

## SUMMARY

**Subject of the thesis:**

Settling conflict of interests among in municipal service personnel  
(the case of the Rizdvyany Administration)

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**Relevance of the research issue** is defined by the fact that one of the key tasks for today's Russia is the raising of efficiency of state and municipal governance. However this is possible only with an adequate operation of all branches of government when norms and laws adopted by federal-level institutions are implemented at the local municipal level. Doing so is not easy which is arguably reflected on the behavior of municipal workers frequently leading to conflict of interests. The reasons may be many and different: failure to observe moral and ethic norms and rules of the municipal service; lack of knowledge; personal disinterest in the decision-making; power abuse.

The current measures taken are inadequate and the present works sets to outline some proposals on how to better organize this work.

The **purpose** of the work is development and implementation of the program "Psychological accompanying of conflict settlements in the work of minicila personnel".

**Research objectives include:**

- reveal the nature of the conflict of interests in municipal service;
- define reasons for the conflicts;
- outline specifics of the conflict settlement;
- research behavioral peculiarities of municipal workers that influence the conflict of interests;
- develop the aforementioned program;
- analyze the effectiveness of the program implementation.

**Structure:** the two chapters, containing three paragraphs each, the conclusion and a 151-reference bibliography and the 7 Appendixes. The total volume is 118 pages.

**Summary:** One of the fundamental factor in the birth of conflict of interests is the personal interest of the municipal workers in the decision-making process. This leads to ineffective communication between the administration and the population.

Major institutions for the conflict settlement are special commissions set to observe the demands put forward for the municipal service conduct and settlement of their interests. Their goal is to aide municipal bodies in the observation of the limitations for municipal servicemen.

Main reasons for the conflicts in the Rizdvyany Administration to ignite are a high level of aggressiveness and conflictness; emotional burn-outs; low level of self-respect; low stress-resistance level. All of the led to the need to create a special program.

The program designed within the framework of the paper is an effective tool means to prevent such conflict of interests.

**Hypothesis.** The causes of the conflict of interests in the activities of municipal employees can be the following: a high level of aggression and conflict; Low self-esteem; The presence of symptoms of emotional (professional) burnout; Low level of stress-resistance and social adaptation of employees. The development and implementation of the program "Psychological support of conflict of interest settlement in the activities of municipal employees" will help prevent negative factors that affect their occurrence.

**The following provisions and results are given for protection:**

1. The presence of personal interest of municipal employees in the decision-making process is a fundamental factor in the emergence of a conflict of interest. This leads to inefficient work of the Administration staff with the population.

2. The reasons for the conflict of interest in the activities of municipal employees are: the presence of personal interest in the decision-making process during the performance of official duties, participation in making personnel decisions with respect to relatives, the prohibition of another paid position, involvement in litigation, the use of logistical support And official information for personal non-official purposes, public utterance in social networks, acceptance of "gifts", etc.

3. The main institutions for resolving conflicts of interest in the activities of municipal employees are the special commissions on compliance with the requirements for the conduct of municipal servants and the settlement of conflicts of interest, as well as the commission of the Ministry of Defense of the Russian Federation for compliance with the requirements for the conduct of civil servants of the Ministry of Defense of the Russian Federation and conflict resolution Interests. Their main task is to assist municipal authorities in complying with the restrictions and prohibitions of municipal employees, as well as requirements for the prevention of conflict of interests.

4. The causes of conflict of interests in the activities of municipal employees of the Administration of the village of Rizdvyany of the Izobilnensky district of the Stavropol Territory were: a high level of aggression and conflict; Low self-esteem; The presence of symptoms of emotional (professional) burnout; Low level of stress-resistance and social adaptation of employees, which necessitated the creation and implementation of a corrective program.

5. The program "Psychological support of the conflict of interest settlement in the activities of municipal employees" is an effective way of its prevention.

**The result** of our work is the development and implementation of the corrective program "Psychological support of conflict of interest settlement in the activities of municipal employees", which had a positive impact on the quality of the performance of official duties by municipal employees when working with the population, and also acted as an effective method of preventing conflict of interests in the Administration of the village of Rizdvyany Izobilnensky District of the Stavropol Territory.