Summary

The topic of the graduate work: Complex Management of the Social Infrastructure Development at a Municipal Level (based on the materials of the Lermontov town council)

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Information about the organization-customer: Lermontov town council

Topicality: Social infrastructure of any municipality includes a set of material components (household, communal, medical services) which are interacted with by different social actors (residents of a given area) and which create favorable conditions for the life of the population and satisfy the needs of residents. The state of social infrastructure is the most important characteristic of the economic and social development of the municipality, an indicator of the effectiveness of the local administration in meeting the needs of the population. Local authorities engaged in formation and development of social infrastructure aim to create comfortable conditions for the life of the local community: the service sector, health care and education, ensuring public security, employment and social protection of the population.

The purpose: complex analysis of the processes concerning management of the social infrastructure development at a municipal level, the identification of emerging theoretical and practical problems, as well as the development of possible solutions.

Aims:
- to consider the concept, structure and functions of social infrastructure;
- to study the principles and technologies of managing the complex development of social infrastructure in municipalities;
- to analyze the regulatory requirements for programs describing the complex development of the social infrastructure of settlements, urban districts in the Russian Federation;
- to do a research on the state of the social infrastructure of the city of Lermontov;
- to assess the effectiveness of the management of the social infrastructure in Lermontov;
- to identify the main directions for improving the management of the complex development of social infrastructure at the municipal level.

The **object** of the study is a set of social relations developing in the process of managing the complex development of social infrastructure at the municipal level

The **subject** of the study is a modern mechanism for managing the complex development of social infrastructure at the municipal level.

**The results of the research and recommendations:**

The researched revealed that

- the development of social infrastructure in municipalities does not have a complex nature, whereas harmony and complexity of objects related to the social sphere is the leading criteria for assessing the quality of social infrastructure;

- the development of social infrastructure facilities at a municipal level lacks balance and uniformity. The network of trade organizations has developed significantly, while the creation of medical and educational institutions is being performed less actively. As a result there is an imbalance in the development of social infrastructure facilities. The service sector is dominated by small businesses. In the event of their bankruptcy, the situation in this area will get significantly worse;

- the principle, that aims to ensure that the social infrastructure is located within “walking distance” for citizens, is not fully implemented. There is a tendency to locate the social infrastructure facilities in the city areas where the maximum profit can be obtained, while the availability of social services for the population living in remote areas is low. In some cities, integrated customer service centers are being created, which is convenient for the citizens.