

Drozдова І., Doctor of Law, Associate Professor, assistant professor of administrative and civil courses Prikarpatzky faculty National Academy of Internal Affairs

LEVEL OF ADMINISTRATIVE SERVICES AS ONE OF THE FACTORS OF FORMATION PUBLIC CONFIDENCE TO ORGANS OF INTERNAL AFFAIRS

In the article grounded actuality of problem of trust of population to the organs of internal affairs is in the conditions of complete restart of power and European integration. Returning of trust of population certainly by strategic direction of reformation of all law-enforcement system, which will require forming of the newest criteria of estimation of efficiency of activity of organs of internal affairs.

Investigational system of normative documents, which regulate the criteria of estimation of activity, determine the factors of forming of positive image of organs of internal affairs. The done conclusion is about department narrow-mindedness and imperfection of the operating system of evaluation of activity of organs of internal affairs of Ukraine, built on quantitative indexes.

Analysis of texts bills of reform «About a police and constabulary activity» and «About a municipal police», to the project of Conception of reformation of organs of law and order in Ukraine, taken away on the discussion of public, witnessed aspiration of legislators to convert a police from the organ of intimidation and terror in the organ of grant of constabulary services from investigation of businesses about criminal offences; providing of public law and order; guard and providing of safety; realization in matters about administrative offences. An author is ground a requirement in normative regulation of activity of police from the grant of both law-enforcement and administrative, services, which provide realization of rights, duties and legal interests of citizens.

Experience of the Federal police of Germany, Czechs, London police, Georgia, is reflected from the grant of constabulary services a population and measures of forming of trust of population to law

enforcement authorities. The trust of population to the organs of internal affairs, after the conclusion of author, is measured the complex of indexes which characterize from one side,, and from the second, level of satisfaction of population from the given help and level of grant of services. The indexes of forming of positive image of organ of internal affairs must be not only the sharp diminishing of appeals of citizens with complaints about the workers of militia, but also growth of their addresses to the workers of militia after the decision of individual businesses, level of satisfaction of citizens by quality of their service. It follows normatively to define quality of maintenance of population, level of grant of law-enforcement and administrative services, courtesy, willingness to help; transparency of procedures of grant of services, absence of corruption, efficiency of consideration of appeals of citizens, is with statements, suggestions, remarks.

Except for theoretical conclusions, an author is offer adding to the operating normative system of evaluation of activity of organs of internal affairs of Ukraine in part of forming of positive image.

Keywords: positive image, trust of population, system of evaluation of activity of organs of internal affairs, quality of grant of administrative services, criteria (indexes) of forming of positive image of organ of internal affairs.