**Abstract**

**RS-118**

Title: **"­­­** Social service analysis by the method of involved observation **"**

Heads of the Project: L.N. Ovcharova, M.B. Denisenko, V.A. Kasamara, I.D. Frumin, S.V. Shishkin

Department/Institute**:** Institute for Social Development Studies

**Goal of research**: to identify and to typologize the reactions of public organizations, that provide services in education, health care, migration control and employment, and the response of the organizations’ clients to institutional change of current period in these spheres; to develop recommendations for improving policies ensuring adaptation of social sphere to new economic conditions and demographic trends.

To achieve the goal following **methods** were used:

* ethnographic method and its techniques: participant and non-participant observation, in-depth interviews, focus groups, document analysis, visual technique, discourse analysis;
* quantitative analysis of statistical and survey data.

**Empirical base of research:**

data collected during observation in the organizations, interviews and focus-groups with the employees and the clients; internal documents of the organizations; employer and client surveys data; official and department statistics, federal and regional legal acts.

**Results of research:**

1. General methodological framework for public organizations analysis providing services to population was formulated as a result of application of the ethnographic method to studying educational and medical organizations, migration and employment offices in Moscow.
2. The process of the territory educational complex formation at the moment of transition from organizational and legal figuration to social and psychological integration was described. Concomitant problems concerning integration, communication and management are identified.
3. Comprehensive analysis of the medical organizations adaptation to new economic and demographic conditions and carried out institutional reforms is conducted. The impact of reform in medical organizations financing on their activities was evaluated and the effect of transformation in medical care provision in Moscow to the management of medical organizations was assessed. The analysis of changes in medical staff (doctors and nurses) labor motivation and in relationships and psychological climate in the workplace is carried out. Changes in the relationship between medical staff and patients are analyzed.
4. The contribution of migration to the dynamics of the population of Moscow and the change in its age structure is measured. The current situation in the field of recruitment and use of temporary foreign workers and migrants from the Russian regions in Moscow is characterized. The practices used by migrants from Central Asia in the housing market, education, health and leisure in the capital are described. The effect of changes in Russian migration legislation of recent years for Moscow labor market and the consequences of the recession for the migration to Moscow evaluated. The effectiveness of the Federal Migration Service and other agencies serving immigrants activities is assessed.
5. The policies to promote employment in the capital are evaluated. The demand for services provided by the public employment offices in Moscow is estimated. The problems with accessibility and the quality of services provided for persons with disabilities by the public employment offices are identified. The issue of personnel and organization of work in the offices are addressed.
6. The recommendations for improving policies and increasing the effectiveness of institutional changes in the field of education, health care, migration policy and policies to promote employment in Moscow are developed.

**Level of implementation:**

The study is carried out for the Government Executive Office of the Russian Federation. During the project 8 policy briefs were prepared. Some materials of the project were presented at a workshop of the Presidential Commission for the Disabled, at the event with the participation of the Deputy Mayor of Moscow for Social Development, as well as to territory educational complexes heads.

Practical results and recommendations formulated in the course of the project are addressed to the representatives of public authorities of the federal and regional level, responsible for the implementation of policies in education, health care, promotion of employment and migration policies, as well as to the heads of organizations providing services to the population in these areas.