

PERSONNEL AS THE FACTOR OF PUBLIC INSTITUTION DEVELOPMENT IN THE PERIOD OF ECONOMIC CRISIS ON THE EXAMPLE, PUBLIC BUDGETARY INSTITUTION «MULTIFUNCTION CENTER»

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Abstract. Abstract. In the article, examined the influence of staff quality in the implementation of administrative reforms in the Russian Federation, on the example of a network of multifunctional centers providing state and municipal services of the Sverdlovsk region. Implementation requirements for the provision of public and municipal services to the population during the economic crisis was discussed on the basis of performance and multi-functional network of centers of government services in the Sverdlovsk region for the period 2012 -. 2015, according to the state program of the Sverdlovsk region «Improving the socio-economic policy in the Sverdlovsk region until 2020», approved by the Government of Sverdlovsk region from 12.25.2014, № 1209-PP. The article analyzes the existing system of training the personnel involved in the provision of public and municipal services through multifunctional centers on the principle of «one window». The proposed improvement of training and enhancement of knowledge and skills of the staff on the basis activities developed by the author with a simultaneous decrease in financial expenses for the formation of a professional team. Measures to improve the system of training of specialists qualified to provide universal state and municipal services by a principle "one window" during the recession are based on the following basic directions: assessing the quality of education staff, the expansion and reinforcement of knowledge from the experts during the optimization of the number, quality growth of education, professional development of teaching staff, reduced maintenance consistently high quality level of service provision costs. As a result of events expected to achieve economic and social (qualitative) effect on the activities of the institution. The proposed material and the results of the comparative analysis can be applied in practice by HR managers, heads of departments, directors of institutions in the process of optimization of staff costs.

Keywords: public services; multifunctional center; HR Management; the executive authorities; personnel quality; administrative reform; personnel training.

JEL codes: M12; H79; L32.

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