.B. Korotich [8; 9], N.R. Nizhnik [10], D.M. Stechenko [11], O.V. Fedorchak [12] and others.

Problems of improving the quality of life of the population are covered in studies of Ukrainian scientists, such as: I.V. Gukalova [13; 14], I.V. Dzyuba [15], V.O. Mandibury [16], L.V. Nozdrina [17], I.I. Pronina [18], V.F. Uzunova [19] and others.

The purpose of the study (task statement). Analysis of the state management of economic infrastructure in the sphere of life support of the cities of Ukraine. To systematize the priority state directions of quality development in the sphere of life support.

Research results. The mission is to formulate the main meaning of the existence of the sphere of life support and its purpose: social responsibility and meeting the needs of the population living in the city.

The mission of organizations (enterprises) in the field of life support is the core of the system of goals and the ascending moment of the strategic state management of the development of this sphere.

Objectives are considered as a formal reflection of the interests of owners, business entities, regional authorities and other persons, taking into account their relative power and authority. Генеральна мета некомерційних (муніципальних) організацій як правило збігається з місією: перехід житлово-комунального господарства на ринкові, соціально орієнтовані принципи функціонування для забезпечення населення міста житлово-комунальними послугами необхідної якості та кількості. Strategic tasks are formed on the basis of goals, which must be solved within certain time and resource limits. When forming the state strategy for managing the development of life support, it is necessary to take into account the results of the analysis of the external environment: the socio-political situation, the legislative and legal space, economic and social living conditions.

One of the priority directions of the state development of the sphere of life support should be the introduction of quality management systems at the enterprises that are part of it.

The world experience of establishing and implementing a quality management system covers a rather long period. It first appeared in the early 1960s. Its founder is the American scientist A.B. Feigenbaum, who proposed to consider each stage in the process of creating products (services), and not just to control the end result. Problems of quality management in the field of life support in recent years are becoming increasingly important. This is explained by the following closely interrelated processes [19]: increasing competition between enterprises in the field, which leads to the need for increasing focus on the quality of life of consumers and improve the quality of housing and communal services; increase in the number of enterprises that work on the creation, implementation and certification of quality management system in accordance with the requirements and recommendations of

international quality standards of the ISO 9000-2001 series and other models of public quality management.

To effectively assess the quality of the results of any high-tech products and services, which, of course, include housing and communal services, it is also necessary to have an idea of the quality of the process of providing these services, how it is ideal, orderly, organized, provided, targeted to prevent deviations, inconsistencies, etc.

The quality of such processes is usually confirmed by the guarantee that the provided service must meet the established requirements and, first of all, the requirements of consumers. The provision of such guarantees around the world is associated with the presence of a certain quality management system in organizations.

The new version of the ISO 9000 series standards is based on a process approach in the development, implementation and improvement of the performance of the quality management system. The advantage of this approach is the continuity of management in order to increase consumer satisfaction by meeting their requirements.

Despite the fact that the standards of the ISO 9000-2001 series have a universal character, their application as a methodological basis for building a quality management system for enterprises. It should be noted that in Ukraine the practical experience of creating a quality management system in the enterprises of life support has not been generalized so far. There are few recommendations in the domestic literature on how to effectively and quickly measure the quality of housing and communal services in practice: most of the work on quality determination is devoted to quality.

For the sphere of life support, the state quality management system is a complex management system of the organization, which provides high-quality

housing and communal services at optimal costs to maximize customer satisfaction and creates staff satisfaction with the results of the organization.

At the top of the pyramid is TQM - a comprehensive total quality management, which provides high quality of all work to achieve the required product quality. The quality of work includes the validity of the applied management decisions. The quality of products and services directly follows from the quality of work. Here the quality of suitable products and services is assessed, the opinion of the consumer is taken into account, complaints are analyzed.

As for the quality of housing and communal services, the following target setting should apply here - the desire to avoid complaints and grievances of the population, to zero non-production costs, timely provision of services and implementation of housing and communal services "just in time".

However, it should be noted that in reality in public administration in the field of life support there are only certain elements of the quality system, and there are also such reasons (factors) as inhibition of inhibition:

- 1) budget-subsidized financing of the enterprises of the sphere which has neutralized and till now reduces possibility of the consumer to influence activity of manufacturers of housing and communal services;
- 2) monopoly position of municipal enterprises in the market of housing and communal services, lack of competition in the field of housing services;
- 3) the presence in the field of life support of engineering systems and structures with a high level of physical and moral wear, which limits the process of improving the quality of housing and communal services;
- 4) lack of opportunity for the consumer to refuse low-quality services, to change the supplier (performer);

5) non-market mechanism of price formation for provided housing and communal services, which does not stimulate innovation, reduce costs and improve the quality of housing and communal services;

6) slow introduction of new forms in the management of housing and communal services and the market of housing and communal services;

7) high degree of depreciation of the housing stock.

In terms of reforming this area, the main goal is to improve the quality of housing and communal services, which should be a priority criterion for the management of objects of life. The system of accounting for the quality of housing and communal services, expressed through quality standards, is a tool with the help of which there is a state regulation of market regulation.

For the state quality management system, the basic principles on which the system should be based should coincide with the basic principles of quality management, specified in the standard DSTU ISO 9000-2001 "System. Recommendations for improving performance":

1. Consumer orientation.

2. Process-oriented approach. The desired result is achieved more effectively if different types of activities and relevant resources are managed as a process. This leads to the need for an inventory of all vital processes of the enterprise, the definition of those responsible for such processes and the documentary regulation of the latter.

3. System approach to management. Identification, understanding and management of interrelated processes as a system that contributes to the effectiveness and efficiency of the organization to achieve its goals.

4. Constant improvement - as a whole it is necessary to consider as the invariable purpose of activity of the enterprise in the sphere of life support.

Internal situational analysis is an assessment of the capabilities and resources of enterprises in the field (financial, material, labor resources). In general, this analysis is a necessary prerequisite for making government decisions on the choice of management strategy for the development of the city's life support.

The process of functioning of the state mechanism for managing the quality of life of the population involves the management of data on the state of the object of management and the impact of external determinants. Data management is implemented at the stage of strategic goal-setting, which includes an analytical and forecasting component and in the process of implementing the strategy using a monitoring system.

Conclusions and further research perspectives. Quality of life is closely related to the satisfaction of life as a whole or its individual elements: living conditions, living environment, level of interests and needs, implementation of life plans and must meet minimum social standards, resource capabilities of society, relevant norms, customs, traditions of a particular time and place, the social system.

To perform its functions, local self-government must have an effective tool for regulating the reproductive processes of the entire local community and a clear municipal social and economic policy for a fairly long period of time. The whole system of territorial management is based on a system of planned and forecast works that ensure goal-setting, consistency of implementation of tasks and criteria for evaluating the results of public management decisions.

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