

Kuyanova A. V., Yuritsin A. E.

**ACTIVITY OF THE EMPLOYEES OF THE FEDERAL MIGRATION
SERVICE DEPARTMENT OF RUSSIA FOR OMSK REGION ON
RENDERING STATE SERVICES: TOPICAL ISSUES OF
ESTIMATION ITS QUALITY BY THE POPULATION**

Kuyanova Arina

Viktorovna,

*c.j.s. (PhD in law), Senior
lecturer of the Chair of ad-
ministrative law and admin-
istrative activity of inter-
nal affairs bodies at Omsk
Academy of RF MIA;*

Yuritsin Andrei

Evgen'evich

*c.j.s. (PhD in law), Senior
lecturer of the Chair of ad-
ministrative law and admin-
istrative activity of inter-
nal affairs bodies at Omsk
Academy of RF MIA.*

Based on the analysis of the survey of recipients of state services, the author provides the assessment of the work quality of the Federal Migration Service Department of Russia for Omsk region.

The article provides correlation of the process quality of rendering state services and the estimation by individuals and organizations the activity of state institutes.

Have been identified adverse reasons that impede to render state services and to carry out the functions assigned to the FMSSD of Russia at a high qualitative level.

The author notes that the general problem of execution of all administrative regulations is insufficient material, technical and information support of units, insufficient number of employees of the FMSSD of Russia for Omsk region.

Keywords: state services, rendering of state services, Federal Migration Service of Russia, activity of employees of the FMSSD of Russia for Omsk region, quality of state services, estimation of services quality of the FMSSD of Russia for Omsk region.

The basic document regulating the right of rendering public services in the Russian Federation is the Federal Law No. 210-FL from July 27, 2010 (edition of the Federal Law No. 188 from July 02, 2013) "On the Organization of Rendering of State and Municipal Services" [1].

For purposes of further improvement the system of public administration the President of the Russian Federation ordered to the Government of the Russian Federation to achieve the following indicators [2]:

a) level of satisfaction of the Russian Federation citizens (hereinafter – citizens) with the quality of rendering state and municipal services, by year 2018 – not less than 90%;

b) percentage of citizens having access to any state and municipal services on the principle of "one window" at the place of residence, including in multifunctional centers for providing state services, by year 2015 – at least 90%;

c) percentage of citizens using a mechanism for rendering state and municipal services in electronic form, by year 2018 – at least 70%;

d) reduction in the average number of applications of business community representatives in a body of state authority of the Russian Federation (local self-government body) to obtain one state (municipal) service related to the sphere of entrepreneurial activity, by year 2014 – up to 2%;

d) reduce the time spent waiting in the queue when visiting a body of state authority of the Russian Federation (local self-government body) to obtain state (municipal) services, by year 2014 – to 15 minutes.

In normative legal acts of the President of the Russian Federation and the Government of the Russian Federation state services are allocated into a separate managerial category, the function of their rendering is enshrined as essential for the state executive authorities and subordinated to them institutions.

Russian Economic Development Ministry carried out a full inventory of state services subject to regulation, which are rendered to citizens and businessmen by federal executive bodies. The results of this work – the details about provision of each public service – were the basis of the informational system of the public services registry, information from which is available to citizens via the Internet portal of public services [3].

Under the current legislation, bodies providing state services must:

- 1) provide public services in accordance with the administrative regulations;
- 2) ensure possibility of obtaining state services in electronic form, unless prohibited by law, and also in other forms stipulated by the legislation of the Russian Federation, at applicant's choice;

3) provide documents and information necessary for the rendering of state and municipal services to other bodies rendering state services, bodies rendering municipal services, organizations subordinated to public authorities or local self-government bodies, which are involved in the provision of state and municipal services required by law, upon interdepartmental requests of such bodies and organizations;

4) perform other duties in accordance with the requirements of administrative regulations and other normative legal acts that regulate relations arising in connection with the provision of state and municipal services.

In our view, the quality of providing state services significantly affects state institutions' activity assessment by citizens and organizations. Subjective quality index includes: assessment of the quality of infrastructure related to obtaining services (transport accessibility; waiting conditions; comfort of premises; convenience of schedule for work with visitors); assessment of the quality of interaction with a state service provider (duration of visit; attention and courtesy of employees; competence of employees); assessment of optimality and satisfaction with the procedure for obtaining services (procedure for obtaining services and the most difficult stages; the time spent waiting for actual result; satisfaction with service rendering process).

Main field of activities of the Federal Migration Service Department for the Omsk region (hereinafter referred to as *the FMSD of Russia for Omsk region*) is the provision of state services and practical implementation of the overall strategy of the state policy in the sphere of migration. The activity of the FMSD of Russia for Omsk region is aimed at ensuring the possibility for Russian and foreign nationals, as well as stateless persons, to implement their rights and duties.

In the period from June 1 to October 1, 2013 the FMSD of Russia for Omsk region, within the study of the considered issue, conducted a survey of recipients of state services in the structural units of the FMSD of Russia for Omsk region, located in the Kirovskii, Sovetskii, Tsentral'nyi, Oktyabr'skii and Leninskii administrative districts, in order to obtain data on the level of quality and accessibility to all kinds of state services (functions) in the field of migration.

Arrangement and conducting of the survey was complied with the principles of voluntariness and anonymity of respondents. At the request of respondent the survey was conducted either in the form of an interview (filling in the questionnaire by a unit employee) or through self-completion of the questionnaire. The questionnaire included questions concerning the assessment of migration service office premises' condition, conditions of waiting, citizens' awareness of

the procedure for receiving services and satisfaction with communication with employees. A special box was provided for suggestions and detailed answers to the questions.

2143 respondents participated in the survey. Among them: 37.7% (808 people) first appealed to the units of the FMSD of Russia for Omsk region; 24.32% (521 people) completed the questionnaire during return visit; 14.84% (318 people) regularly visit migration office on a variety of issues; 23.14% (496 people) left the question unanswered.

Among the applicants: 59.68% citizens of the Russian Federation - 1279; 5.972 % foreign nationals - 128 (Ukraine - 3, Armenia - 2, Uzbekistan - 11, Azerbaijan - 1, Tajikistan - 8, Kazakhstan - 92, Germany - 6, Georgia - 2, Kyrgyzstan - 2, Moldova - 1); 34.34% did not mentioned their nationality - 736.

Results of the survey showed the following indicators:

The schedule of units of the FMSD of Russia for Omsk region was assessed by recipients of state services as follows: "satisfactory" - 224 people (10.452%); "good" - 909 people (42.417 %); "excellent" - 988 people (46.103%). Index of satisfaction was 88.52%.

Schedule for work with visitors in structural units of the FMSD of Russia for Omsk region is developed in accordance with the requirements of the Administrative Regulations on the rendering of state services and use of state functions. The research has shown that the work schedule of structural units of the FMSD of Russia for Omsk region does not satisfy 1.026% (22 people).

In general, the placement and territorial accessibility of the FMSD of Russia for Omsk region were assessed as follows: "satisfactory" - 285 people (13.299%); "good" - 894 people (41.717%); "excellent" - 919 people (42.883%). Index of satisfaction was 84.6%.

Ways to reach the FMSD of Russia for Omsk region and arrangement of entrance to the FMSD of Russia for Omsk region satisfied 2107 respondents (98.32%). Index of satisfaction was 81.66%.

Dimensions and equipment of departments satisfied 2043 people, index of satisfaction was 77.134%.

The main reasons for dissatisfaction are the insufficient number of waiting seats for citizens applying for the provision of state services, the lack of enough seats to fill papers, office supplies, the absence of an air conditioner or a split-system.

According to the survey, 68 people (3.173%) are dissatisfied with queuing and believe that the absence of electronic-queue, particularly in offices with large

flow of people, adversely affects the quality of rendering state services. In addition, 72.140% (1546 people) believe that time spent waiting in the queue is acceptable; 6.216% (133 people) believe that time spent in queue is unacceptably long and dissatisfied with the number of seats for waiting.

The reason for the long waiting in line, above all, is due to a lack of staff in units. To reduce queues in the FMSD of Russia for Omsk region is advisable to develop a set of measures – in units with a large flow of citizens to conduct appropriate analyses, basing on which to develop the recommended schedules for visit; to place the information on the stands and the Department website. Enter the position of administrator performing telephone consultations.

According to the survey, 2045 people (95.42%) find the time of rendering state services as acceptable; 267 people assessed duration of rendering a state service “satisfactory” (12.459%); 947 people – “good” (44.19%); 831 people – “excellent” (38.777%). Overall satisfaction index – 82.967%.

It is significant that 97.8% (2096 respondents) are satisfied with the level of service and interaction with the staff of the FMSD of Russia for Omsk region.

Recipients of government services often come to the units of the FMSD of Russia for Omsk region already having sufficient information on the state services provided by the migration service. The main sources of its (information) receipt – preliminary consultations with the staff of the FMSD of Russia for Omsk region (1019 respondents – 47.55%), obtaining additional information through the Internet (908 people – 42.37%), by phone (981 people – 45.776%).

Recipients of state services use information on the procedure for rendering services placed on information stands of the FMSD of Russia for Omsk region. Among them: 89.127% (1910 people) believe that information is detailed and available; 10, 813% (223people) believe that information is not sufficient.

Of those surveyed, 97.62% (2092 people) are satisfied with the time period of provision of a public service (discharge of a state function); 97.9% (2098 people) are satisfied with the results of provision of a public service (discharge of a state function).

Only 42 people (1.959%) believe they have faced unreasonable actions on the part of the FMSD of Russia for Omsk region, 2 of them – because of delays in signing documents. This indicates a rather high level of professional training for Department staff, their good knowledge normative base and ability to communicate with people, properly and clearly explain the reasons of refusal to meet applications and requests.

Despite the comments, 2098 respondents (97.9%) are satisfied with the result and the quality of rendering state services and performing state functions.

The foregoing suggests that elimination of all the negative factors, which hinder to provide state services and perform the functions assigned to the Service at a high level, is impossible without an increase in staff of many units of the Department, additional funding to improve the conditions of rendering state services, including necessary repairs of premises and purchase for each unit information resources provided for by administrative regulations (electronic queue, information kiosks, etc.).

Common problems of exercising all administrative regulations is insufficient logistical and information support of the units: the lack of sound, electronic queue management systems; the lack of light information boards; absence of information kiosks and waiting rooms in every premise of structural units of the FMSD of Russia for Omsk region; premises are not equipped with ramps, special fences and railings, etc., necessary to ensure the free access of citizens with physical disabilities and handicapped persons; inadequate staffing to provide adequate levels of state services. Establishment of the system of professional migrational education at the federal level – training, retraining and professional development of staff in the field of migration – will provide legal literacy of employees at the territorial bodies of the Federal Migration Service of Russia with regard to the specifics of the Service and will increase the quality of rendering state services.

The conducted research has shown that the vast majority of respondents express opinion about qualitative provision of state services. Structural units of the FMSD of Russia for Omsk region comply with requirements of Administrative regulations for provision of state services and use of state functions; state services are available to citizens and are rendered at a high level.

References:

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