

The evaluating methodology of municipal management performance

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Abstract

© 2015 Canadian Center of Science and Education. All rights reserved. This article made an attempt to analyze the urban management according to the system approach (Mescon et al., 1988). The examination was fulfilled by the materials of social and economic development of single-industry city Naberezhnye Chelny (Shaykhraziev, 2014), that initially creates complicated conditions for the effective management (Fattakhova, 2011). There are some ways of improving urban management to the individual components of the system such as the operation factors "input", transformation entry-action, the assessment of services as an indicator of the "exit" of the system. The core message is the necessity to apply management sophisticated technologies to the local authority too, as they are used in the operation of enterprises and organizations (Fayolle et al., 1992).

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Keywords

Efficiency, Managerial technologies, Single-industry cities, Social needs, The customer satisfaction, The municipal management, The population, The system approach