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## Corruption risks in the provision of administrative services

### Корупційні ризики у сфері надання адміністративних послуг

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#### Abstract

Corruption during the provision of administrative services reduces trust in civil servants and, therefore, can become the basis for discrediting the constitutional principles of equality and legality. The article aims to characterize the essence and manifestations of corruption risks in providing administrative services. The object of the research is public relations in the field of administrative services. The subject of the study is corruption risks in administrative services. The methodological basis of the research is general scientific and unique methods. Thus, systematic, correlational, generalisation, meta-analysis and mixed methods were used. The authors analysed the positions of the scientific doctrine regarding the main corruption risks in general and in the researched field. It is substantiated that corruption risks are a prerequisite for the appearance of corruption in administrative services. However, the legislator's actions are aimed at improving the anti-corruption regulatory framework, but it still

#### Анотація

Корупція під час надання адміністративних послуг знижує рівень довіри до державних службовців, а тому може стати основою для дискредитації конституційних принципів рівності, законності. Саме тому, метою статті є характеристика сутності та проявів корупційних ризиків у сфері надання адміністративних послуг. Об'єктом дослідження є суспільні відносини у сфері надання адміністративних послуг. Предметом дослідження є корупційні ризики у сфері надання адміністративних послуг. Методологічною основою дослідження є загальнонаукові та спеціальні методи. Так, було використано категоріальний, системний, кореляційний, метод узагальнення, мета аналіз та змішані методи. Авторами проаналізовано позиції наукової доктрини щодо основних корупційних ризиків загалом та у досліджуваній сфері. Обґрунтовано, що корупційні ризики є передумовою появи корупції в сфері надання адміністративних

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needs improvement". The sources of corruption risks related to the peculiarities or shortcomings of normative legal acts (administrative documents), practical implementation and human resources in the activity of state bodies were considered, making it possible to propose ways of solving the most relevant of them.

**Keywords:** administrative services, electronic administrative services, corruption, corruption risk, combating corruption risks.

## Introduction

The problem of corruption is highly prevalent in Ukraine today. Corruption is one of the main threats to national security (Bondarenko, Utkina, Dumchikov, Prokofieva-Yanchylenko, & Yanishevskaya, 2021), especially under martial law. The fight against corruption in Ukraine is characterized by numerous attempts by the legislative power to regulate issues related to combating corruption and other illicit benefits. It can be stated that today among the majority of the population, there still exists a neutral attitude towards corruption, almost ingrained in public consciousness." (Bondarenko, Reznik, Yevgen, Andriichenko, & Stohova, 2020).

The last decade in Ukraine has been devoted to developing and implementing anti-corruption legislation and creating an effective system of anti-corruption bodies. However, the specified reform still needs to be called perfect. Therefore, there is a need to research this subject to develop critical scientific approaches to implementing an effective mechanism for preventing manifestations of corruption.

Modern manifestations of corruption in our country are an exceptional variety - crisis-type corruption. A citizen's interaction with representatives of state authorities and local self-government bodies is a litmus test for implementing the constitutional principles of

послуг, хоча дії законодавця спрямовані на покращення антикорупційної нормативної бази, однак наразі воно досі лишається недосконалим та потребує удосконалення. Розглянуто джерела корупційних ризиків, пов'язані з особливостями або недоліками нормативно-правових актів (розпорядчих документів), практичної реалізації та людськими ресурсами у процесі діяльності державних органів, що дозволило запропонувати шляхи вирішення найактуальніших з них. Запропоновано ряд засобів на напрямків їх мінімізації з урахуванням положень чинного законодавства та останніх досліджень у галузі протидії корупції у сфері надання адміністративних послуг. Загалом вбачається необхідність у приділенні уваги ефективному правовому регулюванню процедурних аспектів надання адміністративних послуг.

**Ключові слова:** адміністративні послуги, електронні адміністративні послуги, корупція, корупційний ризик, протидія корупційним ризикам.

legality, the rule of law, justice, and equality. Therefore, there is a need to research this subject in order to develop critical scientific approaches. We register births, claim child support, ask for IDs, and rely heavily on the government for our children's education and health, starting businesses, buying homes, and getting help when we become unemployed (Scholta et al., 2019). That is why corruption in administrative services is a threat to human and citizen rights, the rule of law and democracy, and most importantly, it has the most destructive effect on reformation processes in the field of public administration. Therefore, an important task is identifying corruption risks while providing administrative services and eliminating the conditions and causes that contribute to them. It is indicated and actualises the study of the essence, manifestations and measures of countering corruption risks while providing administrative services. The article's purpose is to characterize the essence and manifestations of corruption risks in administrative services. The purpose of the article will be achieved by implementing the following tasks:

- reviewing scientific sources in the context of the interpretation of the concept of "administrative service" and "corruption risk";

- carrying out an analysis of the main corruption risks in the field of providing administrative services and their sources;
- identification of directions and clarification of means of minimising corruption risks in administrative services provision.

The object of the research is public relations in the field of administrative services. The subject of the study is corruption risks in the field of administrative services.

### Theoretical framework

The effectiveness of scientific research largely depends on the proper development of the conceptual and categorical apparatus. That is why we propose to analyse the concept of "corruption risk" and the concept of "administrative service".

Today, there is no single definition of the concept of "corruption risk". Among the regulatory acts, the definition of "corruption risk" is contained only in the Methodology of Corruption Risk Management approved by the Order of the National Agency for the Prevention of Corruption dated December 28, 2021 No. 830/21 "On improving the corruption risk management process." Thus, the term "corruption risk" in the Methodology is used in the following sense: "the probability of committing a corruption or corruption-related offence that will negatively affect the organisation's activities" (Order No. 830/21, 2021).

Among the spheres of public administration where the risk of corruption is most often present, domestic scientists name the implementation of control and supervisory state functions and the provision of administrative services.

Thus, L. Zavorodnya suggests defining "corruption risk" as a combination of legal, organizational, and other factors that contribute to or incentivize civil servants to engage in corrupt activities while performing their official duties. (Zavorodnya, 2018).

K. Zayika highlights that the concept of corruption risk should encompass a system of phenomena and circumstances that emerge within the operations of public administration entities and pose a threat of engaging in corrupt or corruption-related offenses. (Zayika, 2018).

Corruption risks are suggested to be defined as "various legal, organizational, and other factors and causes that give rise to or encourage

instances of corruption within the realm of administrative service provision, as well as state control and supervision." (Koliushko et al., 2009, p. 8).

Among the areas of public administration where corruption risk is frequently encountered, Ukrainian scholars particularly highlight the provision of administrative services. It is important to acknowledge that the term "administrative service" is specific to Ukrainian legislation, while in many foreign countries, the terms "public service" or "state and local government service" are commonly employed.

T. Syvertsen notes no standard definition of an administrative service (Syvertsen, 1999).

N. Sydorenko, I. Shkurat administrative service is called the main element of public services provided by public authorities and related to the exercise of authority (Sydorenko & Shkurat, 2021b). For example, H. Pandey believes that administrative service is a manifestation of implementing government functions (Pandey, 2019).

Regarding the relationship between corruption and administrative services, the authors point out that corruption can have wide-ranging and detrimental effects on administrative services, affecting the quality of services, fairness, decision-making, public trust, economic development, and societal norms. Fighting corruption and promoting transparency, accountability and integrity in administrative services are essential to effective governance and ensuring that administrative services serve the public interest. At the same time, the development of practical measures should always be based on planned scientific justification.

Understanding the risk of corruption in the sphere of administrative services involves examining various theories that explain its occurrence. Here are some theories that shed light on corruption risk in this context:

**Principal-Agent Theory:** The principal-agent theory suggests that corruption arises due to the principal-agent relationship between the public and administrative officials. Administrative officials act as agents entrusted with the responsibility of serving the public interest on behalf of the citizens (the principals). However, when there is an information asymmetry or weak accountability mechanisms, agents may exploit

their position for personal gain, leading to corrupt practices.

**Bureaucratic Theory:** Bureaucratic theories of corruption highlight the structural factors within administrative services that contribute to corruption risk. Factors such as complex procedures, discretionary powers, and lack of transparency can create opportunities for corruption. Excessive bureaucratic red tape, arbitrary decision-making, and low salaries in the public sector can also increase the likelihood of officials engaging in corrupt activities.

**Institutional Theory:** The institutional theory emphasizes the influence of formal and informal rules, norms, and practices on corruption risk within administrative services. Weak institutional frameworks, inadequate enforcement of laws, and a culture of impunity can create an environment conducive to corruption. Conversely, strong institutional arrangements, transparency measures, and robust anti-corruption mechanisms can help reduce corruption risk.

**Rent-Seeking Theory:** Rent-seeking theory posits that corruption occurs when individuals or groups seek to obtain economic rents or undue advantages through corrupt practices within administrative services. This theory suggests that when there are significant resources or benefits at stake, individuals may engage in corruption to secure those benefits, leading to rent-seeking behavior within administrative processes.

**Social Capital Theory:** Social capital theory argues that corruption risk in administrative services can be influenced by social networks and interpersonal relationships. Close personal ties and networks of influence can facilitate corrupt exchanges, as individuals may exploit personal connections for preferential treatment or illicit gains. In such cases, loyalty and trust within social networks may supersede ethical considerations.

**Cultural Theory:** Cultural theories of corruption suggest that certain cultural values, norms, and attitudes prevalent within a society can contribute to corruption risk. Cultural factors such as tolerance for bribery, acceptance of nepotism, or a lack of social stigma associated with corruption can shape individual behaviour and perpetuate corrupt practices within administrative services.

**Political Economy Theory:** Political economy theories examine the interaction between

political and economic factors in shaping corruption risk. Factors such as weak governance, lack of political will to combat corruption, and the capture of state institutions by powerful elites can lead to systemic corruption within administrative services. The theory emphasizes how the distribution of power.

In our view, the most logical approach would be to adopt a symbiotic perspective that integrates all the aforementioned theories. This is because corruption risks in the realm of administrative service provision are not isolated weaknesses in specific areas, but rather indicative of systemic decay across all aspects of public administration. This decay manifests itself in the sphere of administrative services, encompassing improper governance practices and extending to the remuneration of civil servants.

### Methodology

To solve the tasks, general scientific and unique research methods were used, the choice of which determined the reliability of the obtained results and conclusions. With the help of categorical analysis, the conceptual apparatus was investigated, particularly the concepts of "administrative service" and "corruption risk". By using the system method, the interdependence of all participants in providing administrative services was established, as well as the need for their cooperation to improve the quality of services.

The correlation method involves studying the relationship between variables without manipulating them. Correlational studies can help identify associations or patterns between variables. The authors used this method to study corruption risks and propose specific measures to reduce them. The method of generalisation was used when summarising the results of the study. Meta-analysis involves a systematic review and generalisation of the results of many studies on a specific topic or research question. Meta-analysis allows quantitative integration of the results of many studies, providing a more reliable and complete understanding of a scientific area. In this research, the authors tried to critically analyse the positions of scientists and propose measures for levelling corruption risks in providing administrative services. The authors also resorted to using mixed methods, involving the qualitative composition of data and information, and developing specific practical measures to combat corruption risks in administrative services.

Investigating the primary corruption risks in the field of administrative services and determining their origins can be accomplished through various methods. Data Analysis provided conducting a comprehensive analysis of available data, such as corruption-related complaints, investigations, and the results of sociological research conducted by the "Democratic Initiatives" Foundation regarding the main corruption risks in the provision of administrative services. This analysis can also include an examination of the existing anti-corruption legislation and doctrinal sources.

For the scientific study of directions and means of minimizing corruption risks in the field of providing administrative services can be used such method as literature review. Analyzing scientific sources, academic articles, books, and other publications that address the issue of corruption risks in the field of administrative services. This will allow familiarization with the state of research and identification of existing approaches and recommendations. Conducting detailed analysis of specific corruption cases in the field of administrative services to identify factors contributing to corruption risks. This will help uncover the characteristics, causes, and consequences of corrupt practices. Comparing experiences of different countries or regions to identify effective approaches and strategies for minimizing corruption risks in the field of administrative services. This may involve analyzing legal norms, political systems, reforms, and recommendations from international organizations.

These are just a few of the many scientific research methods that can be used depending on the research question, the field of study and the nature of the phenomenon under study. The authors chose those that would ensure the authors achieved the optimal result.

The article references 27 sources, including articles indexed on Scopus and Web of Science databases, 2 normative sources.

## Results and discussion

*The main corruption risks in the field of administrative services and their sources*

Problems of preventing and fighting corruption are an important challenge for the state and society because corruption not only disrupts the quality of life in society but also prevents the development of society and the introduction of effective and efficient reforms.

The mentioned issues require the cooperation of citizens with state authorities and local self-government bodies, first of all, to identify and eliminate corruption risks, which will significantly reduce the temptation of officials to obtain illegal benefits, etc. At the same time, citizens will not be interested in using corruption levers for their purposes to encourage officials to violate official laws and anti-corruption legislation.

As of 2023, Ukraine ranks 116 out of 180 countries in the Corruption Perceptions Index (CPI) compiled by the anti-corruption organisation Transparency International (Transparency International, 2022). Regression and a pause in important anti-corruption tasks are the most important reasons for such a result. Of course, there are objective reasons for this, particularly martial law. However, despite this, it is not necessary to completely stop anti-corruption reforms.

From the above, it is worth pointing out the importance of carrying out timely and effective reforms to combat corruption in all spheres of public administration. To implement anti-corruption reforms in Ukraine, it is necessary to implement a set of measures that should not only be aimed at eradicating corruption but also perform a preventive function. This will contribute to the formation of trust in state bodies, economic development, and improvement of the well-being of Ukrainian citizens in general.

Concerning the priority areas in preventing corruption, a prominent place is occupied by the timely identification of corruption risks in the activities of state bodies and in the provision of administrative services to eliminate the conditions and causes of these risks.

The sphere of provision of administrative services is the most vulnerable to "domestic corruption". This is because there is constant interaction between two subjects in it, one of which (the subject of the appeal) seeks to satisfy his needs through the acquisition, change or termination of the rights and/or performance of the duties of such a person. So, under certain circumstances, the powers and opportunities granted to the entity providing the administrative service may become a specific subject of sale.

The Law of Ukraine "On Administrative Services" defines many direct obligations and restrictions that directly apply to the entity's officials providing administrative services.

The Law of Ukraine "On Administrative Services" dated September 6, 2012, No. 5203-VI, directly indicates the prohibition of charging for the provision of administrative services any additional payments not provided for by law or demanding the payment of any additional funds. In addition, executive power bodies, other state bodies, authorities of the Autonomous Republic of Crimea, local self-government bodies, and their officials may not provide other paid services (Law of Ukraine No. 5203-VI, 2012). As mentioned above, the law directly prohibits receiving additional funds or providing services that do not correspond to the official duties of the entity providing administrative services.

K. Buhaychuk (2017), conducting research, proposes to divide corruption risks into institutional and system-wide risks. Among the institutional corruption risks, the scientist refers to factors that negatively affect the behaviour of a civil servant, turning it into a corrupt one, the elimination of which belongs to the competence of the body in which such an official works directly. At the same time, system-wide corruption risks are risks that are associated with the general shortcomings of the creation and functioning of the public administration, analysed only in terms of the level of corruption in the preparation, adoption, and implementation of management decisions.

Let us turn to the results of sociological research by the "Democratic Initiatives" Foundation regarding the main corruption risks in providing administrative services. Yes, among them are highlighted:

1. complexity of procedures for providing administrative services;
2. unreasonable length of terms for the provision of certain administrative services;
3. insufficient information on the procedures for providing administrative services;
4. limited accessibility to bodies with authority to provide administrative services (queues, reception times, etc.) (Koliushko et al., 2009, p. 8).

Even considering that a sociological study on the mentioned issue was published more than ten years ago, it is worth stating that the situation has hardly changed today, and the listed reasons for possible corruption risks are still relevant.

Among the reasons for the spread of corruption in the specified area, "the vagueness of the mechanism for providing administrative services, the strict attachment of the consumer to

the choice of another way of receiving the service" are also highlighted (Banakh, 2015, p. 14).

The authors of the study see the problems in the field of administrative services today also in:

- the inaccuracy of the wording of the definition of "administrative service", which in practice causes different interpretations of it;
- lack of principles for monitoring the quality of the provision of administrative services, and the absence of their legal definition, which would contribute to increasing the level of quality;
- the absence of a regulated mechanism for protecting entities providing administrative services by executive authorities.

Administrative corruption is influenced by the available capabilities of the civil servant and personal inclinations to benefit from them. A civil servant's duties require compliance with several ethical principles and values (disinterestedness, openness, transparency, impartiality, serving the public interest, responsibility, accountability, etc.) in their daily activities. At the same time, the principles of the consumer society, of which civil servants are also a part, encourage the use of entirely different principles (the pursuit of one's interests, the use of opportunities, etc.) (Palidaukaitė, 2005).

The government needs bureaucratic apparatuses to make decisions. This creates opportunities for public managers to demand bribes or be corrupt. In economic models with specific heterogeneity among bureaucrats, this problem creates a misallocation of resources and increases the size of the bureaucratic apparatus. As a result, corruption while providing administrative services generates and provokes even greater corruption (Dunlop, Radaelli, 2019).

It is worth analysing the normative act, which contains lists of sources of corruption risks related to the peculiarities or shortcomings of normative legal acts (administrative documents), practical implementation and human resources in the activity of state bodies.

Thus, following the Methodology of Corruption Risk Management approved by the Order of the National Agency for the Prevention of Corruption of December 28, 2021, No. 830/21 "On Improving the Corruption Risk Management Process", sources of corruption risks related to the peculiarities or shortcomings of regulatory

legal acts (administrative documents) regulating the activities of state bodies are:

- inconsistency between different provisions of the same act or between the provisions of different acts, which allows for their different interpretation;
- the presence in acts of vaguely worded provisions, provisions of an evaluative nature that allow for their different interpretation;
- lack of a clear list of types, forms of decisions, terms and order of their adoption, conditions, and grounds for the adoption of one decision out of several possible ones; lack of obligation to justify the decision; the possibility to extend, shorten, renew the decision-making period at the discretion of the official;
- lack of precise regulation of the rights, duties, and responsibilities of the organization, its manager, and employees and/or duplication of their powers;
- the presence of discretionary powers of the organisation, and its employees in the absence of a comprehensive definition of cases, grounds, forms, terms, or procedure for exercising such powers, control over their exercise and responsibility for possible abuses during their exercise;
- absence or imperfection of administrative documents regulating the ethical behaviour of the organisation's employees;
- absence or imperfection of administrative documents regulating the mechanism of encouragement and formation of a culture of notification of possible facts of corruption or corruption-related offences, other violations of the Law of Ukraine "On Prevention of Corruption" (Order No. 830/21, 2021).

The corresponding list of sources of risks is not exhaustive. Each government body and enterprise can determine the types of corruption risks, considering the specifics of the assigned tasks and functions. In general, the adoption by the National Agency for the Prevention of Corruption of the order "On improving the process of managing corruption risks" is essential for determining the algorithm for managing corruption risks in the activities of state and other bodies, the procedure for assessing corruption risks, preparing, monitoring, evaluating the implementation and revision of anti-corruption programs.

*Directions and means of minimising corruption risks in the field of providing administrative services*

The chosen European vector forces the Ukrainian state to carry out reforms in almost all spheres of public administration, that is, to implement administrative reforms. Currently, many problematic issues can cause corruption risks in the specified area. Considering this, many reforms are being implemented in our country today, particularly in providing administrative services to citizens. Much effort is being made to improve communication links between citizens and the state, acting as consumers and providers of administrative services (Sydorenko & Shkurat, 2021a).

The general complexity of providing administrative services was repeatedly cited as one of the leading causes of corruption risk (Tronko, Dyba & Prokopchenko, 2018). The solution to this situation is simplifying the procedures for providing administrative services.

Thus, centres for the provision of administrative services were introduced, which, following the Law of Ukraine "On Administrative Services", are permanently operating working bodies or structural divisions of the local state administration or local self-government body in which administrative services are provided through the administrator through his interaction with the subjects of providing administrative services (Law of Ukraine No. 5203-VI, 2012).

Today, practice confirms essential steps to simplify the procedure for providing administrative services. Ukraine's Ministry of Digital Transformation directed certain services to the Diya portal. On the portal, you can already get about 30 public services online, in particular, to become an entrepreneur, change the type of activity or stop it. Obtain a certificate of criminal record, assistance at the birth of a child or monthly reimbursement of the cost of care services for a child up to three years of age. File a lawsuit, register a car or get services related to driver's documents, issue several licenses, and permits or get extracts from registers (Diia, 2022).

In this regard, N. Sidorenko calls the Diya Portal the "epicentre" of citizens' and entrepreneurs' access to public services provided in electronic format in accordance with uniform standards (Sydorenko, 2021).

Such a corruption risk in administrative services, such as personal communication between the recipient of administrative service and the subject of its provision (administrative services that are not provided through centres for the

provision of administrative services), is also worthy of attention. On the one hand, this makes it possible to demand a "bribe" from an unscrupulous employee. On the other hand, it is impossible to "incentivize" an authorized person by a private person to resolve a case, etc., quickly.

The constant development of public relations and the information society makes it possible to develop new practical measures to prevent the mentioned corruption risk and others. Thus, there is a possibility of implementing the provision of administrative and other public services in electronic form. This will increase the efficiency and transparency of the work of authorities and local self-government bodies, improve and simplify the process of obtaining such services, and eliminate corruption risks (Kozhushko, 2021).

It should be noted that the system of electronic administrative services in Ukraine is at the stage of development.

O. Koliush (2019) proposes one of the fundamental ways to prevent corruption while providing administrative services - conducting consultations online. For this, the scientist considers it necessary to provide officials of public administration bodies with appropriate information and communication technologies, with the help of which it is possible to provide consumers of administrative services with information about the procedure for obtaining administrative services.

Currently, domestic legislation provides for the possibility of receiving administrative services in electronic form. Yes, Art. 9 of the Law of Ukraine "On Administrative Services" specifies that the consumer of such a service can request its provision in oral, written, or electronic form by applying. A written application is submitted personally by the subject of the application or his representative (legal representative) to the subject of the provision of administrative services by sending it by mail, and in the case of providing administrative services in electronic form - using the Unified State Web Portal of electronic services, including through information systems of state bodies and local self-government bodies integrated with it. Centres for the provision of administrative services and subjects of the provision of administrative services in the cases provided for by law, as well as at the request of the subject of the application, ensure that the application is drawn up in electronic form, printed and

provided to the subject of the application for verification and signature (Law of Ukraine No. 5203-VI, 2012).

Provision of administrative services to citizens in electronic form, which is provided for by the Law of Ukraine "On Administrative Services", takes place through the Unified State Portal of Administrative Services and the Unified State Web Portal of Electronic Services (Diia Portal) (Diia, 2022).

It is worth pointing out several problems with organizational and material-technical features; there are also areas for improvement in the work of the Unified State Portal of Administrative Services, which should guarantee the provision of administrative services in electronic format.

It is worth noting that the concept of electronic government and electronic provision of administrative services has already proven its effectiveness abroad. In general, the implementation of information technologies in public administration to reconstruct administrative procedures has been discussed for the past 30 years. This one technology can change how public administration operates, allowing managers to manipulate information much faster, and flexibly and increasing control over their subordinates (Scholl, 2013).

However, some of the EU countries are lagging in digital transformation. The local administration is closest to the people in providing services and implementing state policy. While in other countries, at the level of state administration, there are practices of analysing large databases of information, in some states, for example, Bulgaria, this process is still ongoing (Lazarova et al., 2022).

In the issue of directions and means of minimising corruption risks in the researched area, the public plays an important role, as it is the direct subject of receiving administrative services.

Thus, corruption among administrative service recipients is seen in the following actions: turning to a person who provides an administrative service with an offer/promise to provide him (or other persons identified by him) with an undue benefit in the future to incite him to use official powers or powers opportunities associated with them unlawfully; the actual provision of an unlawful benefit to a person who provides an administrative service (or another person determined by him), carried out intending



to incite him to the illegal use of official powers or opportunities related to them (U-LEAD, 2020).

In their research, O. Bondarenko, P. Malanchuk, and M. Dumchikov (2020) outline public participation in combating corruption, they are:

- initiating and directly conducting an anti-corruption examination of projects and legislative activities of the public, submitting proposals based on the results of the examination to authorised bodies, and receiving relevant information about the consideration of proposals;
- the possibility of initiating and conducting research, including scientific, sociological, etc., regarding the prevention of corruption;
- implementation of public control over the implementation of laws in the field of corruption prevention, using the same time its forms that do not contradict the legislation.

The authors agree with the above opinion since the subjects of measures to minimise corruption risks in administrative services should be the state, legislative and authorised public bodies and the public, which can become a compelling subject in the specified field. Citizens who take a direct part in anti-corruption measures are generally more motivated to comply with anti-corruption legislation, which will be essential in reducing cases of undue benefit when receiving administrative services.

No less important are directions for improving the legal regulation of corruption risks while providing administrative services. In the Law of Ukraine "On Administrative Services", the description of the mechanism of the procedure for providing administrative services to prevent corruption contains only formal aspects. It has an aggressive nature about other normative legal acts, which in turn leads to their own and rather opposite interpretation of the norms by subjects of public administration, including centers for the provision of administrative services.

Among the possible solutions to existing gaps in the legal regulation of paid and accessible public services, S. Fedorishchev suggests the adoption of a systemic legal act - the Law of Ukraine "On Administrative Fees", which, in his opinion, unifies the name of fees for administrative services (Fedorishchev, 2020).

In our opinion, adopting such a law will significantly change the situation with the risk of

corruption regarding the streamlining of the legal regulation of issues of payment/free of charge for administrative services, the mechanism for determining the number of such fees and the procedure for their approval.

## Conclusions

Timely analysis of corruption risks and the adoption of preventive anti-corruption measures make it possible to exclude violations of the legislation of Ukraine by civil servants, which positively affects the improvement of the work of administrative services. The authors believe that the adoption by the National Agency for the Prevention of Corruption of the updated order "On improving the process of managing corruption risks" is essential for determining the algorithm for managing corruption risks in the activities of state and other bodies, the procedure for assessing corruption risks, preparing, monitoring, evaluating the implementation and reviewing anti-corruption programs. Among the leading causes of corruption risks in the field of providing administrative services, which are currently the most relevant, the following are highlighted:

- the general complexity of providing administrative services;
- personal communication of the recipient of the administrative service with the subject of its provision;
- deficiencies in providing administrative and other public services in electronic form.

Based on the above, effective means of minimising corruption risks are the improvement of anti-corruption legal acts, the simplification of procedures for the provision of administrative services, the involvement of the public in the discussion of draft normative acts, and the informational openness of authorities. The use of modern information technologies is particularly noteworthy as an effective way to avoid corruption risks in the researched area due to problems with organisational and material-technical features.

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