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Title **Interaction of Public Professionals-Civil Servants and Citizens-Clients while Implementing Public Policy**

Abstract This paper presents short policy recommendations for practitioners, policy makers and researchers while implementing the Public Policy. The recommendations are based on academic literature on street level bureaucracy and own empirical research on “Professional Discretion of Civil Servants in Serving the Customers of Public Employment Intermediation Agency: the Case of Lithuanian Labour Exchange” and “The Impact of Service Standardization on Lithuanian Street-Level Bureaucracy”.