

## **ABSTRACTS**

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### **THE CONCEPTUAL MODEL OF INTEGRATED MANAGEMENT OF MUNICIPAL SERVICES QUALITY PROVIDING**

The processes of monitoring, control and evaluation of the quality of municipal services largely overlap the functional purposes and goals, technologies and used indicators. The system building of the integral cycle of management of municipal services quality providing is problematic enough, but inobservance of the mentioned demands creates numerous risks for municipal services quality providing, which are presented in the article. The author justifies the principled position regarding the necessity and feasibility of building of management process of municipal services quality providing on the basis of the integration of local processes of monitoring, control and evaluation in the single cycle.

The presented conceptual model represents the structurally logical building of the integrated process taking into consideration its “nonlinearity”. The peculiarity of the model is the presence of “guiding” inputs, which are represented by the standards of public services providing, administrative regulations, documented methods of process of services development and providing, based on the existing normative legal base. The approach to monitoring organization in the process of integrated management (administrative-technological, public, monitoring research), control (external and internal aspects, public control), and evaluating achievements involving information of benchmarking is described. Professional discussion of the obtained results and communication with the public are put at output of the integrated process. The sub-cycles of the current management (process monitoring-control) that creates prerequisites for urgent intervention to the process and makes current changes, as well as strategic management, associated with comprehensive assessment of the situation and making strategic changes are distinguished. Benefits of integrated management in comparison to the local organization of monitoring, control and evaluation processes are defined.