Summary

Subject matter: The quality of the customer service (based on the example of the Administration of Federal Service for State Registration, Cadastre and Cartography (Rosreestr) in the Kabardian-Balkar Republic).

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Customer organization: The Administration of Rosreestr in the Kabardian-Balkar Republic.

Topicality of the research: in the last two decades the number of the requirements, imposed on the specialists in the theory and methodology of quality management, who can use it in the practical activities, has considerably increased. It was caused by considerable changes in the world in general and in the socio-economic and political spheres of the separate regions and countries. In the 21st century quality became the main factor of the competitive struggle on the world market, the symbol of the success of the separate organizations, regions and states. That’s why the increase in the level of quality of providing services in government bodies and the formation of the rational policies and norms in them are the important conditions of their effective functioning for the good of the society.

Objective of the research: to summarize the principles, directions and forms of the quality of customer service in the sphere of state administration and to propose the ways of its improvement.

Tasks:
- to clarify the essence of the notion “quality of customer service” and its aims;
- to study the system of the customer service quality;
- to analyze the peculiarities of providing public services and their quality;
- to analyze the regulatory base of the work of the Administration of Rosreestr in the Kabardian-Balkar Republic;
- to analyze the quality of the services, provided by the Administration of Rosreestr in the Kabardian-Balkar Republic;

- to determine the ways of the improvement of customer service quality in the Administration of Rosreestr in the Kabardian-Balkar Republic.

**The object of the research:** the essence of the customer service quality in the Administration of Rosreestr in the Kabardian-Balkar Republic.

**The subject of the research:** the customer service quality in the sphere of state administration.

**Results of the research:** the theoretical and practical materials were studied, carefully analyzed and summarized in the research. This allowed to draw the relevant conclusions and determine the ways of the improvement of customer service quality in the certain government body. The comprehensive implementation of the ways proposed will, in the author’s opinion, allow to systematize quality and speed of the service provision in the territorial branches of Rosreestr.

**Recommendations:**

1. the implementation of the plan “road map”;
2. the organization and further expansion of the network of multi-purpose centres;
3. the introduction of the queue management system;
4. the general improvement of the service infrastructure;
5. the expansion of the range of the electronic services;
6. the introduction of the system of SMS informing of the customers;
7. the creation of good conditions for the customers.