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Administrative Legal Status of a Subject to Provide Administrative Services in Maritime Transportation in Ukraine

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ABSTRACT

In Ukraine, the provision of administrative services in sea and river transportation is continuously evolving and actively seeking new effective mechanisms to streamline and enhance accessibility. The focus is on improving the quality of these services by integrating them with other public services through web portals. This integration has gained significant importance during the COVID-19 pandemic, as it allows for remote communication with the entities involved in providing administrative services. The main purpose of this study was to investigate the leading regulations on the activities of entities responsible for providing administrative services in maritime transportation, as well as to identify the features of their administrative legal status to further identify issues in the area under study and determine the most effective solutions for them. The research methodology employed a range of principles, with a primary emphasis on the integration of theory and practice. Within the scope of this study, an integrated approach was adopted as the methodological foundation, facilitating a comprehensive examination of the subject matter. Drawing from the findings, the authors examined the characteristics of the administrative legal status of entities involved in providing administrative services in maritime transportation. The study concluded that the responsibility for advancing Ukraine's development as a maritime power lies with the state management bodies overseeing maritime activities and ensuring the delivery of high-quality administrative services. The analysis of the polyvariance of the positions identified in the discussion suggests that in the current conditions, Ukraine is only starting to introduce new information technologies of "e-Government", respectively, providers of administrative services in maritime transportation face numerous complex issues. It was stated that the combined results of all International Maritime Organisation (IMO) audits can really help identify positive foreign practices, which are appropriate and necessary to introduce and ensure compliance with them on the territory of Ukraine based on international standards in maritime transportation.

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1 Introduction

The European integration process, which reached its peak after the ratification of the association Agreement between Ukraine and the European Union [1], intensified the activity of the principles of the liberal-humanistic paradigm, which is based on the freedom of a citizen and ensuring the full rights of their status. Achieving the aforementioned requires establishing and executing a range of organizational, legal, informational, technological, and political actions. This includes advancing the adminis-

trative services institution in Ukraine, which plays a crucial role in the service-oriented framework of public administration. From the standpoint of an increasing role of effective and efficient public administration in modern realities, the issue of improving the structure of administrative service entities is becoming topical. Moreover, one of the most important vectors of reforming the administrative activity of Ukraine is improving the ways of providing administrative services, raising the level of their quality, optimising this procedure and correlating with the requirements of the population [2].

The modern model of the system of providing administrative services forms an appropriate interaction, enabling the performance of various functions both on the part of the subject rendering and on the part of the subject receiving the service, namely: a regulatory and management function that allows coordinating and controlling subject-subject behaviour; coordinates the actions of the entire system, allowing for acting as one team within the entire system, and not just the system of provision subjects; an ideological function that involves a qualified feedback with civil society institutions, which will increase citizens' confidence in public administration; information and communication, which will allow not only transmitting and receiving information, but also forming it, which is of great importance for creative and productive cooperation; will allow citizens to express their trust (distrust), agreement (disagreement) by exercising their constitutionally guaranteed rights to freedom of speech and thought, individuals contribute to reinforcing Ukraine's status as a rule of law governed state; additionally, this will aid in levelling the playing field regarding the knowledge and awareness among partners [3]. The responsibility to inform individuals and legal entities about the provision of administrative services holds a significant position within the wide range of responsibilities of state and local authorities. This obligation not only enables individuals and entities to fully access affordable and convenient public services but also ensures transparency and openness in the operations of administrative service providers [4].

In turn, bringing the level of organisation and efficiency of the system of providing administrative services in Ukraine to the standards and requirements of the European space necessitates the establishment of an effective mechanism for its legal support. At the same time, the effectiveness of the mechanism of legal support for the activities of authorities providing administrative services in, for example, maritime transportation of Ukraine, as subjects of administrative law is possible not only by legislatively consolidating the corresponding administrative provisions, but also by clearly regulating the issues of their implementation.

Significantly, maritime transportation plays a vital role in global trade, impacting more than 80% of international trade, including the logistics processes involved in transporting essential goods like medical supplies and food [5]. This assertion is supported by the World Bank Group. However, the COVID-19 pandemic has had a substantial impact on the global maritime transportation sector, revealing the interconnectedness of nations and giving rise to new trends that will reshape the industry. Currently, the sector is at a critical juncture, facing immediate challenges posed by the pandemic as well as long-term reform processes that encompass changes in supply structures, consumption patterns, heightened focus on risk assessment, and increased sustainability. Moreover, the sector is grappling with the repercussions of growing trade protectionism and market-oriented policies.

The pandemic has underscored the significance of maritime transportation as a means of ensuring the uninterrupted flow of essential goods and global trade during times of crisis when normalcy is being restored. International organizations have issued recommendations and guidelines emphasizing the importance of maintaining business continuity in the sector while safeguarding the health of port workers and seafarers. They have stressed the necessity for vessels to comply with international requirements, including sanitary restrictions [6]. The above requires adaptation of corresponding comments to the qualification requirements of employees when obtaining the necessary permits for ship owners and seafarers. Critical in this regard is the activity of the entity that provides administrative services in maritime transportation. For example, registration gives the ship the physical and legal protection of the flag state, which can be applied to important issues such as the safety of cargo and the lives of those on board the ship. The ship registration system establishes a connection between a ship and a specific state, indicating that the state possesses the authority to protect the ship in accordance with international law. Once registered, the ship is allocated an official number within the registry, which serves as its unique identification [7].

Considering the above, it can be stated that the reform of Ukrainian legislation in the context of European integration has actualised the search for the most effective approaches to improving the regulation of administrative services in maritime transportation, despite the constant desire of the legislator to transform the list and competences of management entities, which, in turn, actualised the scientific search in the subject under study, especially in the context of the COVID-19 pandemic.

The main purpose of this study was to investigate the leading regulations governing the powers and features of activities of entities responsible for providing administrative services in maritime transportation, as well as to identify the features of administrative legal status of such subjects to further identify issues in the area under study and determine the most effective solutions for them. To achieve this purpose, the tasks were defined as follows: to identify problems and innovations in approaches to the essence and content of the administrative and legal status of subjects regarding the provision of administrative services in maritime transportation in the territory of different jurisdictions; to describe the leading areas of improvement for Ukrainian legal regulation in the area under study.

2 Materials and Methods

The methodological framework of this study comprised a set of subject-based principles, approaches, and methods of cognition. This paper is the result of a study conducted at the junctions of general theory of law, administrative law, comparative law, and international law. This determined the choice of research methods, the combina-

tion of which allowed better understanding the subject of scientific analysis. The study was based on the synthesis of doctrinal and qualitative methods that allow designing and developing a theory for a better understanding of a particular social phenomenon.

The philosophical and methodological framework of this study comprised principles, laws, and categories of dialectics. The method of objectivity was used to establish the reliability and completeness of the information used in this study.

Doctrinal legal research allowed performing a comparative analysis of legal doctrines and various aspects of legal concepts, in particular laws, decisions, rules, etc., which are directly related to the features of the administrative legal status of the subject of providing administrative services in maritime transportation. The methodology of doctrinal research enabled a high-quality content analysis of the most relevant literature in the area under study. To write this study, the authors also used a comparative analysis, which performs several important and closely interrelated functions aimed at qualitative transformation of the administrative legal status of the subjects under study.

The method of comparative analysis allowed comparing the regional mechanisms for providing administrative services in maritime transportation, focusing on the administrative legal status of the subject, considering the economic and political factors inherent in Ukraine. A comparative study revealed the overall picture of reforming the administrative and legal status of the subject under study. The selected methodology employed various approaches to comprehensively analyze and enhance the provision of administrative services in maritime transportation, adapting to current realities and ensuring optimal effectiveness. The historical legal method facilitated a deeper understanding of the development process of the system for providing administrative legal services in maritime transportation.

Additionally, a non-empirical interdisciplinary analysis approach was utilized, enabling the examination of real-world phenomena without conducting practical research. This approach proved valuable in investigating the socio-legal aspects of international cooperation mechanisms aimed at improving the administrative legal status of entities providing administrative services in maritime transportation. Such analysis is crucial for addressing challenges related to selecting mechanisms for safeguarding the rights of service recipients.

The study also incorporated a civilizational approach to explore the role and significance of innovations in the provision of administrative services in maritime transportation, particularly in light of the increasing trend towards remote service delivery. The dialectical approach was employed to study societal development patterns and justify the activities of entities involved in providing these services as drivers for competence development and transformation of their administrative legal status. The hermeneutical ap-

proach was used to define key terms such as “administrative legal status,” “innovation,” “e-Government,” and “administrative services.” Additionally, a phenomenological approach was essential for understanding and formulating a new model of state regulation mechanisms specifically tailored to the unique features of providing administrative services in maritime transportation.

The research methodology was based on a set of principles, the main of which was the principle of unity of theory and practice. An integrated approach was also used in this paper, which became the methodological basis of the study and allowed for a systematic consideration of the subject matter. Methods of analysis and synthesis were applied at the stage of completion of scientific research, which contributed to a better understanding of the possibilities of improving Ukrainian legal regulation in the field under study. The combination of these methods contributed to the formulation and justification of general scientific conclusions and proposals within the framework of this study.

3 Results

According to Ukrainian legislation, the term “administrative service” refers to the outcome of state authority exercised by a service provider in response to a request from an individual or legal entity to establish, modify, or terminate their rights or obligations [8]. Analysis of trends in this field suggests that the future focus of development will primarily revolve around enhancing services for end users, with a regulatory emphasis on integrated services and their predominant delivery in electronic form. This can be achieved through platforms such as the “Diia” application or similar digital services [9]. These transformations serve as a start for consolidating trends in the introduction of e-Government technologies in Ukrainian realities, namely, such elements as official websites, portals, e-mail, electronic statements and certificates, etc. – which in its totality is currently recognised as a mandatory component of the activities of public administration bodies. Considering the criteria of pertinence to administrative services, which are provided in the Concept of Development of the System of Administrative Services Provision by Public Administration Bodies [10], an administrative service should be considered as follows: 1) on the part of the subject of provision – as an activity aimed at implementing the functions of public administration bodies, which is performed based on a request from the subject of application within the powers of the body authorised to provide a particular administrative service; 2) on the part of the subject of application – as the performance of duties assigned to him or her by regulations (special requirements (licenses) or ensuring the compliance of manufactured goods or services with certain conditions (certification), etc.). The consequence of the interaction of these two subjects of legal relations is an administrative act of an individual nature. According to the

Concept [10], the criterion of separation of public services was chosen as the criterion of “subject of provision” and such services as state and local.

In the countries of the European Union, the category “administrative service” is not applied. Instead, the concept “public services” is widely used, which includes all services for the provision of which public administration bodies are responsible and which are performed by the public sector. These include educational, social, household, and public services. Therewith, the category “services” focuses on the government agencies’ implementation of their duties to citizens. They should create conditions for legal support for the appropriate exercise of rights and legitimate interests by citizens [11]. The principles of providing services are contained in the Consolidated Version of the Treaty on the Functioning of the European Union [12], as well as in Protocol No. 26 to this document.

Based on these important regulations, the European Union countries have developed an appropriate legislative framework for improving the concepts of public administration bodies’ activities in providing administrative services to citizens, including in maritime transportation. Notably, almost 90% of the EU’s foreign cargo trade is performed by sea. Short-distance Sea transportation accounts for a third of the trade turnover within the EU in tonne-kilometres. Ensuring the highest quality of life on European islands and in peripheral marine regions depends on the level of maritime transportation services. Hence, the objective of the European Commission is to safeguard Europe by implementing rigorous safety regulations that deter substandard navigation, thereby reducing the likelihood of significant maritime accidents and mitigating the environmental impact of maritime transportation. It also protects access to the maritime transport market and helps reduce the administrative burden through digitalisation. At the international level, the states of the European Union have taken the concept of a “service state” as a basis, which lies in the reaction of a civil servant to a citizen not as a service requester, but as a client, which substantially affects the reputation and career growth of the service provider [13].

The International Maritime Organization (IMO), a specialized agency of the United Nations, was officially established in 1948 through the adoption of a convention at the International Conference in Geneva. The IMO’s primary responsibilities include ensuring the safety of navigation and preventing pollution of the sea and atmosphere caused by ships. **In this regard, IMO has introduced numerous measures in the form of conventions, recommendations, and other tools.** The IMO currently includes 174 Member States and three associate members. Contracting governments shall ensure compliance with the provisions of the IMO conventions with respect to their vessels, and shall also impose penalties for violations where applicable. They may also have some restrictions on ships from other governments. According to some conventions, certificates must be on board the ship to prove that they were

tested and meet the necessary international standards. The use of these powers is meticulously defined, and in most conventions the flag state has the primary responsibility to ensure compliance with the conventions in relation to its ships and their personnel. Ukraine is a member of IMO since 1994 [14], and, as a maritime power, it makes every possible effort to fully perform its obligations in this area. In December 2013, at the IMO Assembly, auditing was recognised as mandatory for the organisation’s Member States. The analysis is performed in the following areas: safety of life at sea – SOLAS Convention [15] and Protocol Relating to the International Convention for the Safety of Life at Sea [16]; prevention of pollution from ships – International Convention for the Prevention of Pollution from Ships [17]; International Convention on Standards of Training, Certification and Watchkeeping for seafarers [18] and others; as well as collision prevention at sea.

The long-awaited update of Ukraine’s Maritime Doctrine for the period up to 2035 marked a significant event in the country’s maritime industry [19]. Recognizing its pivotal role in the administration of maritime activities, the Cabinet of Ministers of Ukraine outlined the strategy and key areas for the future development of Ukraine as a maritime power within the doctrine. Considering the Ukrainian structure of subjects of providing administrative services, it should be noted that among state authorities, an important place is given to executive authorities that are responsible for implementing the function of public administration in the economic, socio-cultural and administrative-political sphere, and which are the main subject of administrative law. In turn, the term “administrative legal status” covers a set of specifically defined subjective rights and obligations that are assigned to the relevant subject by the norms of administrative law. That is, a necessary sign of a person’s acquisition of administrative legal status is the presence of particular subjective rights and obligations that are implemented by this person both in administrative legal relations and outside them [20].

As per the resolution regarding the Ministry of Infrastructure of Ukraine [21], this ministry holds a central position within the system of executive authorities. Its primary mandate is to formulate and execute national policies in the specific domains assigned to the Ministry of Infrastructure, particularly in relation to sea and river transportation. The ministry is responsible for the modernisation of the corresponding infrastructure, navigation and hydro-graphic equipment, merchant shipping, is responsible for safety on sea and river transport, as well as for state supervision of safety on sea and river transport (except for ensuring the safety of navigation of vessels of the fishing industry fleet). Considering the above, it is this central executive authority that creates a common strategy for the operation and improvement of the quality of sea and river transport, prepares programmes for its modernisation, and implements innovative methods of administration.

In 2017, the establishment of the State Service of Sea and River Transport of Ukraine was enacted through an approved resolution [22]. The State Service of Sea and River Transport of Ukraine serves as the central executive authority, operating under the direction and coordination of the Cabinet of Ministers of Ukraine through the Minister of Infrastructure. Its responsibilities encompass various areas, including international relations in the field of navigation, implementation of international conventions pertaining to commercial navigation, management of inland waterways, navigation and hydrographic equipment, and safety regulations for sea and river transport. The maritime administration is entrusted with several key tasks, including centralization, organization, streamlining, and ensuring transparency in the supervision and control of safety measures within sea and river transport. According to Subparagraph 6, Paragraph 3 of the Regulation on the State Service of Sea and River Transport of Ukraine [22], one of the responsibilities of the Maritime Administration is to provide administrative services related to sea and river transportation as stipulated by law.

The State Service of Sea and River Transport of Ukraine maintains the State Ship Register of Ukraine, that is, it is responsible for registration of the vessel; amendments to the register; exclusion of the vessel from the register; temporary registration of the vessel; re-registration of the vessel in case of changes in the state registration authority of the vessel; re-registration from the Ship Book of Ukraine to the State Ship Register of Ukraine; duplication of ship registration documents; certification of minimum crew; replacement of the Certificate of the Right to Sail with indefinite one; assignment (change) of the name of the vessel; documents for synopsis. The Ship Book of Ukraine is also maintained, which contains the following information: registration of the vessel; temporary registration of the vessel under the charter bareboat charter agreement; amendments to the Ship Book of Ukraine; replacing the Ship Ticket with an indefinite one; issuing a duplicate Ship ticket; re-registration of the vessel in case of changes in the state registration authority of the vessel; exclusion of the vessel. Vessels with a main engine capacity of up to 55 kW (up to 75 hp) and a gross capacity of up to 80 units are subject to registration in the Ship Book of Ukraine. Such administrative services are provided in accordance with Paragraph 32 of the "Procedure for Maintaining the State Ship Register and Ship Book of Ukraine" [23]. The Maritime Administration also provides information and technological cards [24], issuing a boatmaster's certificate [25], seafarer's identity card, licensing services [26], registration of seafarers' qualification documents, registration of bases for mooring small (undersize) vessels [27].

As for the subjects, in 2018, the State Enterprise "Sea and River Transport Service Centre" was founded to develop and provide a convenient and transparent service for individuals and legal entities in the area of sea and river transport to simplify human relations with the state, separate the client from the civil servant and save the sail-

or's personal time. During 2019, service centres were opened in Odesa, Izmail, Kherson, and Mariupol. There are service departments for sea and river transport in the following ports: Berdiansk, Belhorod-Dnistrovskiy, Izmail, Mariupol, Mykolaiv, Odesa, Olviia, Yuzhnyi, Reni, Skadovsk, Ust-Dunaisk, Kherson, Chernomorsk. One can apply for administrative services directly to the State Service of Sea and River Transport of Ukraine in the city of Kyiv or to the territorial bodies of the State Service of Sea and River Transport of Ukraine. The decision to register the vessel or provide a reasoned refusal is made within five days from the date of registration of the application. Information about services can be found on the Diia Portal using the Public Services Guide, or on the Unified State Portal of Administrative Services [8].

According to the public report of acting Chairman of the Maritime Administration [28], 53,044 administrative and other services were provided in 2020, 27,779,924 UAH were transferred to the State Budget of Ukraine, 14,275 seafarer's identity cards were issued, as well as 21,765 diplomas for command personnel, 7,609 specialist certificates, 2,558 certificates of small/undersize boatmaster and merchant ship's boatmaster, 13 lines of foreign navigation were opened, 458 disposable temporary permits were issued for vessels flying the flags of states with which no international agreements on navigation on inland waterways have been concluded to enter the river ports of Ukraine.

Moreover, back in 2018, from June 11 to 18, Ukraine passed the audit of the International Maritime Organization [29] for the first time. The auditors inspected the country's national legislation concerning shipping for compliance with international conventions. Ukraine has successfully passed the IMO audit and confirmed its status as a maritime power. Therewith, the auditors found several shortcomings. As a result of the visit, nine recommendations and one comment were made, including on improving government activities.

But also in this structure, there are cases of uncoordinated actions of the maritime administration, which, for example, allegedly within the framework of the "Ukraine in a Smartphone" project submitted a request to IMO asking to introduce a digital process that simplifies the verification process on foreign vessels. In the letter, the maritime administration informed IMO about a joint pilot project with the Ministry of Infrastructure. However, the press service of the Trade Union of Maritime Transport Workers of Ukraine stated that the Ministry of Infrastructure, in response to a request for information on the implementation of the project on issuing qualification documents to seafarers in electronic format by the maritime administration together with the Ministry of Infrastructure of Ukraine, reported that the latter did not make decisions regarding the implementation of a joint project on issuing qualification documents to seafarers in electronic format; did not coordinate the letter of the maritime administration of Ukraine to IMO, did not contact IMO and

did not give instructions to the maritime administration to contact IMO on this matter; and summed up that the qualification documents of seafarers should be printed on forms of the established form, which correspond to the technical descriptions.

Drawing from the aforementioned information, it can be inferred that the responsibility for executing the key aspects of Ukraine's further development as a maritime power lies with the state management bodies overseeing maritime activities. The pivotal constituents of this system, specifically concerning the provision of administrative services, encompass the Ministry of Infrastructure of Ukraine and the State Service of Sea and River Transport of Ukraine. Presently, the state administration in the realm of sea and river transport in Ukraine is consistently updating and exploring novel, efficient mechanisms for delivering administrative services. This includes the incorporation of new technologies aimed at streamlining the registration, processing, and ultimate fulfillment of the respective services.

The analysis also demonstrated that the competence multivariance of subjects in providing administrative services in maritime transportation, corruption, lack of unity of law enforcement practice and illusory digitalisation, which is not yet working smoothly, negatively describe the trends in providing administrative services in the area under study. Moreover, given the extensive scope of bodies and their powers, it is not yet possible to bring the quality of administrative services provided in maritime transport closer to international standards and requirements. These negative features can be minimised by implementing a comprehensive effective reform of the subjects of providing administrative services in maritime transport by combining variable management functions and services in one body, ensuring the provision of services in the shortest possible time and remotely.

To address the challenges in providing administrative services in maritime transportation in Ukraine, several key solutions are proposed. Firstly, establishing a centralized coordination system is crucial. This would involve harmonizing actions between various maritime administrative bodies, such as the Ministry of Infrastructure of Ukraine and the State Service of Sea and River Transport of Ukraine, to ensure consistent decision-making and project implementation. Secondly, enhancing the digital infrastructure is essential for efficient and seamless digital processes, including developing a robust e-Government framework specifically tailored for maritime transportation. This improvement should ensure proper implementation of digital processes, such as the issuance of qualification documents to seafarers, in compliance with international standards.

Addressing corruption and the lack of unity in law enforcement practices is also vital. This can be achieved by implementing stricter regulatory measures, increasing transparency, and ensuring the consistent application of laws and regulations across all maritime administrative services. Additionally, regularly reviewing and updating

national maritime policies and practices to align with International Maritime Organization standards is necessary. Participating in IMO audits would allow Ukraine to identify and integrate best practices from other countries into its maritime administration. **Finally, undertaking a comprehensive reform of the bodies providing administrative services in maritime transport is essential.** This reform should aim to consolidate various management functions and services under one authority, focusing on efficient, timely, and remote service provision through advanced web portals. By implementing these solutions, Ukraine can significantly improve the quality of its administrative services in maritime transportation, align them with international standards, and strengthen its position as a maritime power.

4 Discussion

Referring to various scientific and journalistic sources on the etymology of the term "service", one can get a fairly wide range of differentiated definitions in essence and content, according to various characteristics, which are generalised to the following definitions: an act, action that benefits, helps another; activities of enterprises, organisations, and individuals performed to meet someone's needs; maintenance [30]. "Service" generally refers to the activity of one entity, which is performed on the initiative of another to meet the needs of the latter. This activity becomes possible provided that two mandatory conditions are present: the need to receive such a service and an objective opportunity to provide it. In a similar vein, the state, through its service delivery entities, places emphasis on addressing the needs of individuals, mirroring how service providers in the private sector prioritize the needs, requests, and expectations of consumers [31].

One of the features that allows classifying services as administrative is the emphasised standard nature of actions and procedures performed by public administration bodies. These include: issuing licenses, permits, passports, and other documents, the procedure for granting which is typical, permanent, with a particular algorithm of actions of both the applicant and the contractor [32]. Ya.B. Mykhailiuk defined the term "administrative services" as a component of the public service activities of public administration bodies, which is described by a procedural type and is performed in accordance with certain authority [33].

In modern realities, Ukraine is just beginning to master new information technologies of "e-Government". In this area, many complex issues remain regarding, for example, ignorance in the cooperation of government bodies with the population through electronic resources; failure of relevant electronic systems, incorrect presentation of important data; ill-considered procedure for providing administrative services; insufficient speed of implementation of innovative technologies; low interest of citizens in the possibility of the electronic method as a means of exer-

cising rights [34]. The examination of how the government influences public administration, encompassing the formulation and implementation of public services, involves assessing various aspects such as the definition and guiding principles, regulatory frameworks, administrative elements, implementation strategies, outcomes, achievements, challenges, and future prospects. A modern digital approach to studying the relations existing between citizens and governments/institutions includes means to provide citizens with better, more satisfactory and safer services at the most affordable prices [35].

When striving to enhance public service delivery, it is crucial to consider key factors such as strategy, capacity, innovation, and evaluation. However, existing scientific research predominantly focuses on measuring strategy (35%) and potential (31%), with relatively less emphasis on innovation (23%) and evaluation (11%) [36]. As a result, researchers recommend that future initiatives and studies in public services recognize the significance of transforming traditional approaches and developing innovative solutions that can enhance the quality, efficiency, and user-friendliness of services. They stress the importance of continuous evaluation throughout the entire process, from conceptualization to outcomes, to achieve essential qualities in public services, such as transparency, accountability, and awareness in national policy development.

To foster innovative development in administrative services, strategic decisions are necessary from state executive authorities and local self-government regarding infrastructure development. This includes updating computer systems, specialized equipment, and other office resources in administrative service centres, ensuring high-quality communication for efficient internet operations. This, in turn, enables mobile administrative service centres and remote workstations to function effectively, provide services to individuals and legal entities in territorial divisions of administrative service centres, facilitate instant payments for administrative services, and enable access to state registers [9].

It is necessary to distinguish between the categories “administrative legal personality” and “administrative legal status”. Insofar as the potential ability of a subject of administrative law to have certain rights and perform obligations assigned to it is concerned, its administrative legal personality is meant. On the other hand, when it comes to the rights and obligations of the same subject, which are implemented by it both in administrative legal relations and outside them, attention is focused on its administrative legal status [20].

In their study, Dubinskiy, Lomakina, Sikorskiy, and Kudaibergenov identified several issues concerning the establishment of electronic cases in administrative services [37]. These problems include the absence of systematic legislation outlining the procedure for providing administrative services and forming cases, including electronic ones. Additionally, there is a challenge in determining the scope of administrative service providers, their competen-

cies, and the extent of their authority, which directly affects the case formation process. Another issue is the inadequate implementation of information systems for electronic document management, particularly their departmental fragmentation. Many power entities perceive electronic management solely as the computerization of specific documents, rather than a comprehensive system. The researchers argue that most of these challenges can be addressed by the adoption of the Code of Administrative Procedure of Ukraine. This code should integrate contemporary scientific studies and consider modern knowledge about individuals, society, and the state, as well as the fundamental principles and patterns of their development. Moreover, it should take into account the interaction between the administrative service provider and the individual, as the entire sphere of administrative services is geared towards safeguarding and upholding the rights and freedoms of individuals.

The exposition of the state of the norm for the provision of administrative services in maritime transportation should be open for understanding by the addressee, correspond to the consistency of actions for the provision of public services and be accompanied by samples explaining the method of providing public services. The provision of public services using information and communication technologies should not reduce the convenience of obtaining them by other options [38]. In addition, O. V. Bondar emphasised that in the developed countries of the world, public control acts as a necessary and sometimes mandatory basis for democracy, as a result, no sphere of functioning of public authorities, including the sphere of maritime transportation, can escape public control, especially in matters of providing administrative services [38]. Thus, public control acts as a guarantee of the legality of procedures for providing administrative services in general and in maritime transportation, in particular.

According to O. V. Bondar [38], the criteria for the quality of administrative services provided in maritime transportation should include the criterion of openness, compliance with which makes provision for identifying the extent and degree of efficiency of obtaining information regarding the specific features of providing public services; the availability of legal opportunities for obtaining early access to services relating to the implementation of procedures for providing public services; preventing the facts of artificial concealment of information about the procedures for providing public services and subjects of its provision – authorised officials, information about the schedule of reception of citizens, contact numbers of means of communication, etc. The next criterion for evaluating the quality of an administrative service is respect for the acquirer (recipient) of the service, which makes provision for compliance of the behaviour of subjects of providing an administrative service with the requirements of official ethics, creating convenient conditions for the acquirer (recipient) of an administrative service, preventing cases of humiliating, offensive attitude towards the acquir-

er (recipient) of the service, etc. The above-mentioned criteria of accessibility and respect for the acquirer of the service are directly related to the criterion of professionalism of the subject of an administrative service provision, the content of which is covered through professional competence, which is determined not only by the compliance of the subject of a public service provision – an official with the formal requirements for the level of its qualification, but also by actions relating to the provision of public services, performed based on a deep awareness of the specific features of the provision procedures.

According to S. Guggisberg [39], the IMO audit scheme offers a valuable assessment of the compliance of states with relevant standards, which holds implications not only for individual states but also for the international community as a whole. Individual audit results can assist states in identifying and addressing potential deficiencies by implementing necessary measures. Furthermore, technical support provided to states helps them rectify any issues identified during the audit process. A comprehensive, centralized, and regular audit scheme also facilitates the accumulation of knowledge and best practices over time and across different regions of the world. The collective findings of all audits contribute to identifying successful practices that can be replicated, ensuring well-informed distribution of support and fostering the establishment of standards. However, S. Guggisberg [39] also acknowledges some drawbacks of the IMO audit scheme. The absence of embedded sanctions within the mechanism may not always incentivize states to comply fully with their reporting obligations [40]. While such features may be necessary to garner acceptance from Member States, they can potentially undermine the overall effectiveness of the scheme [41].

Based on the discussion, it can be inferred that key considerations for enhancing the procedure and competence aspects of public service delivery include strategy, capacity, innovation, and evaluation. Conducting research in these areas is crucial for attaining fundamental attributes in public services, such as transparency, accountability, and awareness during the development of national policies. The criteria for providing administrative services in the maritime transportation system – accessibility, respect for the acquirer of the service – are directly related to the criterion of professionalism of the subject of providing administrative services, the content of which is covered through professional competence. The provision of public services in the structure of maritime transportation using information and communication technologies should not reduce the convenience of obtaining them by other options. Public control acts as a guarantee of the legality of procedures for providing administrative services in general and in maritime transportation, in particular.

The national policy of Ukraine in the system of providing administrative services is based on the principles of supremacy, stability, equality, openness, and transparency, efficiency, accessibility, security, and justice. A necessary sign of a person's acquisition of administrative legal status

is the presence of particular subjective rights and obligations that are implemented by this person both in administrative legal relations and outside them. The present direction of the development of the administrative service provision system in Ukraine primarily focuses on the end users of the services. There is a regulatory emphasis on integrated services and their delivery primarily through electronic means, such as the Diia application or similar systems and platforms. It is possible to gradually introduce the concept of a “service state”, which is effectively used in the countries of the European Union, and lies in the reaction of a civil servant to a citizen not as a service applicant, but as a client, which substantially affects reputation and career growth.

5 Conclusions

It can be inferred that the responsibility for implementing the key aspects of Ukraine's further development as a maritime power lies with the state management bodies overseeing maritime activities and ensuring high-quality administrative service provision. The Ministry of Infrastructure of Ukraine and State Service of Sea and River Transport of Ukraine are integral components of this system. Currently, Ukraine's administration in the field of sea and river transport is continuously updating and exploring new effective mechanisms to deliver administrative services, incorporating innovative technologies to simplify registration, processing, and service delivery. As a maritime power, Ukraine is a member of the IMO and strives to fulfill its international obligations in this domain.

The introduction of various technological innovations has modernized administrative services, making them more accessible to a wider range of individuals at local, national, and global levels. Advancements in digital technologies, such as internet-based services, have transformed traditional models of maritime transportation services. Modernization primarily manifests in the provision of public services and the expansion of management capabilities across different geographical and demographic contexts. The analysis of the polyvariance of the positions identified in the discussion suggests that in the current conditions, Ukraine is only starting to introduce new information technologies of “e-Government”, respectively, providers of administrative services face numerous complex issues. A modern digital approach to studying the relations existing between citizens and governments/institutions includes means to provide citizens with better, more satisfactory and safer services at the most affordable prices in maritime transportation. The most important factors to be considered upon the provision of public services include strategy, capacity, innovation, and evaluation, the research of which is important for achieving fundamental qualities in public services in the area under study, such as transparency, accountability, and awareness in the process of national policy development.

Researchers argue that the solution to problematic issues in providing administrative services in maritime transportation lies in the adoption of the Code of Administrative Procedure of Ukraine. This Code should incorporate contemporary scientific studies and consider various aspects of modern knowledge pertaining to individuals, society, and the state. It should address the fundamental principles and patterns of their development, as well as the interaction between administrative service providers and individuals. By doing so, the Code can offer a comprehensive approach to addressing the administrative legal status of the relevant subjects involved in maritime transportation. **Nowadays, there is a tendency that the provision of public services in maritime transportation using information and communication technologies sometimes reduces the convenience of obtaining them in a different way, which seems unacceptable and requires urgent changes. It can be stated that the combined results of all IMO audits can indeed help identify positive experiences that need to be implemented and enforced based on international standards in maritime transportation.**

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