SUMMARY

Subject matter: "Stressmanagement in the activities of the head of the municipal administration (for example, the administration of the resort city of Pyatigorsk)."

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Information about customer organization: the administration of the resort city of Pyatigorsk.

Topicality of the research.
Managers conduct their activities in the mode of chronic stress, not trying to psychologically protect themselves from it. Managers find it difficult to plan the activities of the organization for several years ahead, so they are always in a situation where you need to quickly make the right decision in a tight time limit, and it is information stress. They often have to listen to the complaints of subordinates and the population, while experiencing emotional stress.

Often local authorities are actively career war, weave that creates a stress situation within the team. To adequately cope with all this, and there are services for stress management. Of course, the problems faced by the heads of local governments are different, hence the division of stress management services: coaching Manager, training, equalization of the microclimate in the team, optimization of organizational culture.

The research objective is to improve stress management in the activities of the head of the municipal administration of the resort city of Pyatigorsk.

Tasks of the research:
− to reveal the essence and content of the concept of "stress" in the activities of heads of modern organizations;
− to analyze the theoretical foundations of stress management managers;
− to analyze the principles and methods of stress management in the activities of the head of modern organizations within the traditional approach;
− to characterize the practice of using innovative technologies of stress management in the activities of managers in domestic and foreign organizations;
− to determine the specifics of stress management head of the municipal administration of the resort city of Pyatigorsk;
− to formulate the main directions and the program of improvement of management of stresses in activity of the head of municipal administration of the city resort of Pyatigorsk.

The object of research is the head of the middle level of the municipal administration of the resort city of Pyatigorsk.
The subject of research - the practice of stress management in the activities of the head of the structural unit of the municipal administration of the resort city of Pyatigorsk.
Theoretical and methodological basis of the research. The methodological basis of the work was theoretical concepts, from the standpoint of which the effectiveness of management activities of heads of municipal administrations was due to stress management as a direction of scientific organization of labor.

The work involves a comparative approach, analytical approach, methods of scientific generalization, observation, surveys, questionnaires.

The primary material was collected by the author through a study in 2019 of the specifics of stress management in the activities of the head of the General Department of the administration of the resort city of Pyatigorsk.

Theoretical and practical significance is due to the proposed perspective of the study of the problem of stress management in the activities of heads of municipal administration.

Conclusions can be useful in the diagnosis of stress management in the activities of heads of municipal administrations and the development of their system of scientific organization of labor.

Results of the research.

Head of the General Department Kopylova S. V. adheres to the democratic style of leadership, namely focuses on the socio-psychological and economic aspects of management, focuses on the person, the promotion of initiative, broad publicity, full information, care, help subordinates, goodwill, courtesy. Thanks to all this, she manages to manage stresses in her work as the head of the General Department of the administration of the resort city of Pyatigorsk, but there are a number of problems that need to be solved.

Recommendations.

1. Areas of work of a subjective nature. These are: improving the planning of the working process; carrying out chemical analysis of their stress management; elimination of the causes of stress of a subjective nature; improving personal efficiency.

2. Areas of organizational work. These are: improving the microclimate in the team, improving the corporate culture, improving employees to their activities, carrying out activities for improvement, rational allocation of time resources in the Department.

The expected results are the creation of a modern stress management system in the activities of heads of municipal administrations.