

SUMMARY

Theme: «Management decision making in situations of conflict on example the head of administration's activity of Ryzdvyan»)»

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Relevance of research topic consists in the fact that the foundation of any management activities is making decision. It is their effectiveness and timeliness of management are responsible for the effectiveness and correct application of the methods and decision-making mechanisms provide them prejudging further implementation and achievement of the goal.

According to the Russian Constitution people is only source of power implementing it through participation in state and municipal government through its representatives in the government and municipal authorities. The responsibility for the making decisions is personalized and defined in official regulations that consists the order of interaction terms, a list of issues on which the state and municipal employees make decisions. Thus, the regulation of management activities are performed under municipal service. According to research the introduction of official regulations in decision-making has a number of deficiencies and require substantial improvements. It is requires necessity of it's consideration and analysis for adequacy and completeness of the regulation of the decision-making's activities. It's important is not only the scientific substantiation of features management decisions making but also and analyze them in everyday management practices. In this regard, one of the most urgent tasks is the study of the influence of social environment on the selection and operation of the mechanisms of decision-making on the municipal service.

So, **the research purpose** is development of recommendations for effective decision making in situations of conflict based on the analysis of the management process.

To achieve the goal it is necessary to solve a number of **objectives**:

1. To disclose the concept, structure and dynamics of the conflict;
2. To analyze the conflict management process;

3. To consider the organization and activities of the administration of Ryzdvyany;
4. To develop recommendations for the effective making decisions of administrative in situations of conflict by the head of administration in Ryzdvyany.

The theoretical significance of the research is that the study of the features making management decisions in the situation of the conflict is a relatively new trend in Russia and therefore requires a more thorough study of this question. So, the study's theoretical and methodological provisions contribute to a more in-depth understanding of the essence of the procedure, their characteristics and conditions of the efficiency of its use, typology and methods of administrative decisions. **The practical significance** lies in the fact that our conclusions reached based on the analysis of management decision-making in situations of conflict by the administration's head of Ryzdvyany can be used in order to optimize management decisions in other local authorities.

The result of our research is the development of recommendations for the effective management decision-making in situation of conflict by the administration's head of Ryzdvyany. **General recommendations** for the prevention and settlement of interests' conflict are the following:

1. To introduce the practice of holding receptions of people with disabilities and war veterans called «Without entry»;
2. To inform the population of the village about the practice of work with citizens and their outcome through the media;
3. To produce a weekly newspaper with a rubric about the results of the work carried out by the administration and also about the events that have occurred in the village Ryzdvyany;
4. To conduct monthly seminars on issues and problems of concern to the population;
5. Develop Internet-reception for easy and quick handling of citizens.