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METHODS FOR EVALUATION THE EFFICIENCY OF THE SPECIALISTS' ACTIVITIES: CASE STUDY OF FEDERAL REGISTRATION SERVICE IN SVERDLOVSK REGION

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Abstract. The study, the results of which are described in this article, is aimed at studying the public civil servants' performance, as well as at applying professional standards to civil servants. The analysis of the Office's activities results was carried out: the dynamics of citizens' appeals to the Federal Registration Service Office in Sverdlovsk Region, the statistics of court cases with the Federal Registration Service participation and the analysis of the applications of citizens using the Ishikawa diagram. Based on the analysis, it was concluded that it is necessary to take measures for solving problems, the purpose of which is to implement a strategy to improve the public services quality. The authors studied the problem of developing professional standards for the civil service according to the specifics of the activities on the example of the Federal Service for State Registration, Cadaster and Cartography. Developed proposals for the content of the professional standards requirements, adapted to the civil service specifics, in order to improve the public services quality. Further, the authors have developed a training program and advanced specialists' training in Federal Registration Service Office, identified the proposed forms of advanced training and methods for evaluating the effectiveness of the state registrar training program. The study used methods of system analysis, general scientific methods.

Keywords: civil servants; professional standard; professional standard development; civil servants' evaluation; civil servants' professional development.

JEL codes: M 12.

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