

Anna PODPIATNIKOVA

THE STATE'S ROLE IN QUALITY IMPROVEMENT SERVICE IN TRANSIT

Many factors affect on the country's development, using of which activates the growth of incomes to the State budget. The profit geographical position is a such resource, development of which will facilitate of improving international image of Ukraine, create new jobs. Accelerated growth of international trade between Europe and Asia causes the possibility to pass by significant transit flows through the territory of our state. Conceptually low level of implementation of transit potential causes the necessity to create national policy in this sphere with the application of science - based measures.

V. Averianov, H. Atamanchuk, V. Bakumenko, B. Kolesnikov, N. Lypovska, T. Mamatova, N. Nyzhnyk, S. Seriogyn, I. Khozhylo, Y. Sharov made a significant contribution to the theoretical base of public administration system and development of the science of public administration. Works of V. Kovaliova, S. Matiyka, M. Pogrebetskogo, R. Sushchenko, A. Tkachenko, D. Tymokha are devoted to the development of the administration mechanism in the sphere of transport support as a part of the growth of the transit potential. The necessity of standartization services in transit stipulates of low quality of their giving. The problem of improving quality of giving services researches by Yu. Kutz, V. Soroko, N. Hodorivska, but they don't study services in transit. It actualizes the necessity for a systematic approach to the study services in transit.

The aim of article is the rationale the necessity of the standardization of services in transit, the implementation of their classification and the establishment of criteria for evaluating the quality of customs and logistics services.

The growth the volumes of international trade and competition between states for freight flows stipulated the necessity of improvement of public services and focus on the needs of carriers, freight forwarders, shippers, consignees. Services towards the development of transit potential can be classified according to the type of own provider on public and private.

The state services are services which are provided state authorities (usually only executive) and government agencies, organizations, enterprises. The veterinary, sanitary, phytosanitary, radiological, information, consulting, customs, tax services are the most

common among state services in context of development of transit potential. Sanitary, phytosanitary, radiological services are provided when crossing the customs border. In turn, the consultancy service is given by bureau of railways, road transport, information - by State fiscal service of Ukraine. The customs service is provided by the State fiscal authorities of Ukraine. Tax service shows up in the taxation of transport, logistics organizations.

In turn, the private service is a service provided to persons or entities under the current legislation for a fee. These include brokerage, consulting, insurance, agency, forwarding, logistics, freight forwarding, information services, and service of loading, reloading, unloading, storage, warehousing, packaging and more.

The Uncertainty of criteria of quality of service leads to the fact that the subject is difficult to evaluate the service. The justification of criteria is a prerequisite for predictability and foreseeability of time and costs.

Logistic and customs services are the most important, that's why they need standardisation and creation of criteria of their estimation. We can include them criteria of effectiveness, timeliness, usability, accessibility, openness, equality and professionalism.

The main criteria for evaluating the quality of customs and logistics services in the organization and implementation of transit are efficiency, timeliness, usability, accessibility, openness, equality, professionalism. Time, cost and reliability are affecting on the quality of transit services. The creation of standards of customs and logistics services in transit is the subject of further research.