Summary

Subject matter: Certification municipality employees: problems and ways to improve (on the example of Pyatigorsk administration).

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Customer organization: Administration of the resort town of Pyatigorsk.

Topicality of the research: Rapidly changing socio-economic conditions of the modern world put before state and municipal authorities more and more new goals and objectives. In order to comply with them, the subjects of management at all levels must continually improve its effectiveness. Its increase is possible only through timely estimated correctly. Means by which it is possible to do this - certification. During the certification of employees of power is able to assess their knowledge, skills, experience, quality, efficiency of performance, achievement of objectives and results, and the like.

However, the effectiveness of assessment tools is highly dependent on the degree of technological procedures and the level of ownership of its professionals engaged in the preparation and certification process itself. In this regard, the process of certification should be approached very seriously. Each step must be designed, should be taken into account all the nuances and subtleties along the way to minimize the difficulties in evaluating, enhancing its effectiveness, to avoid surprises inaccuracies. To get the most positive effects of certification is necessary to know all the possible issues to try to resolve them and learn to prevent, where possible. In this regard, issues of qualification of employees to date remain valid

Objective of the research: is to study the process of training and the certification of employees of local governments.

Tasks:
- to determine what constitutes a tool for assessment of civil and municipal employees as a way to evaluate the effectiveness of their activities; to define evaluation and to determine the reinforcement of its legislative;
- to consider the conditions and procedure for certification and employees;
- to highlight the shortcomings and problems of certification of municipal employees in the Russian Federation;
- to analyze the legal framework regulating the activities of the Administration of the resort city of Pyatigorsk and the department of municipal services, and special proceedings;
- to explore the practice of administration of the city of Pyatigorsk attestation process for the implementation of municipal employees;
- to formulate practical recommendations to improve areas of the appraisal process employees at the municipal level, based on studies.

**Theoretical and practical significance of the research:** is that theoretical situation is conducive for a deeper and more precise definition of certification as a means of evaluating the performance of municipal employees, the problems faced by professionals in the process of its preparation and conduct. Practical situation of offering possible solutions to problems and ways of improving the process of certification of employees at the municipal level.

**Results of the research:** Of the study was formulated a definition of "certification" in the research process it was identified as an important way to assess the performance of civil servants and municipal; It also discussed the preparation and implementation of the certification; investigated the regulatory framework of the tool; identified problems faced by the employees of personnel services at the time of certification of employees; investigated the regulatory framework of administration of Pyatigorsk and practical implementation of the tool in the evaluation of this body; proposed ways of improving the training and the certification process, municipal officials.

**Recommendations:** for improving the training and the certification process include municipal employees:

1. Entering the State Duma a draft law on appraisal of civil servants and employees of municipal authorities, detailing the process of certification of employees;
2. Establish the frequency of certification every two years;

3. Making proposals to the municipal authorities on the establishment of standard job descriptions for employees of all categories;

4. Introduction of monitoring the impact of labor officials, regular assessment of their current activities in the period of attestation;

5. Inclusion in the management attestation certifying commission offices, university professors on the profile appraise units, representatives from the head of the municipality, as a third-party observers to invite representatives of the press;

6. Organization when summing up the discussion of certification of the results at a meeting of departments.