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ПОДДЕРЖКА УСЛУГ КУЛЬТУРЫ — ИНТЕГРИРОВАННЫЕ СЕРВИСНЫЕ КОМПЛЕКСЫ: ПЕРСПЕКТИВЫ РАЗВИТИЯ

SUPPORT OF CULTURAL SERVICES THROUGH THE INTEGRATED SERVICE CENTERS: PROSPECTS OF DEVELOPMENT

08.00.05 – Экономика и управление народным хозяйством
08.00.05 – Economics and management of national economy

В статье рассматривается определение «интегрированный сервисный комплекс», обосновывается авторская позиция в его понимании, анализируются отечественные и зарубежные подходы к кластерной методологии.

Особенностью авторской разработки является возможность гибкого реагирования на изменения внешней среды и интеграции в экономику конкретного региона РФ, применение логистического подхода в управлении, государственно-частное
Definition of the «integrated service center» is examined by the author who has analyzed the existing domestic and foreign views on the definition and evaluation of the cluster approach to the regional culture services in Russia, its advantages and disadvantages. A proposed method makes it possible to quickly respond to changes in the environment and to get integrated into the economy of a particular region of the Russian Federation, to apply the logistic method of management, the public-private and social partnership. Method of research includes the use of logistic principles for cultural services, as well as the mathematical processing of statistical data and the method of correlation-regression analysis. Approval made in Saratov region that possesses a sufficient economic potential for development of cultural services demonstrated improvement of socio-economic indices while using integral service complexes.

Keywords: integrated service center, mechanism of public-private partnerships in the cultural industry, cluster approach.

Introduction

The current crisis situation in the global economy requires maximizing the use of the resources and making the reliable management decisions. Britain’s decision on withdrawal from the EU, the imposition of the agreement on Transatlantic trade and investment partnership (TTIP), put before the economists the complex tasks, the successful solutions of which will serve as a counterbalance to the negative economic trends.

Along with the development of the free trade and creation of the new jobs, a huge attention is paid to the growth of countries competitiveness in general terms and businesses in particular. In recent years, Russia became a full participant in the global economic processes. Many positive benefits of the global integration are closely intertwined with the risks of losses during crises and the imposition of the economic sanctions.

Progressive development of the country should be based on the long-term forecast taking into consideration the new challenge. It is important to correctly identify the growth points in modern conditions. One of the competitive spheres of activity, which is dynamic in terms of volatility of the market, is the cultural industries.

The practices to improve the competitive advantages of the regions lay in the creative industry [1] that can provide 5–15% growth of gross regional product (GRP). With the development of creative industries, the economy and social environment of a specific subject are more stable. For example, «in Berlin a creative segment of theeconomy constitutes 22% of the city budget. France: Centre Georges Pompidou (Georges Pompidou) — a full-fledged multicultural interdisciplinary cultural center (library, permanent exhibition of contemporary art, temporary exhibition, a multiplex cinema), existing along with the Notre Dame Cathedral (Notre Dame de Paris) and the Eiffel tower; Uzbekistan: KarakalpakState Museum of Art named after I. V. Savitsky, England: South Bank, which was established by the decision of Winston Churchill in the postwar period in several stages in, a completely depressed area of the South Bank in London; Russia: Polytechnical Museum — the Museum of the culture of innovation that combines science (technology) and design (art)» [2, p. 168].

By applying the mechanism of public-private partnerships in the cultural industries an innovative business environment is being formed, which is conducive to attracting investment, pooling of resources and capacity development, what has a positive impact on the economic development of the state and business. The basic tools of public-private partnerships in the cultural industries «can have legal, organizational and financial forms» [3]. Areas of application of PPP are quite versatile: public and political support, organizational, investment, economic and financial conditions, legal and regulatory framework, and staffing.

The result of these interventions is an improved efficiency of the cultural industry through the reimbursement and risk sharing, long-term investment with an acceptable level of profitability and risk. In addition to the direct efficiency, the impact of culture on economic efficiency has the indirect effect as well-through the support of common values for the groups of consumers. That determines the ways to include the group members in the economic production processes. Thus the cultural values are agents of innovation, effective managerial decision-making, adaptive organizational behavior, which is reflected in the high financial performance or growth rates of economic indicators.

According to the state program of economic development based on results of the session of Presidium of the State Council of the Russian Federation dated 11.11.2011, as well as decisions of the Government Commission on high technologies and innovations from 30.01.2012, the Ministry of economic development of the Russian Federation jointly with interested Federal bodies of Executive power prepared a draft of the pilot development programs for innovative territorial clusters. This concept refers to «a set of enterprises and organizations (cluster members) located at the particular area, which is characterized by: having the scientific and production chain, which unites the cluster members, in one or several areas (key economic activity); having the mechanism of coordination and cooperation of cluster members; having the synergistic effect expressed in the improvement of economic efficiency and effectiveness of each enterprise or organization as a result of their, high degree of concentration and cooperation» [4].

In accordance with the statement of the Government of the Russian Federation of 15.04.2014 № 316 on development of clusters, taking into account assessments of their innovative and productive capacity, two groups were formed. The first one included the clusters the development programmers of which are expected to be supported through the subsidies from the Federal budget of RF subjects in the amount of up to 5 billion rubles annually for 5 years starting with 2013 [5].

The second group included the territorial clusters the development programs of which, require the further refinement, therefore no financial assistance is expected during the first phase of programs’ implementation. The clusters identified in the List are characterized by different models of territorial organization and different proportions of scientific-technical and production activities in the structure of employment.

Thus, from the territorial organization point of view, such cluster development models are presented in clearly defined territorial boundaries practically coinciding with the municipal boundaries, as well as in the models that brings together businesses, educational and research institutions in the framework
of large agglomerations networks. It should be noted that the success can be achieved through the more intensive transfer of scientific and technological research in the industrial activities of existing companies and the creation of new small and medium enterprises, embedded in the forming value chains of the large companies [6].

The concept of the cultural cluster [7] includes the set of places for creativity and its realization means (e.g., studios, art studios, galleries, etc.) in the same area. This interpretation is widespread in Europe, in Russia, it is also supported by a number of scientists, in particular, M. B. Gnedenkov determines «The creative economy is the production of ideas, meanings, works, projects which become independent products in the market. The branches of creative economy are: advertising, architecture, design, film, publishing, fashion, television and radio, entertainment, software and computing systems, visual art, music, performing arts, crafts» [8]. The cluster [9, p. 197; 10, p. 353; 11, p. 267] in the sphere of culture, according to K. M. Almakuchkov, is a unit of organizational interaction (Institute) of the potential cluster members, which is based on the relations of cooperation and specialization, on high level of social solidarity among members of the cluster and network communication, based on the interested relations, constant communication while implementing the joint projects [12, p. 55].

However, the Department for culture, media and sport the UK Government in 1998 decided: «the Creative industry is an activity which is based on individual creativity, skill and talent and which carries the potential of creating added value and jobs through the production and exploitation of intellectual property» [13].

So, it is quite a reasonable point of view, according to which leaving the creative industry are:

— «large businesses that these «industries» such as television, publishing houses, record companies or the Internet Corporation;

— small and medium-sized creative enterprises that are an integral part of the creative economy and are often grouped around large companies around the tourist industry or develop in the urban clusters;

— intermediary agencies created to support specific clusters or specific sectors of the creative economy, which tells authorities how to encourage the development of creative industries and owners of creative enterprises help in the organization of production, the selection and arrangement of their «economic niche»;

— traditional cultural institutions — archives, theatres, libraries, museums, concert organizations — which have significant, although not always demanded resources;

— professionals who mediate between these sectors and form a moving and creative environments» [14].

If we examine the services provided by the culture in modern conditions, the concept of cluster is transformed and cannot be applied without considering the peculiarities of the functioning industry. In the framework of the cluster approach on the basis of the Russian practices the main disadvantages are: «high dependency on the territorial basis» [15, p. 112; 16, p. 160], quite long and costly process for the state, «no efficient mechanism of interdepartmental cooperation» [17, p. 271], increase in the competitiveness of single companies outside the cluster, «the growth of elasticity for the labor demands» [18, p. 145] and consequently rising unemployment. The specialization of the region reveals its vulnerability, isolation — established circle of regular contacts reduces the efficiency, impossibility of quickly respond to changes in environmental conditions and subsequent reorganization, restructuring, reduction in competitive pressures and, consequently, reduction of the innovation forces, the loss of independence of the clusters subjects.

Main part

Therefore, the identified shortcomings of the clustering of cultural industries lead to the need for their elimination and the possible use of new forms of development of the competitiveness in services culture. In our opinion, this can be formed in the integrated service center, the hallmark of which is the ability of flexible response to changes of the external environment and integration in the economy of the creative clusters of the Russian Federation; application of the logistic approach in management, public-private and social partnership. Unfortunately, at the moment there are no developed platforms in Russia that allow developers to remove defects and to attract investment.

An integrated service center can become such platform in the nearest future, which will, provide the most popular services of the cultural industries to the consumer. From our point of view, the integrated service center should be considered as an open multi-functional system that includes the cooperation of production, processes, material, devices for the creation of services in the sphere of culture, their production, distribution and consumption [19, p. 165]. It is a kind of integrated analysis of the future: the possibility of using the converged technologies of information and communication, cognitive, bio- and nanotechnology, and under the management of domestic state structures. Let us review it in more detail.

The use of logistic principles in the service sector has the characteristic feature of an innovation activity, in addition, given the development level of the creative industries in Russia, the application of logistics opens the wide opportunities for the organization of business-processes in the study area. The integrated service clusters are able to adapt to different market conditions as per the comprehensive strategic management of the flow processes, taking into account their quantitative and qualitative characteristics, and reactions to the external environment. To improve the competitiveness and quality of services the use of modern information technologies is assumed.

These technologies allow creating a uniform system of exchange of information-analytical database (IADB) [20], which completely fits into the concept of integrated social business communications. The main advantages of this technology are: cost reduction, development of partnerships, compliance with international standards, information returns — the promotion, use of integrated analysis in the integrated marketing, brand integrated business. Integrated social business communication in the cultural industries is «a part of business service processes and services provided by all the departments of a company-producers» [21, p. 132]. Based on the use of integrated service centers, it is possible to organize multi-level system of customer service, to streamline the structure of services and the composition of producers generating these services.

Very recently, namely in 2015, one of the authors was fortunate enough to test the theoretical conclusions in practice. We have developed methodological and practical recommendations for the implementation of integrated service complexes in the culture industry of the Saratov region. It is worth emphasizing that testing affected free services provided by public institutions. This explains the lack of private investment. Table 1 presents the values of the index of innovative development of regions, according to the Institute for statistical studies and Economics of knowledge «Higher school of Economics» [22].

<table>
<thead>
<tr>
<th>Rating</th>
<th>Region</th>
<th>Index</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>The Republic Of Tatarstan</td>
<td>0,5606</td>
</tr>
<tr>
<td>4</td>
<td>Nizhny Novgorod oblast</td>
<td>0,5006</td>
</tr>
<tr>
<td>10</td>
<td>Ulyanovsk oblast</td>
<td>0,4661</td>
</tr>
<tr>
<td>11</td>
<td>Perm Krai</td>
<td>0,4594</td>
</tr>
<tr>
<td>15</td>
<td>Penza oblast</td>
<td>0,4336</td>
</tr>
<tr>
<td>18</td>
<td>The Republic Of Mordovia</td>
<td>0,4263</td>
</tr>
<tr>
<td>20</td>
<td>Samara oblast</td>
<td>0,4134</td>
</tr>
<tr>
<td>35</td>
<td>Saratov oblast</td>
<td>0,3687</td>
</tr>
</tbody>
</table>

Resource: [23].
The rating is based on 36 core indicators, grouped into four main groups:

«Socio-economic conditions of innovative activity» (ISEU) — assess the economic and educational levels of development of the region characterizing the potential for the creation, adaptation, development and implementation of innovations.

«Scientific-technical potential» (INTP) — evaluation of the development of the most important components of scientific-technical capacity: the level of financial and human resources of scientific research and development, publication and patent activities, the number of created advanced production technologies, income from export of technology.

«Innovative activity» (of IID) — assessment of the intensity of the processes of creation, implementation and practical use of technological, organizational and marketing innovation.

«Quality of innovation policies» (IKIP) — the level of sophistication of the regulatory framework, the availability of specialized organizational support and scale of budget spending on science and innovation.

The outcome of the Russian regional innovation index is an arithmetic average of all values included in the rating indicators. All regions in the ranking are divided into four groups according to the level of their innovative development.

A set of statistically observable indicators for 2014 in the Saratov region was chosen as the factors characterizing an impact of cultural industries on innovation development in regions on the example of Saratov region [24]:

- income from visits to theatres, equal to the number of visits to theatres (653,7 thousand units) × average cost of service (172,13 RUB) relative to the total volume of paid services culture population (million RUB 76 135,0) ($F_1$) million rubles;
- income from visits to cinema (1988,0 thousand units) × average cost of service (170 RUB) relative to the total volume of paid services culture population (million RUB 76 135,0) ($F_2$) million rubles;
- income from visits to cultural and leisure facilities is equal to the number of visits (235 186 units) × average cost of services (1 650 rubles) in relation to the total volume of paid services to the population of the culture RUB million 76 135,0, ($F_3$) million rubles;
- income from sales of printed materials equal to the annual circulation (5 356,4 + 6 281,9 + 124 291,9) × average price (158,69 rubles) in relation to the total volume of paid services culture population (million RUB 76 135,0) ($F_4$) million rubles;
- income from visits to the museums (846,5 million) × average cost of service (34,76 RUB) relative to the total volume of paid services culture population (million RUB 76 135,0) ($F_5$) million rubles;
- the total income from the total paid services of culture, mln. 76 135,0; in relation to the total income (loss) before tax of the reporting year, from providing social and personal services (~68 682 RUB thousand) ($F_7$) million rubles;
- the amount of funds received by the cultural institutions for activities related to the orders (71,3 million rubles) in relation to the total volume of provided paid services to the population (6 927,5 billion RUB; 102,0 %) ($F_8$) million rubles;
- income derived from providing social and personal services as balanced financial result (profit minus loss) of organizations (~136,3 million RUB) relative to the total volume of paid services culture population (million RUB 76 135,0) ($F_{9+}$) RUB million;
- indirect income from paid services of culture the number of cultural organizations (1 099 units) × the number of people employed (44,9 thousand people) in relation to the total income (loss) before tax of the reporting year, from providing social and personal services (~68 682 thousand RUB) ($F_{10}$) million rubles;
- the volume of the culture industry as the physical volume of paid services culture (76 135,0 million RUB) relative to the total volume of paid services (6 927,5 billion million rubles ($F_{11}$)).

It reflects the consumption of various types of services provided for a fee to the citizens. It represents the cash equivalent to the amount of services provided to residents of the Russian economy (legal entities and citizens engaged in entrepreneurial activities without forming a legal entity) to citizens of the Russian Federation and nationals of other States (non-residents) consuming certain services on the territory of Russia.

While studying the relationships between economic indicators based on statistical data for large arrays of data, the paired regression analysis and correlation and regression analysis were used. A linear correlation analysis allows to establish the direct and inverse relations between variables according to their absolute values and to assess their tightness. The formula for calculating the coefficient of correlation is constructed in such a way that if the relationship between variables is linear, the Pearson correlation coefficient accurately sets out the closeness of this connection, whereby it is also called the coefficients of linear Pearson correlation [25, p. 129].

In General form to calculate the correlation coefficient using the formula:

$$r_{xy} = \frac{\sum(x_i - \bar{x})(y_i - \bar{y})}{\sqrt{\sum(x_i - \bar{x})^2} \sqrt{\sum(y_i - \bar{y})^2}} ,$$  \hspace{1cm} (1)

where $x_i$ is the value taken by variable $X_i; \ \ y_i$ — values taken by a variable; $\bar{x}$ — the average of $X_i; \ \ \bar{y}$ — the average U.

When assessing correlations will be guided by the following rating:

1) strong or tight when $r > 0.70$;
2) average at 0,50 mm $r < 0.69$;
3) reasonable if $0.30 < r < 0.49$;
4) weak at is $0.20 < r < 0.29$ to;
5) very weak if $r < 0.19$.

Further on the model of the knowledge production function A. Jaffe was built by linear regression of the form:

$$IIRR = \beta_0DNIO + \beta_1OSH + \beta_2INNE +$$

$$+ \beta_3DND + \beta_4FOP + \beta_5UDON + \varepsilon_k ,$$  \hspace{1cm} (2)

where $\varepsilon_k$ — random member (stochastic error).

The coefficients of the independent variables $\beta_i$ mean how many points will change the level of innovative development of the region while changing the i-th variable by one.

The coefficients of the independent variables $\beta_i$ show how many points will change the level of innovative development of the region while changing the i-th variable by one. The results of such analysis will allow to establish closer correlation between the parameters $F_i, F_1, F_2, \ldots, F_{11}$ [26].

The analysis of correlation dependences in the Saratov region shows significant differentiation of coefficients of correlation in practice. Range of values ranging from strong positive to strong negative. The influence of the considered factors as indicator of innovative development of the region is complex, both positive and negative.

The proposed method of correlation and regression analysis can be used to determine the effectiveness of the cultural industries and in the study of nonlinear processes of influence on innovative development of the region.

According to the obtained coefficients, we can say that the most strong or close correlation can be seen between options $F_3$ and innovation level of region’s development. This suggests that, the more intense is the interaction between the culture industry and the regional economy, the more progressive is the innovative development of the Russian Federation.

The negative values of the correlation coefficients in terms $F_1, F_4, F_8$ suggests that in the most regions the increase in income...
from the operation of the cultural industry has a negative impact on the regional innovation development. It may be associated with the dynamics of GRP per capita and economic stability of the region.

From our point of view, there are several possible centers in the Saratov region suitable for the development of the integrated service centers: within the framework of the regional center two; on the regional level five. This conclusion is based on the assessment of cultural industry of the Saratov region, namely: «11 theaters, 4 concert organizations; 160 public and private museums; 995 public libraries; 1 130 institutions of cultural and leisure type; 7 specialized secondary educational institutions of culture and art; 103 municipal institutions of additional education for children children’s music and art schools and children’s schools of arts); The Saratov State Conservatory named after L. V. Sobinova; The Saratov State Art Museum named after A. N. Radishcheva; The Saratov State Puppet Theatre «Teremok», The Saratov Regional Operetta Theatre, The Saratov Provincial Theatre of Choral Music, Drama Theatre of the City of Volsk, The Saratov Regional Philharmonic. named after Schnitke, The concert of the Saratov regional organization «Volga region», Regional universal scientific library, Regional library for children and youth. A. S. Pushkin, The Saratov State Academic Drama theatre I. A. Slonova, The Saratov Aca-

The findings and conclusions

According to the analysis of the Saratov region has suf-

133 — local (municipal) importance, as well as 4 372 detected object of cultural heritage (including 3350 — archaeological monuments), 948 public libraries, 208 public cinemas, 43 of them are in urban areas and 165 in rural areas, sources of financial support (thousand rubles): total — 1 995 310,6; regional budget — 1 382,2241; Federal budget (forecast) — 3 681,0; local budgets (forecast) — 563 689,2; extrabudgetary sources (forecast) — 186 558,2; for 2017 (the planned period) — total 1 756 946,0; regional budget — 1 379 572,7; Federal budget (forecast) — 23 170,5; local budgets (forecast) — 158 715,4; extrabudgetary sources (forecast) — 195 487,4, in 2014 demonstrated 23 954 screenings, which were attended by 285,09 thousand spectators, including 150,6 thousand children. Popular Russian films. Gross harvest in 2014 amounted to 6 553,7 thousand rubles, rental fee — 1 587,8 thousand rubles. The average cost of tickets for film screenings at the region ranged from 5 to 20 rubles for children’s film screenings, and from 10 to 30 rubles for adults, January 1, 2015, there are 208 public cinemas, 43 of them are in urban areas and 165 in rural areas, in the field of e-services, the opening of the virtual reading room increased information resources library users on 42,5 thousand units of storage, the number of users of library services in 2014 amounted to 49 850 people, the number of visits to library website — 86 286, museum attendance, which consists of excursions and individual visits, was 658,9 million, the number of visits to traveling exhibitions — 133,9, in 2014, in the museums of the region held 12 100 fun read 2 061 lecture held 772 events were 83 educational programs, at the Museum activities in the Saratov region there are 22 museums, including 14 state, 11 of them are branches, and 8 municipal museums. Work on the introduction of Museum collections in the electronic catalog is 10 museums in the area
**Table 2**

Indicators of development of the service industry culture in Saratov

<table>
<thead>
<tr>
<th>Period</th>
<th>The Index of services production in % against previous year</th>
<th>Paid services to the population, million.</th>
<th>Paid services in % to previous year</th>
<th>Next year the consolidated budget expenditures on culture, million rubles.</th>
<th>Consolidated budget expenses, million rubles</th>
<th>Gross regional product, bln. Gross regional product, bln.</th>
<th>The culture industry, million rubles</th>
<th>Budget, million rubles</th>
<th>Social, million rubles</th>
<th>Integral, million rubles</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>103,5</td>
<td>53 773,9</td>
<td>108,8</td>
<td>-</td>
<td>75 249,4</td>
<td>376,2</td>
<td>75 249,4</td>
<td>376,2</td>
<td>376,2</td>
<td>376,2</td>
</tr>
<tr>
<td>2012</td>
<td>109,9</td>
<td>65 077,8</td>
<td>111,5</td>
<td>-</td>
<td>84 158,9</td>
<td>431,0</td>
<td>84 158,9</td>
<td>431,0</td>
<td>431,0</td>
<td>431,0</td>
</tr>
<tr>
<td>2013</td>
<td>103,5</td>
<td>68 355,9</td>
<td>100,0</td>
<td>2 899,3</td>
<td>86 990,5</td>
<td>478,3</td>
<td>86 990,5</td>
<td>478,3</td>
<td>478,3</td>
<td>478,3</td>
</tr>
<tr>
<td>2014</td>
<td>102,8</td>
<td>76 135,0</td>
<td>101,3</td>
<td>3 406,2</td>
<td>87 683,9</td>
<td>528,7</td>
<td>87 683,9</td>
<td>528,7</td>
<td>528,7</td>
<td>528,7</td>
</tr>
<tr>
<td>2015</td>
<td>103,7</td>
<td>87 488,8</td>
<td>105,9</td>
<td>3 214,2</td>
<td>87 912,5</td>
<td>-</td>
<td>87 912,5</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>2016</td>
<td>0,72</td>
<td>2,1</td>
<td>0,35</td>
<td>11,9</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

Source: [28].

The choice of the final course of action is determined by the needs and capabilities of the specific subject market. The algorithm changes the structure of cultural industries in the implementation of information-analytical database enables you to create new integrated service center, is not only fully adapted to the needs of the environment, but provides producer, of high quality services in the cultural industry with the requirements of the clients and needs of the state.

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