

## SUMMARY

**Final qualifying work on theme:**

«Conflicts in the provision of public and municipal services (for example, MFC Essentuki)»

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64 pages, 57 bibliographic titles, 9 appendixes.

Keywords: public and municipal services, multi-center, conflicts in the sphere of provision of services, the Executive power, improving the quality of services provided, the principle of "one window" electronic Government of the Russian Federation, public Council, the President, a specialist in the field of conflict (conflict studies).

**The relevance of the topic.** The problem of creating in the state an effective system of economic development and an effective social structure based on the principles of legality and justice, is one of the main tasks of the modern state. It is the state as the main institution of the functioning of social life is intended to solve this problem. And it solves it, including through the mechanism of realization of state and municipal procurement. The problem of creating a transparent, efficient and free from corruption system of public procurement is a priority for the Russian Federation as a country, are at the stage of formation of the capitalist system of economic relations and suffering from various manifestations of corruption in various fields of social and economic life of society.

Relevance of the topic is also what happens in the Russian Federation administrative reform focused on optimizing the performance of functions by the Executive authorities. To increase productivity of interaction of applicants with state bodies work on the implementation of the multipurpose centers of providing the state and municipal services provided by the complex interrelated state services by Federal Executive authorities, Executive authorities of constituent entities of the Russian Federation and bodies of local self-government on the principle of "one window". To improve the quality of public services are the official web portals. Through these projects, the dialogue of public authorities with the inhabitants of the regions has become more mobile, economical and efficient.

Thus, **the aim of this work** is to study conflicts in the sphere of providing state and municipal services multifunctional center and development of recommendations for their prevention.

To achieve this goal it is necessary to solve the following **tasks**:

-to analyze domestic and foreign experience in providing public and municipal services to the population;

-to explore the normative legal documents regulating the sphere of state and municipal services;

-to perform the activities of the "Multifunctional center providing state and municipal services in the Stavropol territory, Essentuki;

-to develop a set of measures aimed at preventing conflicts in the sphere of rendering state and municipal services of the MFC.

**The theoretical significance of the work** lies in the fact that in the context of work defines the concept of municipal and public services, examines the phenomena of providing the state and municipal services, as in the Western States and in the Russian Federation. The research results can be used in the further development of problems of interaction of the state and the population, the provision of public and municipal services, as well as opportunities of "Electronic Government of the Russian Federation".

**Practical significance of the research** is that data can be used in the educational-cognitive activity in the process of reading lectures on the courses "Conflict", "State and municipal management" "Jurisprudence", etc. the results can be of interest for specialists of the system "Electronic Government of the Russian Federation, state and municipal employees, employees of the multifunctional centers, etc.

**The result** of our research was the study of the concepts of "public services", "municipal service", the analysis of activity of the multipurpose center of providing state and municipal services, researched legal documents, responsible for the provision of such services. Also, recommendations were proposed for MFC Stavropol region, Essentuki.

**Recommendations** aimed at the prevention of conflicts in the sphere of rendering state and municipal services MFC:

1. Borrowing MFC experience from border organizations to increase the quality of customer service in the process of providing state and municipal services;
2. Creation of public Council to monitor the quality of work of the MFC;
3. The establishment of a disputes Committee for the organization of internal control;
4. The inclusion of the staff of the MFC specialist in the field of conflict (conflict studies).