

Summary

Subject matter: Stress in the workplace of a modern municipal employee of the Russian Federation (based on the example of Pyatigorsk Administration).

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Customer organization: Pyatigorsk Administration.

Topicality of the research: is determined by the discrepancy between the influence stress has on municipal employees' lives and the place this problem has in the scientific research and in the training of managers, high social and professional requirements imposed on municipal employees and the low level of knowledge municipal employees have about the causes and effects of stress on life, ways of preventing and coping with stress.

Objective of the research: to describe the theoretical foundations of the research of stress among municipal employees and to draw up the guidelines on the minimization of the negative effects of stress factors.

Tasks:

- to characterize municipal employees as a social and professional group;
- to specify the essence and types of stress;
- to research the main stress factors in the work of municipal employees;
- to give the organizational and legal characteristic of the general department of Pyatigorsk Administration;
- to identify the main factors of stress of the employees of the general department of Pyatigorsk Administration;
- to devise the ways of stress reduction among the employees of the general department of Pyatigorsk Administration.

Theoretical and practical significance of the research: the data obtained in the research can be used by the municipal employees of the general department of Pyatigorsk Administration with the purpose of increasing the efficiency, can be used in the process of professional training, retraining and professional

development of municipal employees to study the main stress factors in the work of municipal employees.

Results of the research: the analysis of the stress level among the municipal employees of the general department of Pyatigorsk Administration allowed to devise the ways of stress reduction with the purpose of increasing their efficiency, professional development and personal fulfilment.

Recommendations: Based on the results of the research the ways of stress reduction by state and municipal employees, including the employees of the general department of Pyatigorsk Administration, were devised:

- the enhancing of the social status, social, economic and legal protection of municipal employees;
- the formation of the positive image of municipal employees in the public opinion;
- the provision of social psychological support to municipal employees;
- the increase of professional competence of state employees and the improvement of their professional skills;
- the creation of a positive social and psychological atmosphere in an organization;
- the development of the personal and professional qualities of municipal employees, social and psychological competence, which serve as the basis for the general professional competence.