

## Regulation and Standardization of State and Municipal Services as Imperative of Their Quality and Affordability

Yuriy M. Alpatov<sup>a,b</sup>, Sofia Sh. Ostanina<sup>c</sup>, Vilora V. Avilova<sup>c</sup>,  
Ekaterina L. Vodolazhskaya<sup>c</sup> and Izida I. Ishmuradova<sup>d</sup>

<sup>a</sup>Russian Academy of Natural Sciences, RUSSIA; <sup>b</sup>Regional Public Fund of Assistance to Protection of the Rights of Citizens "Interaction", RUSSIA; <sup>c</sup>Kazan National Research Technological University, RUSSIA; <sup>d</sup>Kazan (Volga region) Federal University, RUSSIA.

### ABSTRACT

The urgency of the problem stated in the article is reasoned by the fact that the development of the idea of state management "state for the citizens" requires effective mechanisms to ensure quality and accessibility of public and municipal services. The purpose of the article is to develop recommendations on the regulation and standardization of state and municipal services. The leading approach to the study is the institutional approach that allows considering of regulation and standardization as tools for typing of state and municipal services for their automotive presentation in electronic form, assessing of their quality and availability. The main results of the study is to generalize the experience of multifunctional centers' activities providing services and quality assessment experience and availability of services; determining of the nature of administrative regulations and service standards; identifying of criteria to assess the quality and availability of services; clarifying of the content for complex ensuring of the services' quality and accessibility and the development of evaluation algorithm. The significance of these results is that the generalization of the experience of multifunctional centers' activities allows minimizing of the costs in providing of high-quality and affordable services; the revealed essence of administrative regulations and standards allow eliminating of contradictions between them; generalization of quality assessment practices and the availability of services allows determining of the methods for identifying of public confidence to the service providers; the proposed services' quality and availability assessment criteria allow us to calculate the index of customers' satisfaction; the revealed content of the complex support of the services' quality and accessibility and their developed evaluation algorithm help to systemize the powers of the state and municipal authorities.

### KEYWORDS

Quality and Availability assessment; regulation of state services; standardization of state services

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**CORRESPONDENCE** Yuriy M. Alpatov ✉ [mail@law-books.ru](mailto:mail@law-books.ru)

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## Introduction

The relevance of the study is reasoned by the search for effective mechanisms to ensure the quality and accessibility of public and municipal services. In Russian Federation the administrative reform is directed to address this issue.

The essence of the reform is to optimize and put in order the functions of the federal bodies of executive power; to implement the management procedures in the executive power bodies by the results; to create an effective mechanism for the development, adoption and execution of decisions at all levels of state administration of the executive power bodies; to organize multifunctional centers providing public and municipal services; to develop and implement standards of the state and municipal services and administrative regulations in the executive authorities and local self-government (Lunev, Pugacheva & Stukolova, 2014a; Malevanov et al., 2016).

Administrative reform has passed several stages. In the first stage (2003-2005) the reform was aimed at reducing of the costs associated with excess government regulation of the economy; creation of effective mechanisms of interaction of federal executive bodies in the implementation of functions; updating of the structure of executive power at the federal level (Markin & Ostashkov, 2008). In the second stage (2006-2008) the reform was aimed at the implementation of management methods and procedures, oriented on the result; development and implementation of public and municipal services' standards, administrative regulations for performing of the functions by state and municipal authorities; administrative regulations of state and municipal services; the introduction of mechanisms to counter corruption and for transparency; improving of the efficiency of interaction with civil society; modernization of information support system of the executive power and the establishment of a monitoring system on key areas of administrative reform (Naryshkin & Khabrieva, 2008; Lavitskaya et al., 2015). In the third stage (2008 - 2010), the reform included the transfer of executive power to the electronic forms of work; creating of software and hardware complex for the state and municipal services in electronic form via public access centers; organization of e-government center infrastructure: federal state information system "Single portal of public and municipal services (functions)" and federal state information system "Federal Register of public and municipal services (functions)" (Keil, 2009). In the fourth stage (2011-2016) the reform was aimed at improving of the quality and accessibility of public and municipal services, simplifying if procedures and reducing of their delivery time, increasing of the transparency of information on the activities of state authorities and local self-government; the transition to a new form of organization of state power and local self-government; a qualitatively new level of efficiency and convenience of receiving by organizations and the citizens of the state (municipal) services and information on the performance of government (Terentyeva et al., 2016a).

Doubtless positive results of the reform are: the creation of the legal framework for the provision of public and municipal services; inventory of 800 public service of the federal bodies of executive power, of direct relevance to citizens and businesses and produced on request (certificate, license, permit); development of departmental target programs to improve the quality of public

and municipal services, and the performance of state and municipal functions; development and implementation of public and municipal services' standards, administrative regulations for performing functions by state and municipal bodies and administrative regulations of the state and municipal services; reduction of licensed activities (from 1000 in 1998 to 191 in 2012); opportunity for registered users of Unified portal of public and municipal services (functions) to send electronic applications for more than 50 public services provided by 18 federal bodies of executive power (Ivanov et al., 2016).

However, the reform shows that the standards of public and municipal services, as well as administrative regulations on their provision have significant substantive defects there is no a complete list of normative legal acts regulating the provision of services; a full list of the state bodies and organizations is not listed involved in the provision of services; a closed list of documents required for obtaining services is not given, along with their methods of preparation; not specified maximum timeframe for completion of administrative procedures and administrative actions is not specified related to obtaining services; the list of grounds for refusal in services' provision is not optimized that contains the prerequisites for corruption; flowcharts of administrative procedures are not given for services' provision (Pugacheva et al., 2016). It demands to optimize the standards of public and municipal services, as well as administrative regulations on their provision. The purpose of the article is to develop recommendations for the regulation and standardization of state and municipal services.

### Research methodology

The leading approach is the institutional approach that allows considering of the regulation and standardization as tools for typing of state and municipal services for their electronic automation, assessing of the quality and availability. The study involves 250 state and municipal employees, who express their attitude to the functions of administrative regulations and standards of public and municipal services, and 350 visitors of multifunctional centers providing public and municipal services, to evaluate their work. During the research the following methods were used: analysis of regulatory documents, content analysis, questionnaires, the systematization and generalization of facts and concepts. The study was conducted in three stages: in the first stage the current state of the research problem was revealed in economic theory and practice; the experience of multifunctional centers providing public and municipal services and experience of the quality's assessment and the availability of public and municipal services were generalized; in the second stage the essence of administrative regulations and state and municipal services' standards were clarified; in the third stage the criteria for quality evaluation and the availability of public and municipal services were determined; the content of the integrated support of quality and accessibility of public and municipal services and their evaluation algorithm were developed. Testing of the research results was carried out in the process of developing of the Concept for long-term socio-economic development of the Central Federal District of the Russian Federation until 2020.

### Results

The main results of the study are: 1) the experience of multifunctional centers' activities providing public and municipal services; 2) the essence of administrative regulations and state and municipal services' standards; 3) experience in the quality assessing and accessibility of public and municipal services; 4) criteria for assessing of the quality and accessibility of public and municipal services; 5) the content of the integrated support of the quality and accessibility of public and municipal services and their evaluation algorithm.

### ***The experience of the multi-functional centers' activities of public and municipal services***

An important part of the regulation and standardization of state and municipal services is to ensure transparency of public bodies. There is information on government services (functions) provided by the federal bodies of executive power on the Unified portal of public and municipal services (functions); the possibility to submit applications and documents in electronic form for public services is given. Official websites of federal executive bodies provide a variety of Web services, greatly facilitating the reception of public services. This requires for organization of multifunctional centers (MFC) for public and municipal services.

Providing of state and municipal services in the MFC is carried out in accordance with the regulations of the Russian Federation and its entities, municipal legal acts by the principle of "one window". In accordance with this principle providing of state and municipal services is performed after applicant's single asking a query, and the interaction with the bodies providing public services or entities that provide municipal services is carried by MFC without the participation of the applicant in accordance with the regulations and the agreement on cooperation. This approach minimizes the moral, material and time costs of consumers, in connection with which, the MFC popularity is constantly growing. Currently, the MFC can be the establishment of any organizational and legal form that complies with requirements, the functions, facilities, cooperation with the applicant and the bodies providing state and municipal services, and other conditions put down by the legislation of the Russian Federation. MFC results show a reduction in timing of state and municipal services, reduced interagency red tape, achievement of significant anti-corruption effect due to the lack of direct interaction with service providing state and municipal employees, the disappearance of the demand on intermediaries' activities included in corruption schemes, improving of the comfort and satisfaction of citizens' interaction with public authorities and municipal structures. MFC helps to minimize the cost in providing of quality, affordable and comfortable conditions to receive state and municipal services in accordance with the approved administrative regulations and agreements. The survey shows that nearly 90 percent of MFC visitors highly appreciate their work.

### ***The essence of administrative regulations and standards of the state and municipal services***

The main instrument to regulate public and municipal services is the adoption of administrative regulations - normative legal acts of state bodies of executive power or bodies of local self-government, establishing the terms and sequence of

administrative procedures and administrative actions of the authorities, as well as the order of their interaction with the natural or legal persons. It should be noted that before the adoption of administrative regulations there was no unified requirements to the content of the normative legal acts establishing the procedure for the implementation of certain powers by public authorities. The procedure to provide the majority of public and municipal services (execution of the state and municipal functions) was regulated by documents of different levels, while often there was no single document describing this procedure itself. The development of administrative regulations allowed systematizing of the powers of public authorities, to fill gaps in the regulations of the Russian Federation legislation, put in order administrative procedures, and in some cases, eliminate redundant steps. Within the framework of administrative regulations the requirements to provide services and comfort for citizens, as well as the personal responsibility of officials and the possibility of pre-trial appeal of their actions (or inaction) are established.

Thus, at present the administrative regulation is the only document containing all the information necessary as for citizens so for officials (date, list of documents, the grounds for refusal, responsibilities and procedure of appeal against actions (inaction) of officials, contact information, standard of comfort and so on.). It is found that currently 550 administrative regulations of the federal bodies' services of executive power are approved. At the regional and municipal levels more than 15100 and 80500 administrative regulations are approved respectively. The following activities are carried out to optimize the administrative regulations: 1) the procedure for the development of administrative regulations (enforcement) of state and municipal services, as well as the procedure for their approval, examination is determined; 2) the procedure for the implementation of state control (supervision) over the observance of administrative regulations (enforcement) of state and municipal services is defined; 3) model (model) administrative regulations of (performance) state and municipal services in the regions are developed; 4) uniformity of names of state and municipal services, of the structure of administrative regulations, as well as published in the Federal Register and on a single portal of information about these state and municipal services with the introduction, if necessary, of appropriate amendments to the regulations governing the provision of (performance) state and municipal services are ensured.

Standard of state and municipal services poses the problem of regulatory consolidation of requirements' system to the content of the system, procedure and conditions of provision of the state (municipal) services for the benefit of the recipient (Lunev, Pugacheva & Stukolova, 2014b). Standard of state and municipal services includes: 1) description of beneficiaries (including privileged categories) of services; 2) an exhaustive list of documents required for receiving of the service; 3) information about the recipient's workflow of services and organ, providing the service; 4) information about the period of services' provision; 5) an exhaustive list of grounds for denial in service; 6) features of the services for the elderly and disabled; 7) procedure for correcting of possible deficiencies of the service rendered.

***Experience in assessing of the quality and accessibility of public and municipal services***

There is no formulated clear definition of the quality of public and municipal services in the current federal legislation of the Russian Federation. Russian Federation's Presidential Decree (2007) on the assessment of the effectiveness of the executive bodies' activities of entities of federation on June 28, 2007 establishes the list of universal indicators to assess the effectiveness of regional management bodies' activities that ensure the quality and accessibility of public and municipal services, enhance the responsibility of regional authorities for the improvement of quality of Russians' life (Decree of the President of the Russian Federation "On the estimation of efficiency of the executive authorities' activities of the Russian Federation" of 28.06.2007). On the basis of this decree in the Southern Federal District a methodology to evaluate the performance of heads of executive authorities was tested. This experiment is conditioned by the fact that persons substituting these positions and determine the main vectors of the development of territories, direct and coordinate the work of the sub-federal bodies of executive power, respectively, directly affect the quality and availability of public and municipal services. To assess the performance of the heads of executive authorities a complex methodology based on 43 main and 39 additional criteria was used. Characteristics of the region are determined in two views: on the one hand, social and economic level of development at this stage was estimated, on the other - a change of this or that indicator during the year. In the opinion of the authors, this approach allow taking into account the qualitative changes taking place in the region and makes it possible objectively to assess the quality and accessibility of public and municipal services. If the region with low level of actual development demonstrates high growth, it is possible to speak about the success of the regional head (Sedlak, 2008). Within the framework of the mentioned Decree in November 2008 in the Republic of Karelia a system to evaluate the performance of municipal employees was developed. Monitoring was held on the basis of 70 criteria for evaluation of municipal employees' activities. The main one among them was the degree of satisfaction of the inhabitants of the region by the quality of municipal services (housing and public utilities, health, education, and consumer), estimated on the basis of regularly conducted sociological surveys' results of the population (Tsygankova, 2008).

Summarizing the above mentioned, it should be noted that in the context of socio-economic polarization of regions, indicators cannot be universal. For example, the advanced regions with regard to social development will be considered those ones where there is an increase in the birth rate and decrease in mortality. However, according to Rosstat, in 2005 the regions with high mortality were considered developed entities - Moscow, Leningrad, Novgorod and Sverdlovsk regions. But high natural population growth was observed in depressed regions: Dagestan, Chechnya, Ingushetia, Tyva Republic (Ivanitskaya, 2007). Another example is a contradiction between the assessment by the population of the regional bodies' activities of executive power and speed of the pace of socio-economic change in the region. In 2007 the work of the Administration of the President of the Chechen Republic had a high assessment for the regional authorities' activities on the part of the population, in spite of the low values of the main socio-economic indicators in comparison with other regions. At the same time the work of the administration of the Rostov region - one of the leading regions in terms of economic development received a negative assessment from the population (Markin & Ostashkov, 2008). At the same time

in Rostov region in the past years there were relatively stable rates of socio-economic growth, and because of the stability of such growth the result was not obvious to many people (Sedlak, 2008).

A great importance for the improvement of the quality and accessibility of public and municipal services belongs to the Decree of the President of the Russian Federation “On the estimation of efficiency of the executive authorities’ activities of the Russian Federation” of 21 August 2012 (2012). This Decree included in the list of indicators: life expectancy at the birth moment; population; products (services) turnover produced by small enterprises; unemployment rate; real disposable income of the population; the share of the total area of residential buildings in relation to the total area of the housing stock; mortality; the proportion of graduates of state (municipal) educational institutions, who couldn’t pass the Unified State Examination; estimation by the population of the executive authorities’ activities of the RF entity. On the basis of this Decree, amendments were made in the Regulations on the preparation of the head’s report of the supreme executive body of state authority of federation’s entity about values achieved and indicators to assess the effectiveness of the executive authorities’ activities of the Russian Federation for the year reported and their projected values on a 3-year period. In particular, when providing information on the planned values it was recommended to indicate: a list of activities; the amount of resources which was intended to allocate in the fields of education, health, housing and communal services, housing, law and order and public security, culture, physical culture and sports, state and municipal government, the economy and the income of the population.

It is found that in many regions of Russia there is experience in monitoring of quality and availability of municipal services: 1) rating of socio-economic development of municipalities (Nizhny Novgorod, Kirov, Penza, Kaluga, Samara region, Khanty-Mansi Autonomous District); 2) ranking of municipalities in terms of economic potential (Sverdlovsk region); 3) rating of municipalities, which are the most favorable for the development of small and medium-sized businesses (Krasnoyarsk region); 4) rating of municipalities in the implementation of priority national projects (Tyva Republic); 5) method of estimation and forecast of needs in public services provided in the sphere of youth policy with the use of measurement methods (Markin & Ostashkov, 2008).

### ***Criteria for assessing of the quality and accessibility of public and municipal services***

The quality of state and municipal service is considered as the degree of satisfaction of customer’s expectations, compliance with the prescribed requirements and standards, compliance of provided services with their cost. The availability of public and municipal service is treated as the comfort of its receipt. The quality and accessibility of public and municipal services can be based on: the administrative rule (which establishes the sequence of administrative processes and procedures to deliver them, as well as retaining of the requirements to provide their organization); standard (including outcome indicators of services, implementing rules, the characteristics of administrative processes and procedures to deliver them). Evaluation of the quality of public and municipal services is based on the criteria of quality, availability, customer’s satisfaction with quality and availability of services.

Criteria to assess the quality of public and municipal services include:

Timeliness and efficiency. 1.1. The number of cases of services within the prescribed period from the date of documents' delivery. 1.2. The number of consumers expecting to receive services in line no more than 40 minutes.

2. Compliance with standards, administrative regulations and requirements of service's receiver. 2.1. The number of consumers satisfied with the quality of the process of services' providing. 2.2. The number of cases of properly executed documents (properly made accruals, payments, etc.).

Criteria to assess the availability of public and municipal services include:

1. The comfort of the waiting and receiving (sanitation facilities, aesthetic design, technical equipment of the expecting place, the waiting time, the provision of services). 1.1. The number of consumers satisfied with the technical equipment of the expecting place. 1.2. The number of consumers who are satisfied with sanitation facilities. 1.3. The number of consumers satisfied with the aesthetic design. 1.4. The number of consumers satisfied with the expecting period of the service.

2. The simplicity and rationality (the possibility of remote receiving; the mode of "one window", service's price; transport and walking accessibility of the Service's Provider; physical accessibility - lifts, ramps, operating mode). 2.1. The number of consumers satisfied with the possibility of services' remote receiving. 2.2. The number of consumers satisfied with the mode of "one window". 2.3. The number of consumers satisfied with the price of services. 2.4. The number of consumers satisfied with the transport and walking distance of the service's provider. 2.5. The number of consumers satisfied with the physical accessibility.

3. Contact and efficiency (personnel's attitude to service's receiver - courtesy, tact, compassion, the tools of pre-trial appeal of personnel actions - are known and available). 3.1. Number of justified complaints to the total number of consumers served by this type of service. 3.2. Number of substantiated complaints considered and satisfied in a timely manner. 3.3. The number of consumers satisfied with the existing order of appeal. 3.4. The number of consumers satisfied with the terms of appeal. 3.5. The number of consumers satisfied with politeness of staff.

4. Openness and transparency (information about the content of service, service receiver's right; the availability of call-center; placing of information on the official websites on the Internet). 4.1. The number of consumers satisfied with the quality of information about the order of service. 4.2. The number of cases the correctly filled documents and data from the first time by the consumer. 4.3. The number of services, information about which is accessible via the Internet.

Customers' satisfaction with quality and availability of services is assessed by the number of consumers who trust the provider of services.

### ***The content of the integrated support of quality and accessibility of public and municipal services and their evaluation algorithm***

It is found that the imperative of quality and accessibility of public and municipal services- their regulation and standardization, which strengthen the power vertically. The main role doesn't belong to people, but the principles of the system relationships that define the content of the integrated support of quality



and accessibility of public and municipal services and their evaluation algorithm (see. Table 1).

**Table 1.** Integrated support of quality and accessibility of public and municipal services and their evaluation algorithm

Integrated support of quality and accessibility of public and municipal services	Algorithm for evaluation of the quality and accessibility of public and municipal services
Creating of mechanisms orienting executive authorities to improve the quality and accessibility of public and municipal services	Standardization and regulation of the process of state and municipal services' providing
The rational specialization of executive authorities for the provision of certain public and municipal services in accordance with their powers	Development of a system of regular monitoring of processes based on the results, including the definition of quality evaluation criteria and indicators and the availability of public and municipal services with the involvement of the public; the entities of monitoring.
Executive and municipal authorities' transfer on the provision of services in electronic form, using the All-Russian State Information Center; creation of a system of regional portals of public and municipal services, including remote receiving of services through electronic document certified by electronic digital signature; the creation of call-centers	Defining of parameters to control the information openness of state and municipal authorities.
Creating of a multi-function centers (MFC) providing state and municipal services in the territories of the Russian Federation's entities in the mode of "one window".	Development of audit system of MFC activities.
Optimization of budget costs on state and municipal services and their rational distribution in accordance with priorities of government, customers and society as a whole.	The collection and analysis of information on the activities' efficiency of administrative reform at the federal, regional and municipal levels. Defining of the payment criteria for state and municipal services.
Development of the program of anti-corruption actions: the creation of anti-corruption mechanisms in the areas of state and municipal authorities' activities; formation of a package of anti-corruption regulations; preparation of departmental and regional anti-corruption programs; control over the income of state servants; ensuring of the openness and transparency of public procurement; conducting of public discussions of prepared solutions; conducting of public expertise of socially important decisions of the executive power; inclusion of civil society's representatives in the board of supervisory bodies, working groups and other structures in preparation of normative and legal acts and other affecting the rights and legitimate interests of citizens and organizations decisions of the executive power; establishment	Evaluation of the effectiveness of anti-corruption programs: introduction of examination of normative legal acts on corruption nature; creation of methodological framework to assess the corruption nature of public functions; determining of rankings of executive bodies and local authorities on the openness criteria; assessment of development of civil society and the participation of its representatives in the preparation and decision-making by authorities.

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and activities of public councils at the executive bodies with the participation of representatives from civil society.

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Increased responsiveness of authorities for the execution of its powers.

Creating of a methodology to assess the quality and accessibility of public and municipal services with the involvement of members from the public.

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## Discussions

An important theoretical and practical significance for the study has the works in the field of public administration and monitoring of public and municipal services by Y.Y. Keil (2009), T.A. Ponomareva & M.S. Supryagina (2005). Works of Yu.A. Tikhomirov and M.D. Chesnokova (2005) on improving of the management and provision of public services are interesting to consider for the study. However, in these publications, a greater emphasis is done on forms of interdepartmental cooperation of the executive power's bodies, which allow standardizing and formalizing of the quality management system of state and municipal services. A very important role to achieve the purpose of the study is played by a collective publication of I.V. Terentyeva et al. (2016b) in which the technique to assess the quality and availability of public services in the social and cultural sphere is given. Analysis of scientific papers shows that the problem of assessing of the quality and accessibility of public and municipal services is debatable. In the literature the experience of multifunctional centers providing public and municipal services and experience assessing the quality and the availability of public and municipal services is not generalized; the essence of administrative regulations and standards of the state and municipal services is not disclosed.

## Conclusion and Recommendations

The basic idea to create a system of multifunctional centers providing public and municipal services (MFC) is the implementation of the principle of "one window" when a citizen is exempt from the need to obtain references in other public institutions, to walk the chain of command or pay intermediaries. The applicant is only required to apply and obtain a result within the prescribed period, and the rest of the work, including interagency coordination should be performed by the staff of MFC and the relevant state and municipal authorities. Created on the territory of the Russian Federation MFC allow citizens to receive a variety of services in the same room and without direct interaction with officials.

Currently, administrative regulations are becoming the main document regulating the procedure for providing state and municipal services, and transferring them into electronic form. The development of administrative regulations for execution of the state (municipal) services allow organizing of the powers of public authorities and local governments to put in order their operations, to fill gaps in the regulations of the Russian Federation's legislation.

The development of administrative regulations should not pose the problem of only description of existing processes to provide services but of identifying and securing opportunities to optimize it for the benefit of the consumer: ensure the elimination of redundant administrative procedures and their simplification, including a reduction in the timing of their execution; ensure the provision of information about the actions and about the administrative procedures for citizens and organizations; to establish the personal responsibility of officials for compliance with the requirements of administrative regulations for each action or the entire administrative procedure providing state and municipal services. Standard of state and municipal services include: 1) the standard of the service process (administrative regulation); 2) quality standard (requirements to the content) of the service itself; 3) the availability standard (information, territorial, financial, temporal, physical) of service. Administrative regulations and standards of the state and municipal services - are dialectically related stand-alone documents. To resolve the contradictions between them, it is appropriate that the administrative regulations and standards to be approved by one executive body.

To optimize the performance of administrative regulations and standards of the state and municipal services is appropriate: 1) ensure the transition from the optimization and regulation of certain state and municipal services to the optimization and regulation of integrated services "by life situations" (birth, the purchase of real estate, starting of a business, and others.); 2) approve the list of services that are necessary and required for the provision by federal, regional executive authorities, local authorities, indicating the size of the fees for such services in the manner prescribed by the RF Government; 3) introduce the practice of cases' monitoring when recipients of state and municipal services are forced to conclude a contract with a third party on unopposed and paid basis; 4) achieve a significant reduction of the burden on the applicant by increasing the number of places to receive state and municipal services, reducing the number of required documents, reducing the time to receive state and municipal services, the possibility to provide services in electronic form, as well as the provision of public and municipal services on the principle of "one window" in multi-functional centers; 5) at the regional and municipal levels to organize the annual formation of lists of services to be optimized based on the evaluation of their quality, relevance and importance for citizens and businesses; to identify the main problems encountered in the provision of services for citizens and legal entities; 6) organize regular monitoring of the quality and accessibility of public and municipal services, with the use of pre-trial and appeal mechanisms; 7) develop the project of regulatory legal act, establishing a clear distinction between the concepts "public function" and "public service".

Analysis of the experience of the quality assessment and availability of state and municipal services shows that under the conditions of social and economic polarization of the regions, the indicators cannot be universal. Positive dynamics of some social indicators is often inversely proportional to the level of socio-economic development of the region. There may be a contradiction between the assessment by the population of the regional executive authorities' activities,

allowing them to track the level of confidence and speed of the pace of socio-economic change in the region.

Under the quality of public and municipal services, we understand the completeness and timeliness of the services' provision in accordance with the administrative regulations and standards. The availability of public and municipal services is regarded as the comfort of their receipt, the openness and transparency of execution's administrative procedures. Criteria to assess the quality and accessibility of public and municipal services are the combination of quantitative and qualitative parameters allowing calculating of consumers' satisfaction index. The content of the integrated support of quality and accessibility of public and municipal services and their evaluation algorithm is associated with the principle of "rational bureaucracy" by M. Weber (2002), which implies clear rules of communication, as within the bureaucracy, so with external public.

The paper submissions can be useful for employees of executive authorities and municipal authorities. Taking into account the obtained results of the study a number of scientific problems and promising areas for further consideration can be identified: identification of trends in the processes of regulation and standardization of state and municipal services; development of methods to assess the quality and accessibility of public and municipal services.

### Disclosure statement

No potential conflict of interest was reported by the authors.

### Notes on contributors

**Yuriy M. Alpatov** - is Doctor of Law, Professor, Corresponding Member of the Russian Academy of Natural Sciences and the President of Regional Public Fund of Assistance to Protection of the Rights of Citizens "Interaction", Moscow, Russia.

**Sofia Sh. Ostanina** – is Doctor of Economy, Professor of the Department of Economy of Kazan National Research Technological University, Kazan, Russia.

**Vilora V. Avilova** – is Doctor of Economy, Professor of the Department of Economy of Kazan National Research Technological University, Kazan, Russia.

**Ekaterina L. Vodolazhskaya** – is PhD, Associate Professor of the Department of Economy of Kazan National Research Technological University, Kazan, Russia.

**Izida I. Ishmuradova** – is Senior Lecture of the Department of Business Informatics and Mathematical Methods in Economics, Kazan (Volga region) Federal University, Kazan, Russia.

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