SUMMARY

Theme:
Developing constructive cinteraction between municipal powers and the city population (the case of Pyatigorsk)

Author: Kuznetsova S.V.
Academic advisers: Miller Irina S., Khrebina Svetlana V.

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Keywords: Constructive interaction, social conflict, municipal authorities, conflicts at the municipal level, regulation and prevention of social conflicts, urban conflictological service, organization of the development of constructive interaction.

Relevance of the research issue is defined by the fact that today’s sysmte of self-governance is largely dependent on the success of interaction between the local municipalities and the population of a city. Besides, the process of reforming the municipal system a system of constructive communication and interaction between the two groups demands creation of conflict-resolution centers. Therefore the study pf prevention, diagnostics and settlement of social conflicts is in the focus of the present study.

The purpose of the work is to study major problems of cooperation and effective interaction between the municipality and population of Pyatigorsk and solve them by creating a project on creation a conflict-resolution service in the city and implementing one of the few respective programs offered.

Research objectives include:
- analyze the concept, the nature and the forms of the interaction between the municipal service and the population;
- scrutinize the impact of a worker’s personality over constructiveness of the interaction;
- conduct an initial study of this constructive interaction;
- design and implement a development program of the constructive interaction;
- prove that the program can be effective.

Theoretical and practical significance of the work due to the fact that he study of conflicts at the municipal level helps to prevent their escalation and increase of social tension.
Separate conclusions obtained in the course of the research create a theoretical basis for further research of measures to prevent conflicts in the municipal government system. Some of the conclusions of the work may be used in the educational process in the framework of teaching «Sociology», «Policy», «Sociology of the conflict», «Municipal management», «Organizational Psychology», «Socionics». The work outlines recommendations for conflict resolution in the work of municipal employees, as well as a plan for the creation of a city conflict management service that will effectively manage social conflicts at the municipal level.

**Hypothesis.** The main problems of regulation of social tension in the resort town of Pyatigorsk are the lack of clear rules for interaction between the authorities and the population. The organization of the city conflictological service and the implementation of one of its programs will remove the existing contradictions in the interaction of municipal authorities and the population. The development of constructive interaction between employees of municipal authorities and the population of the city presupposes a low level of aggression, a high level of empathic abilities and possession of strategies for behavior in the conflict.

**The following provisions and results are given for protection:**

1. One of the main factors helping prevent social conflicts at the local level is an ability of the municipality to constructively engage a local population. Municipal worker have to be the kind of people the local population is willing to turn to discuss burning issues and to be able voice its concerns to keep conflict situations at the local level.

2. The development of municipalities is closely associated with the need to manage conflict situations. In order for this to happen city-level conflict-resolution centers have to be created. They are supposed to help alleviate aggression, improve interaction between municipalities and local population.

3. Today it’s impossible to govern societies using only administrative resources and methods. There should be other socio-psychological aspects developed demanding municipal workers to be more disciplined, responsible and responsive to people’s concerns.

4. The development of constructive interaction of municipal employees with the population of the city is hampered by a high level of aggressiveness, conflicts and low level of empathic abilities of employees of municipal authorities.

5. As part of the solutions package studied within the framework of the thesis we propose a program on the organization of psychological support to improve the above-mentioned interaction. Thanks to this program municipal workers would be able to develop a better stress-resistance, learn about conflict-management and overcome communication barriers with the population.
The result of our work is the plan to create the City Conflict Service, as well as the development and implementation of one of its programs "Organization of psychological and conflictological support for the development of constructive interaction between employees of municipal authorities and the city's population.