

## SUMMARY

**Subject matter:** Improvement of document management in public institutions of social services of population (by the example of the State budget social service agencies "Pyatigorsk comprehensive social services center").

**Author of the research:** Vartanov Vazgen Sarkisovich.

**Supervisor of studies:** Doctor of philosophic science, professor of creative-innovative department of management and law, Bogdanova E.N.

**Information about customer organization:** the State budget social service agencies "Pyatigorsk comprehensive social services center".

**Topicality of the research:** is determined by the fact that modern conditions of a market economy in the Russian Federation highlight the issues of creating common standards and requirements for system of documentation support of management activities, especially for organizations that are state-financed institutions.

**Objective of the research:** is to develop a theory and practical recommendations to improve document management in organizations and institutions of the Russian Federation.

**Tasks of the research:**

1. To consider the essence of document management as a function of management;
2. To refine the concept and give a characterization of document management technologies in modern organization;
3. To flip the automated workflow capabilities in the document management of an organization;
4. To give a general description of the State budget social service agencies "Pyatigorsk comprehensive social services center";
5. To analyze the status and problems of document management in the State budget social service agencies "Pyatigorsk comprehensive social services center";

6. To develop recommendations to improve document management in the State budget social service agencies "Pyatigorsk comprehensive social services center".

**Theoretical and practical significance:** lies in the fact that its materials and findings can be used to improve the effectiveness of documentary maintenance in organizations and institutions of the Russian Federation.

**Results of the research:** The theoretical and practical aspects of document management in modern organizations are analyzed, automated workflow capabilities in document management of organizations are defined, office system in the State budget social service agencies "Pyatigorsk comprehensive social services center" is analyzed; measures to improve document management are developed.

**Recommendations:**

1. The optimization of local regulation of document management should begin with the Instructions on record keeping (the structure of this document is spelled out by us in the second chapter). In addition, it is necessary to devise a system of disciplinary punishments for violations of the instructions.
2. It is necessary to eliminate the disadvantages of both in terms of the design of organizational and administrative documentation and in workflow technologies.
3. It is necessary to conduct a training seminar for employees to go to work on the Instructions.
4. It should be checked regularly for compliance staff position, bring in experts to the process (inspections of professional knowledge, competencies, staff skills working with the organization's documentation).
5. To translate all copies of paper documents into electronic form by scanning, to make them a single reference database, providing access to

it over an intranet to all staff of institution, and on Internet - to its customers.

6. To establish a system of card files, describing the number and characteristics of documents entered into the database, and allows for the rapid information and reference work on documents.
7. It should be introduced in the State budget social service agencies "Pyatigorsk comprehensive social services center" document management services, which should be an independent unit with submission directly to the Director.
8. It is necessary to organize the archive and place it in a specially adapted for storing documents separate room, set a time limit issuance of documents from the archives at the request of members of the organization, as well as other organizations.