

## CENTRAL GOVERNMENT'S ROLE IN PUBLIC SERVICES ORGANIZATION

**Summary.** *This paper is dedicated to the role of central government of general competence in public services organization, based on the stipulations of the existing legal framework in the Republic of Moldova.*

Public administration is structured on two basic levels in the Republic of Moldova:

- *Central government*, which main purpose is to satisfy general needs of the entire country's citizens;
- *Local government*, which main purpose is to satisfy the needs of a separate administrative-territorial unit's inhabitants.

In order to satisfy the citizen's needs, public administration establishes and manages public services. Our purpose is to study the central government's role in public services organization.

The existing legal framework in the Republic of Moldova assigns a major role to central public administration, in general, and to the Government, as a central public administration authority of general competence, in particular. According to the Republic of Moldova's Constitution, the Government carries out foreign and domestic policy implementation and exercises the general supervision over public administration. [1] Subsequently, the government is also in charge of implementing the general state policy in the field of public services, as an expected result of public administration activities, according to its Governing Program and the general objectives of country's economic and social development strategy.

However, given the needs of the society are continuously evolving, the public services satisfying them must also continuously adjust. Modernizing public services has thus been identified as a key priority of Governments in many countries. This is also true for the Republic of Moldova. Thus, according Moldova's Government's Program of Activity for the years 2015-2018, the main objective of the Government is to «increase welfare, safety, and citizens' quality of life». One of the stipulated directions in order to achieve this objective is «providing of accessible and cost-efficient public services» [4]. The program also stipulates other objectives and steps to be taken regarding public services, namely:

- Increasing the quality of public services provided to the citizens;
- Reducing the vulnerability to corruption of public services providers by expanding the number of services provided through electronic platforms;
- Expanding e-services and universal implementation of the one-stop-shop concept.[4]

For comparison purposes, Republic of Moldova Government's Program of Activity «European Integration: Freedom, Democracy, Welfare» stipulated public services modernization as a separate objective, with many steps to be taken, such as:

- Continuous eradication of ineffective and obsolete public services;
- Implementation of minimum quality standards for public services;
- Development of an universal, transparent, and equitable methodology of setting up tariffs for public services;
- Development of a Citizen's Charter containing quality standards for public services provided to the citizens and general rules of conduct for civil servants in charge of providing such services.[4]

Moreover, the Government is supporting public administration authorities on matters of establishment, development, and improvement of public services through the existing central public administration authorities (ministries, agencies, services, offices). The Government is also systematically examining information submitted by the specialized central public administration authorities regarding public services' condition.

E.g., according to the Public Utilities Law, Republic of Moldova's Government is systematically reviewing public utilities' condition, and identifies steps for sustainable development and quality increase for the services provided, in accordance with the needs of the users or those of the communities. [2, art. 13, pt. (2)]

The central government shall provide support to the local government in order to establish and organize public utilities, upon the latter's request, in order to efficiently manage services provided. This support is to be provided through competent central public administration authorities, in the form of technical or financial assistance. [2, art. 13, pt. (4)] Moreover, according to the Law on Public-Private Partnership (PPP), it is in the competence of the Government to approve the list of national public services submitted to PPPs [3, art. 11, pt. (a)].

Thus, central public administration plays a major role in public services organization. We must particularly mention the role of the Government as a central authority of general competence. Thus, the Government of the Republic of Moldova plays a major role in modernizing public services, through the systematic reviewing of the condition of the public services provided and the taking of steps in order to increase the quality of public services, for the most effective satisfaction of citizens' needs.

### References.

1. Constitution of the Republic of Moldova, MOLDPRES, 2012
2. Republic of Moldova's Law on public utilities # 1402 of 10/24/2002
3. Republic of Moldova's Law on public-private partnership # 179 of 07/10/2008
4. <http://www.gov.md/ro/advanced-page-type/programul-de-activitate-guvernului> (accessed on 01.10.2015. 10:43:09)

## ХРАМЦОВА ІРИНА ВАСИЛІВНА

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### ЩОДО ВИКОРИСТАННЯ ІНСТРУМЕНТІВ КОНТРОЛІНГУ В КОНТЕКСТІ УПРАВЛІННЯ РИЗИКАМИ НА РІВНІ МІСТА

Дослідження процесів управління ризиками на рівні міста набуває важливого значення з позицій сучасного розуміння особливостей функціонування органів місцевого самоврядування в Україні, динаміки їх розвитку та сучасних