Summary

Subject matter: Improving management system of Housing and Communal Services of municipal institutions (based on Yessentuki city administration materials).

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Information about customer organization: Yessentuki city administration

Topicality of the research: Housing and communal services are an important element of socio-economic system and one of the most large-scale sectors of Russian economy. Due to the fact that housing and communal services provide services essential for creating an appropriate environment for the country’s population, ensuring reliable functioning of the housing and communal services system is a priority task. Overall, the current system of municipal management does not provide opportunities for integrated solutions of the tasks connected with enhancing efficiency of housing and communal services municipal institutions and reducing negative influence on their socio-economic state.

Objective of the research: is to determine the directions of enhancing municipal management system of housing and communal services which will ensure efficiency of its functioning on municipal level.

Tasks of the research are:
- to study housing and communal services as an element of municipal socio-economic system;
- to characterize the management process of housing and communal services as a municipal institution;
- to distinguish the stages of reforming the management system of housing and communal services in the Russian Federation;
- to determine the role and place of local self-government in the management process of housing and communal services in the city of Yessentuki;
- to analyze the present condition of housing and communal services in the municipal institution of Yessentuki;
- to highlight the directions of improving the system of housing and communal services in the municipal institution of Yessentuki.

Theoretical significance of the qualification paper consists in giving scientific grounds for theoretical basis of analyzing the problems of management system for housing and communal services as municipal institutions. The conducted research permitted to specify basic directions for improving housing and communal services management system;

Practical significance is determined by its focusing on the urgent solutions of the problems of housing and communal services development in the city of Yessentuki. The research results can be implemented by Yessentuki city administration in creating program development documentation, analyzing and forecasting further perspectives of investment development in the system of housing and communal services.
Results of the research are:

The housing and communal services of a municipal institution is an element of the municipal economy services which includes the range of economic subjects of different property forms and performs activities on the territory of a municipal institution with the purpose of the most effective and total satisfaction of population needs in services aimed at creating a comfortable environment.

In accordance with the current Russian legislation the tasks of providing population with electricity, gas and water, draining systems and fuel, and other services of housing and communal character are considered to be in charge of local authorities.

The management of housing and communal services of the municipality should be treated as a system of management that ensures working out and making efficient managerial decisions aimed at attaining strategic goals of municipal socio-economic system in the sphere of providing population by offering services, connected with creating a comfortable environment in the framework of the municipal institution.

Local self-government bodies, being the closest structure both to consumers and to producers of housing and communal services, play a substantial role in the following basic directions: decreasing costs and increasing the quality of housing and communal services; improving the finance mechanism of housing and communal services; reforming social policy in housing and communal services of municipalities; developing an effective control system over housing and communal services provided to population.

Recommendations:

It is rational to point out the following priority tasks that will promote the development of housing and communal services management system in the city of Yessentuki:

- activities aimed at increasing efficiency in the sphere of external normative legal factors – upgrading of normative legal base which regulates activities of all subjects of management in the sphere of housing and communal services of Yessentuki;
- activities aimed at increasing efficiency in the sphere of external economic factors – optimization and validity of price rate policy;
- activities aimed at increasing efficiency in the sphere of managing internal financial-economic factors – search for financial resources for adopted development program of housing and communal services in Yessentuki;
- activities aimed at increasing efficiency in the sphere managing internal technological factors – development of the quality management system for housing and communal services, changing mentality and motivating housing and communal services staff in Yessentuki.