

## SUMMARY

**Subject matter of the Graduation Thesis: The Improvement of the Provision System of Social Services to Senior Citizens and Disabled People** (by the Example of the City Nalchik of the Kabardino-Balkar Republic)

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**Information about customer organization:** the Municipal Administration of the City Nalchik of the Kabardino-Balkar Republic.

**Topicality of the research:** The processes of aging and becoming disabled are a global problem as they inevitably lead to the decrease in capacities of the organism and to the need for some special social support and protection from the State. This category of citizens' need for social support also increases because the major part of them are lonely and their physical state makes their complete self-service and, occasionally, partial self-service impossible for them. In this connection there is a need for their service by social service institutions. All this has predetermined the topicality and importance of this very research work.

**Objectives of the research:** are to examine the system of social services provision to senior citizens and disabled people and work out the recommendations to improve it.

**The tasks of the research:**

- to examine some theoretical aspects of social services provision to senior citizens and disabled people;
- to study some practical approaches to social services provision to senior citizens and disabled people and find ways to improve it (by the example

of the Municipal Administration of the City Nalchik 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 social security authorities in Nalchik as well as in the practical activities of other state and municipal authorities providing social services for the population in order to improve the efficiency of social services delivered.

**The findings of the research:** The analysis of the process of providing social services to senior citizens and disabled people in Nalchik shows that in general the system of social services for the population functions steadily enough, but still the citizens are not fully aware of the procedure of providing social services to them.

**Recommendations:** In order to improve the efficiency of the process of providing social services to the population in Nalchik we see it as necessary to inform the population about the procedure of providing social services. Informing the population means bringing relevant and reliable information about the services granted to citizens in order to provide those caught in a difficult life situation with these services availability. The provision of information can be carried out both individually and publicly. The result of making people aware of the social services provided is prospective customers, and all persons concerned have timely, complete and accurate information about the social services provided to them.