

SOCIAL SCIENCE

(specialty 22.00.01)

Ovcharenko R.K. Authorities work efficiency from the viewpoint of the population

There are some results of a sociological survey taken by the author in five municipalities of Rostov region in February-March 2011 to explore public attitudes to the processes of civil service reform, forming the system of civil service management, to identify public opinion on the effectiveness of government agencies, as well as ways improve their performances.

Key words: civil service reform, public opinion, citizens' appeals, the efficiency of executive bodies, ways to improve the work of government agencies.

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