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THE IMPORTANCE OF EFFICIENCY IN PUBLIC ADMINISTRATION

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Public management in the twenty-first century suffered significant changes in many parts of the developing world and especially in advanced economies. Globalization and manifold of service provision are the driving forces behind these changes. Policy issues faced by public administration are increasingly complex, global, rather than simple, linear.

Administrative activity today is a complex system. This system is entrusted rendering public services in order to ensure the welfare of its citizens, as well as the cultural and economic progress of society. Modern public administration has to be functional and effective.

It is important to public administration is the achievement of efficiency at all levels. Public organizations are responsible to provide the necessary public goods and services to the citizens.

Public administration is traditionally grounded in the achievement of efficiency in the work of public departments in pursuance of goals related to provision of public goods and services. Hence, efficiency finds a permanent place in the study of public administration and the work of government.

There exist two very distinct schools of thoughts on the notion of efficiency in public administration domain. First view is based on the Weberian model of "ideal type" bureaucracy and argues that public organizations are structured as bureaucracies, which provides rational and efficient organization structures to public organizations. In contrast to this, the other scholars sees public organizations as pursuing multiple value-based goals in a democratic system. This multiplicity of goals and the political frameworks may well provide a basis for public organizations to be facing "a lack of efficiency".

Public administration is a symbol of good governance through the process of transformation of administrative services. The good governance requires efficient, effective and more transparent public administration that can be achieved through public officials able on planning, organizing, coordinating and managing the administrative activities.

New administrative legislations should clearly define principles of good administration that are adjusted to the different situations that take place in relations between government and the citizen. On the other hand, the administrative legislations should foreseen different remedies to be applied in case those principles are breached, in order to handle a customer as a priority, and not prolong the administrative procedures.

Therefore, we can conclude that the current governance is unusual and should be effective in achieving the goals of the state and society.