

Название публикации:

The Use Of Digital Technologies To Improve The Quality Of The "Social Taxi" Services'

Авторы:

Moskaleva, NB [1] ; Zaitseva, NA [2,3] ; Vinogradova, MV [4] ; Larionova, AA [5] ; Kuljamina, OS [6] ; Dashkova, EV [7] ; Popovich, AE [8]

[1] Russian Presidential Acad Natl Econ & Publ Adm, Dept Labor & Social Policy, Moscow, Russia

[2] Plekhanov Russian Univ Econ, Dept Hotel & Tourist Business, Moscow, Russia

[3] Immanuel Kant Balt Fed Univ, Dept Sociocultural Serv & Tourism, Kaliningrad, Russia

[4] Russian State Social Univ, Sci & Res Inst Prospect Trends & Technol, Moscow, Russia

[5] Kosygin State Univ Russia, RUSSIA Technol Design Art, Dept Econ Secur Audit & Controlling, Moscow, Russia

[6] Russian State Social Univ, Sci & Res Inst Prospect Trends & Technol, Moscow, Russia

[7] Chechen State Univ, Dept Tourism & Hospitality Ind, Grozny, Russia

[8] Moscow State Univ Technol & Management, Cossack Univ 1, Dept Phys Chem & Math, Moscow, Russia

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Аннотация:

Today, the digital economy has become firmly entrenched in various fields of activity. However, the introduction and development of electronic, digital technologies in the social sphere lags behind the general trends, which outstripped the relevance of this study. The purpose of the article is to develop ways to improve the quality of the "Social Taxi" service based on the use of digital technologies. The leading approach to the study of this problem was the methods of studying analytical, survey and other materials, classification, systematization and generalization of the data obtained, and information analysis of data. The article presents the results of a study of the organization and development of social taxi services on the basis of factual data obtained from all without exception subjects of the Russian Federation, allowed which to generalize problems that impede the introduction, development of informatization of these services and determine ways to overcome them. The authors developed a system of key indicators that can be used to assess the quality of the service "Social Taxi". The article reflects the results of the evaluation of the level of the quality of the "Social Taxi service in terms of indicators - the percentage of coverage of the service of low-mobile categories of citizens and the cost of the service. The use of the results of will this research by the regions of Russia will contribute to the creation of a methodological basis for timely identification of problems that impede the introduction and development of informatization of the "Social Taxi" service, both at the national and regional levels.

Ключевые слова:

social services; people with disabilities; low mobility groups; transport accessibility; social taxis; service quality; key indicators

