ABSTRACT

Subject matter of the dissertation: The improvement of public services (by the example of the Federal migration service of Pyatigorsk).

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Topicality of the research: one of the most important indicators of the formation of the social state is to ensure maximum availability and high quality of public services provided to citizens and organizations. The topicality of the research due to the need for theoretical understanding of the essence of state and municipal services.

Objective: to study the activity of state administration in the sphere of public services, to identify problems and offer solutions for development of a system of public services.

Tasks:
- to analyze the concept of modern public administration, focused on providing services to people;
- to classify the types of public services provided to the population;
- to analyze the international experience of providing services to the population;
- to assess the real state of modern practice of the development of state services;
- to analyze public opinion about public services;
- to suggest directions for improvements in the sphere of public services.

Theoretical and practical significance of the research: the study clarifies the nature of public services, summarizes their list and highlights features that allows to extend theoretical understanding of types and forms of public services.
provided to the population. Certain provisions of the work can be used for the implementation of measures aimed at improving the quality of public services.

**Results of the research:** The study showed that in the existing state system, in particular, the Federal migration service there are both strengths and weaknesses in the provision of public services. In order to improve the existing service system there is a need to perfect some features.

**Recommendations:** Taking into account rich experience of the Federal migration service there is a possibility that various changes proposed in the work will improve the quality of public services.