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**THE CRITERIA FOR ASSESSING THE QUALITY
OF ADMINISTRATIVE SERVICES PROVISION
(the case of data analysis of a representative survey of individuals
and legal entities-subjects' appeals to the Center for Administrative Services in Odessa)**

The article is devoted to the real identification of the state of affairs in the field of administrative services on the example of a representative sociological survey of individuals and legal entities-subjects of appeals to the Center for Administrative Services in Odessa in 2019. The introduction of an effective methodology for monitoring and controlling the quality of service provision in the practice of public authorities is one of the most pressing problems of today. The authors draw attention to the fact that it is important that this activity be systematic and systematic, and not situational and episodic. The proposed evaluation system covers several tools, namely the survey was conducted among individuals and legal entities that applied to the Center for Administrative Services in Odessa. The authors argue that an effective evaluation system will provide objective information on the quality of service delivery. Such a system can be the basis for prompt management decisions in order to actually improve and bring the quality of services closer to customer needs.

Key words: *administrative services; CNAP; decentralization; local self-government bodies.*