

SUMMARY

Subject matter of the Graduation Thesis: The Improvement of the Social Service System for the Population in the Russian Federation (by the Example of the State Fiscal Institution «Integrated Centre of Social Service in the Elbrus Municipal District» of the Ministry of Labour and Social Development of the Kabardino-Balkar Republic)/

Author of the Graduation Thesis: Bichekueva Indira Zhamalovna, the 5th year student of Higher School of Political Administration and Innovative Management.

Supervisor of the Graduation Thesis: Eremina O.S., the Candidate of Historical Science, Associate Professor of the Department of Creative and Innovative Management and Law.

Information about customer organization: the State Fiscal Institution «Integrated Centre of Social Service in the Elbrus Municipal District» of the Ministry of Labour and Social Development of the Kabardino-Balkar Republic.

Topicality of the research: The topicality of the research designated is linked to the role of social services which they play for the population in the society, in the life of the citizens of the Russian Federation. Social services are the guarantor of social justice principles for the population. Social services become particularly relevant during the reform period, when the society seeks to maintain the development level of the social service, social protection which form an important part of the life support system of the population.

Objectives of the research: are to work out and ground the recommendations to improve the social service system (by the example of the State Fiscal Institution «Integrated Centre of Social Service in the Elbrus Municipal District» of the Ministry of Labour and Social Development of the Kabardino-Balkar Republic).

The tasks of the research:

- to examine the theoretical bases of the study of the social service system in Russia;

- to study some practical approaches to the social service for the population and find ways to improve it (by the example of the State Fiscal Institution «Integrated Centre of Social Service in the Elbrus Municipal District» of the Ministry of Labour and Social Development of the Kabardino-Balkar Republic).

The theoretical and practical significance of the research. The findings and practical recommendations elaborated in the research work can be applied both in the activities of the State Fiscal Institution «Integrated Centre of Social Service in the Elbrus Municipal District» as well as in the practical activities of other institutions providing social services for the population in order to increase the efficiency of social services delivered.

The findings of the research: The analysis of the social service practices in the Elbrus Municipal District shows that the District carries out complex activities to support families and certain categories of citizens who need social help in accordance with the current legislation. In general the system of social services for the population of the Municipal District functions steadily enough, but still citizens' views and individual need are not fully taken into account when providing social services.

Recommendations: The main way to increase the efficiency of social work of the State Fiscal Institution «Integrated Centre of Social Service in the Elbrus Municipal District» should be the achievement of the highest possible level of satisfaction of the population's needs at optimum costs of material, labour and financial resources.

The study carried out to learn about the degree of customer satisfaction with the Centre with the quality of services provided should be aimed at creating necessary conditions for the guaranteed satisfaction of clients' legitimate demands and needs, at increasing the efficiency and quality of services at all stages of their provision in order to prevent possible deviations from the requirements to these services, at providing the institution with the reputation of a reliable and decent performer of such services.