

CITIZEN'S RIGHTS AND PUBLIC ADMINISTRATION SERVICE

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Abstract

Observance and fulfillment of the constitutional and legal rights of ordinary citizens is closely related to the way the public administration exercises its functions and powers in order to provide and deliver public services. Public Administration (local/central) represents that unit of people, procedures and powers that aims to serve citizens, cooperating with them. But in reality citizens are not always serviced in the proper way they should and the administration functionaries do not always communicate with them in order to realize the problems that they are concerned to. Referring to practice cases as well as to various current studies/reports, public administration services suffers from such phenomena as arbitrary and discriminatory treatment, inefficiency, lack of professionalism and transparencyⁱ. These problems have been present in Albanian government administration and were particularly reinforced and fed from the prolonged transition period. To correct these problematic issues that hampers the daily public service process, is necessary a general and professional management of the human resources which has to be focused on training and supervision of performance employees. And in fact countries as Albania has taken many steps ahead in this direction, implementing professional training programs in order to suit the administration functions and procedures with the citizens necessities and rightsⁱⁱ. Another factor that could dust off of arbitrariness and corruption, is the awareness of citizens to exercise and protect their civil and legal rights in relation to acts or omissions of public administration

Key words: *transparency, raining, rights, arbitrariness, professionalism*