SUMMARY

Subject matter of the Graduation Thesis: The Improvement of Multifunctional Centre’s Activity as an Entity of State and Municipal Service Provision (by the Example of the Municipal Official Establishment «Multifunctional Centre of State and Municipal Service Provision of the Resort Town Kislovodsk»)

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Information about customer organization: Municipal Official Establishment «Multifunctional Centre of State and Municipal Service Provision of the Resort Town Kislovodsk».

Topicality of the research: The quality and accessibility of state and municipal services are the criterion of the performance efficiency of state and municipal administration bodies and officials, the result of state and municipal policy implementation. At the moment some active work to form multifunctional centres of state and municipal service provision is being carried out to make it more convenient for citizens to interact with bodies of power. They are meant to operate on the basis of «one-stop shop» service. The principle of «one-stop shop» is the basic motive power of the transition to such a management model which is citizens oriented and provides the integration of all offices and departments in one single structure.

Objectives of the research: are to work out and ground the recommendations on the improvement of multifunctional centre’s activity as an entity of state and municipal service provision in the town Kislovodsk.

The tasks of the research:
• to study some theoretical aspects of state and municipal service rendering process;
• to carry out the analysis of the activity organization of the multifunctional centre of state and municipal service provision;
• to study some practical aspects of the multifunctional centre’s activity and identify the ways to increase its efficiency (by the example of the Multifunctional Centre of State and Municipal Service Provision of the resort town Kislovodsk).

The theoretical and practical significance of the research. The findings and recommendations elaborated in the research work can be used both by the present management of the Multifunctional Centre of the town Kislovodsk and by other representatives of power-holding structures in order to increase the efficiency of state and municipal service provision.

The results of the research: The Multifunctional Centre of the town Kislovodsk started working on the 25th of January 2012. The residents of the town can receive 75 kinds of services at 20 one-stop shop windows at the Multifunctional Centre of the town Kislovodsk. The major task of the Multifunctional Centre of the town Kislovodsk is complex, efficient and qualitative service provision to customers with the help of highly qualified personnel without their need to address other departments and offices to arrange a single service.

Recommendations:

In order to improve the activity efficiency of the Multifunctional Centre of the town Kislovodsk it is necessary to create the quality monitoring system of the services rendered. The main purpose of the monitoring system is to provide bodies of power with the necessary and reliable information which reflects adequately the most significant parameters of the issue dealt with.