

## SUMMARY

**Subject matter:** Management influence of corporate culture on the increase in the quality of public service (on the example of the Administration of the RF Pension Fund with Pyatigorsk).

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**Customer organization:** The Administration of the RF Pension Fund with Pyatigorsk.

**Topicality of the research:** At present, in the conditions of the development of the civil society in Russia, the reforming of management activity in the structures of public power is under way. This process is connected with the established social need to receive high-quality and timely public services.

**Objective of the research:** is to explore the potential of corporate culture as an effective management instrument ensuring the increase in the quality of public services.

**Tasks:**

-to determine the theoretical principles of the development and functioning of corporate culture of public institutions;

-to reveal the essence and content of the management influence of the service culture of public institutions;

-to examine the elements, structure, forms of the manifestation of the model of corporate culture of public institutions;

-to conduct the empirical analysis of the management influence of the main elements of corporate culture in the Administration of the RF Pension Fund with Pyatigorsk;

-to explore the technology of the development of the service culture in public institutions;

-to determine the main directions of the realization of management mechanisms of corporate culture in the system of provision of public services.

**Theoretical and practice significance:** is that within the framework of the conducted research on the basis of the close examination of the ideas of the specific features of the functions of a public organization we have spotted principally new management possibilities. We have obtained the data promoting the extension of the base of using a sociological approach to the study of the methods of management of a public organization, its interaction with corporate culture, besides, we have described the technologies of the development of service culture of a public organization. The results of the research can be used in the practice of the RF Pension Fund with Pyatigorsk for the adoption of the mechanisms of service culture, for the improvement in the level of service of Russian citizens, the perfection of the image of a public organization.

**Results of the research:**

1. We have determined the main directions of the realization of management mechanisms of corporate culture in the system of provision of public services by the Pension Fund.

2. We have described the elements of the service culture of public organizations.

**Recommendations:** we have proposed the draft solution: Subject matter: Management influence of corporate culture on the increase in the quality of public services. The effective instrument of the realization of the outlined strategic plans is the use of the management mechanisms of corporate culture with the purpose of the introduction of the service culture into the system of the provision of public services.