

SUMMARY

Theme: Improving the system of office work in the tax authorities of the Russian Federation (on the example of the Interdistrict Inspectorate of the Federal Tax Service of Russia No. 2 in the Kabardino-Balkarian Republic)

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Organization customer: Interdistrict Inspectorate of the Federal Tax Service of Russia No. 2 for the Kabardino-Balkarian Republic

Relevance: the topic chosen for the study is particularly relevant at the present time, when the modern system of government and administration, including tax authorities, continues to be reformed and improved. And special attention is paid to the problem of the functioning of the authorities and administration; the problems associated with ensuring interdepartmental interaction are also acquiring significant importance.

The object of the research is the system of tax authorities in modern Russia as a multilevel management system, which includes a complex of organizational and administrative structural formations and their organizational and administrative relationships.

The subject of the research is the administrative subsystem of office work as an integrative institution for ensuring management activities.

The purpose of the study is to comprehensively summarize the theoretical and practical aspects of organizing office work in tax authorities and develop, on this basis, practical recommendations aimed at improving this type of management activity.

The degree of elaboration of the problem, the object and subject of research, as well as the goal set, determined the formulation of the following scientific and practical **tasks** of this final qualifying work:

- to analyze the system of office work in the authorities and administration;

- to trace the development of the institution of documenting management activities in public authorities of the Russian Federation;

- to concretize the features of the introduction of electronic document management as the most important direction of development of office work in the modern Russian management practice of public authorities;

- consider the system of documenting management activities in the tax authorities of the Russian Federation;

- to detail the process of organizing office work in the Interdistrict Inspectorate of the Federal Tax Service of Russia No. 2 in the Kabardino-Balkarian Republic;

- to determine the main directions of improving the system of office work in the tax authorities of the Russian Federation.

Main results: the study details the system of office work in government and administration; generalized the development of the institution of documenting management activities in the public authorities of the Russian Federation. specifies the features of the introduction of electronic document management as the most important direction of development of office work in the modern Russian management practice of public authorities. generalized the system of documenting management activities in the tax authorities of the Russian Federation.

The practical results of the final qualifying work consist in the possibility of using its provisions, generalizations and conclusions when organizing research and practical activities to improve the office work subsystem as a technology for ensuring management activities in the system of tax authorities of the Russian Federation.

Recommendations:

1. It is necessary to automate the process of checking documents against the databases of the authorities involved in the process of providing public services to citizens, using, for example, big data processing systems. This recommendation is addressed to the whole public administration system.

2. It is necessary to expand the scope of using the mechanisms of machine-to-machine interaction, create and implement platform solutions in the field of public administration based on results. This recommendation applies to all of the above recipients.

3. It is necessary to ensure standardization of document management practices. This recommendation is addressed to the tax authorities and the Interdistrict Inspectorate of the Federal Tax Service of Russia No. 2 for the Kabardino-Balkarian Republic.

4. It is necessary to improve organizational and staffing. In particular, for example, to develop and implement short algorithmic instructions for office work in a shifted workflow. This recommendation is addressed primarily to the Interdistrict Inspectorate of the Federal Tax Service of Russia No. 2 for the Kabardino-Balkarian Republic.