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THE IMPORTANCE OF PUBLIC PARTICIPATION IN ENSURING THE EFFECTIVENESS OF STATE BODIES

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Abstract: In this article, we mainly focus on the issues of modern state administration, evaluating the activities of state administration bodies based on criteria, and ensuring the transparency of the activities of state bodies. In particular, the importance of ensuring public participation in ensuring the effectiveness of executive bodies' activities has been highlighted. Also, the work of scientists who conducted scientific research on this topic was studied and analyzed in the article. At the end of the article, based on the results of the studies, scientific conclusions were made and some suggestions and recommendations were given.

Keywords: Good governance, “new public service, executive branches, civil society, community organizations, evaluation, the rule of law, effectiveness, transparency

In modern state administration, ensuring the participation of the general public and non-governmental and public organizations in management, as well as the development of its legal basis, has become one of the main tasks in most countries. In particular, many scientists and practitioners express their opinions and opinions about the importance of ensuring the public participation in the processes of evaluating their activities based on criteria in order to ensure the efficiency of the activities of state bodies.

Reforms aimed at improving the functioning of public authorities and administration – public administration, the exercise of public power, the introduction of popular, democratic and just principles in government relations.

In the world experience of evaluating the activities of the executive branch of government, attention is paid to such criteria as the level of public confidence in the executive branch, the participation of citizens in the political process.

The participation of citizens in the evaluation of the activities of the executive branch is important in the introduction of a mechanism for their control and coordination. According to the Theory of Good Governance [1, P. 1099-1115], the purpose of public administration is to strengthen trust between the state and society. One of the requirements of this theory is the participation of citizens in public administration. The main features of Good Governance are: [2, P.45].

Principles of public administration:

- openness and transparency in decision-making;
- Accountability of central government and local authorities to citizens;
- efficiency;

- the rule of law;

- Partnership of the state, business entities, NGOs and citizens in the creation of social benefits.

In this regard, the mechanism of “e-government” ensures transparency, openness of public administration and public participation in public administration. In the Good Governance model, citizens, business entities, non-governmental organizations and government agencies carry out public administration on a partnership basis [3, P.45].

The doctrine of “New Public Service” is not to govern the office, but to serve the community, the purpose of public services is to ensure the well-being of the people, to serve the population through direct contact with citizens, not sitting in the office, openness, openness and transparency should be given priority [4, P.549].

In developed countries, special attention is paid to ensuring public participation in the evaluation of public administration.

For example, the Performance Management and Delivery Unit (PEMANDU BFR), a methodology for evaluating the effectiveness of public administration in Malaysia, (Big Fast Results) is implemented in collaboration with civil society institutions in assessing the effectiveness of public administration. Based on the results of the assessment, the government will prepare an annual report on the effectiveness of each ministry and present it to the public” [5].

Effective implementation of the set goals and objectives in many respects requires a clear division of powers in the structures of the executive branch, optimization and modernization of their functions and tasks. In the process of optimization, some functions of the executive branch will need to be transferred to civil society institutions.

The participation of public institutions in assessing the effectiveness of the executive branch is also consistent with the principle of accountability, restraint and balance.

“Non-participation of the public in the evaluation of the activities of public authorities may not provide reliable information about the interests of society. As a society develops in the field of public administration, specific criteria of efficiency are formed [6].

Publicizing the results of performance appraisals in the media not only ensures the transparency of the evaluation system, but is also one of the institutions of public interest. The publication of the results of the executive bodies in the media creates a practical basis for a healthy competitive environment between the assessed state bodies, which in turn serves to ensure the development of the state and society.

This approach also meets the requirements of modernizing public administration on the basis of modern requirements. Ensuring public accountability of public authorities serves to increase public confidence in the state and its governing bodies.

Scholars E.A.Kapoguzov and G.K.Suleymenova, who conducted studies in this area, emphasize the importance of ensuring public participation in assessing the effectiveness of public administration. They propose to improve the system of

performance evaluation of government agencies, to strengthen its impact on the activities of government agencies:

- What is the essence of the performance appraisal system, the criteria and parameters of the appraisal, and what is the appraisal, and how is the appraisal carried out? (and the main question) to provide answers to questions such as:

- Establish a system for discussing evaluation results at all levels - both among managers and the public.

In general, the system of performance evaluation of government agencies serves to improve their internal processes, organizational development and increase efficiency.

In the future, it is necessary to develop a system of external evaluation of activities by society, because the effectiveness of public authorities can be achieved only when citizens are involved, who are not indifferent to the work of government, the quality of public services and participation in shaping the agenda” [7].

Particular attention will be paid to ensuring the participation of citizens and public organizations in the evaluation process in countries where the system of evaluating the effectiveness of public administration, in particular, the executive branch of government.

For example, in the Russian Federation, the Civil Society Development Fund evaluates the effectiveness of public authorities and administration, including the executive, on the basis of established criteria.

For instance, the Resolution of the Government of the Russian Federation No. 1284 of December 12, 2012 “On Evaluation of the Effectiveness of the Activities of Heads of Territorial Bodies of Federal Executive Bodies by Authorities (Their Subdivisions)” to assess the effectiveness of the activities of the heads of territorial bodies [8].

But it should not be forgotten that according to some scientists, there are some problems with the assessment. For example, According to E.I.Dobrolyubova, V.N.Yuzhakov, O.V.Alexandrov, the biggest drawback of assessing efficiency based on criteria is the number of basic and additional indicators. They repeat one in many cases, there is no clear mechanism of calculation, do not reflect the exact state by area. Many of them do not allow an objective assessment of efficiency in the regions. For this reason, the following talif and mulohazas have been developed by experts in the evolution of the system.

- full implementation of Result-Based Management in the activities of executive authorities;

- making appropriate adjustments to control mechanisms that do not give the planned effect;

- Lack of indicators for calculating important areas of activity of Central (federal) and territorial executive bodies;

- the absence of a system for collecting and processing information, the creation of a system for determining and monitoring the effectiveness of work;

- sufficient knowledge in the field of outcome Management in civil servants, as well as the lack of motivation to evaluate performance[9, P.28-47].

According to scholar R.J.Veld, the efficiency assessment system in the long-term period of activity, positive effects are replaced by negative ones. For example, the direct dependence of remuneration on the assessment of the effectiveness of the government, which served as an incentive for “strategic behavior”, can lead to the manifestation of efficiency (including writing, violation of results) in reporting documents, and not in Real life [10, P.36].

Scholar J.Veld’s views on the system of assessment of the effectiveness of the activities of public administration bodies may be accepted due to the following facts:

It is impossible to deny the fact that in the process of assessing the effectiveness of the activities of executive state authorities there are cases of "adding writing". In order for the evaluation system to be effective and to achieve the intended goal, it is necessary to reduce human factor interference in the evaluation system processes as much as possible, enter the data into the evaluation system and fully automate the verification processes. The effective mechanism for monitoring and controlling the activities of the personnel responsible for the assessment process should also not be overlooked.

M.W.Meyer and V.Gupta conducts research in various ways to prevent the emergence of paradoxes when performing an assessment. Studies have shown that the tools and methodology for assessing efficiency are chosen by different countries. They choose different institutions to ensure the effectiveness of Public Administration. Different methods give different results. But the problem of the contradiction of “assessment” and “efficiency” exists everywhere” - they express the opinion [11].

According to G.V.Atamanchuk, “attempts to objectively assess the quality of the activities of State bodies and public administration in general were carried out in almost every state in the world at different historical stages. Most of the assessments made were generally critical, urging heads of state to take measures to improve the effectiveness of Public Administration” [12, P.97]. Effective processes can only be realized without solving ethical problems.

In collecting the views of citizens, the experience of sending SMS-messages to recipients of public services on the level of satisfaction with the quality of service, conducting surveys on the Internet through a special source is used.

In the Russian Federation, it calls on citizens to assess the quality of public services received and the work of public authorities by conducting surveys through specialized terminals or other devices located in areas where public services are provided, for example. The user who sent the SMS-messages evaluates the quality of the received service. Conducts a survey through a special source on the Internet [13]. For example, the site “Your management” is www.vashkontrol.ru, a single portal of public and communal services.

According to V.Ignatov and A.Ponedelkov, the effectiveness of public service is reflected in the expansion of opportunities for active civil life of members of society,

their participation in public affairs and self-government. This is an effective system of government agencies, the legal representation and protection of state interests, the implementation of socio-economic policy [14].

Ensuring the participation of non-governmental organizations in ensuring the effectiveness of the executive branch is aimed at ensuring the transparency of evaluation processes, increasing the effectiveness of interaction between the executive branch and civil society, ensuring the transparency of central and local government.

In this regard, I.V.Kovrizhnykh said that “It is necessary to ensure the participation of civil society in the evaluation of government agencies, to establish clear mechanisms for the preparation and adoption of decisions that affect the interests and rights of society by the executive bodies. Non-participation of the public in the evaluation of the activities of public authorities may not provide reliable information on information in the public interest. As a society develops in the field of public administration, specific criteria for efficiency will be formed” [15].

Regular surveys of the activities of the executive branch are of particular importance in ensuring the role and attitude of the population in public administration in the formation of sociological research, administrative management and the political culture of society.

CONCLUSIONS

In conclusion, it should be noted that along with the practical aspects of ensuring public control over public administration, the study of research work carried out by domestic and foreign scientists on this topic will help to effectively organize public control and further strengthen its legal framework.

It should be noted that the system of performance appraisal of executive bodies and civil servants should be in line with modern, advanced foreign experience in improving the performance of public administration bodies, while ensuring the transparency of evaluation processes to ensure the participation of NGOs in ensuring the effectiveness of executive bodies.

One of the main requirements of civil society in modern public administration is to ensure the participation of non-governmental and representative bodies and the public in assessing the performance of public administration bodies and employees. The effectiveness of public administration bodies and employees is determined by the completeness and quality of the level of satisfaction of the needs and requirements of the population. Therefore, in assessing the effectiveness of government agencies, public opinion, the level of satisfaction of the population of the region should play a key role.

The greater the participation of the population in the assessment and the fact that they are from different strata of the population, the more transparent the system will be. To do this, information related to the activities of public authorities (except for information related to state secrets) should be open to the general public. This will ensure the active

participation of the population in the ongoing socio-economic reforms and political processes, as well as the efficiency and transparency of public administration.

It should be noted that public control over the activities of public authorities requires, first of all, a high culture, as well as legal, political knowledge, awareness of the essence of the ongoing reforms in the country, a full understanding of the content of normative legal acts. After that, citizens and non-governmental organizations will be required to be socially active in order to solve existing problems and prevent shortcomings in the future.

It is necessary to ensure the participation of civil society institutions in the evaluation of the activities of government agencies, as well as to clearly define the mechanisms of control over decisions taken by the executive bodies in the interests and rights of society.

Constructive dialogue between the executive branch, the population and the representative bodies ensures that the decision-making mechanisms by the executive bodies are open and understandable to the population. Such a methodological approach reduces the incidence of various abuses, unskilled and poor quality decisions. It is necessary to effectively use the potential of civil society institutions in solving socio-economic problems.

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