

PERSONAL MANAGEMENT IN SERVICE

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Abstract: Transport is one of the essential components of tourism activities. The relationship between transport and tourism development is very important because it contributes significantly in the development of tourism. It overcomes the physical social and economic development of human beings. It overcomes the physical constraints of distance and meets the human needs for movement over the space. It provides a link between the origin and destination of tourism. The movement of human beings at national and international level is taking place because of various means of transport

Keywords: Transportation, Bus, Driver, Guide, Roads.

Introduction. Personnel management is an administrative function within an organization that oversees the hiring, organization and support of employee positions. A branch of human resources, personnel management focuses on recruiting the right individuals to fit a position and supporting those already working for the company. This area also functions as a tool for evaluating the hiring process and gaining insight into employee satisfaction. Personnel management professionals work to provide the resources and tools staff members need to thrive in their work environment every day.

The main goal of working with personnel in the current environment feel high responsibility, to public psychology, high skills, has a developed feeling of being the owner of the enterprise consists of finding a person.

The following are the services within personnel management directions include:

- development of personnel management strategy;
- organizational structure design;
- managing the number of employees;
- increase labor productivity;
- management system through compensation and discounts optimization;
- selection, adaptation and retention of employees system optimization;
- personal development and personnel reserve;
- optimization of intangible motivation complex;
- improvement of the internal communication system and others.

Personnel management system is a multi-tool The following main personnel management system is a set of systems is closely connected with functions:

- selection and deployment of personnel;
- motivation, compensation and discounts;
- training and education;
- work with personnel reserves;

- decision-making and control in personnel matters.

Assessment means assessment criteria (competency) and assessment the existence of scales is understood. Personnel evaluation in business divided into the following two groups:

- 1) assessment of competence (knowledge, skills, experience, personal indicators);
- 2) evaluation of work results (goal achievement, business results, etc.).

Evaluation of the psychological description of the person in the selection of personnel is important. Assessment methods are often tests and limited to interviews. The quality of the assessment is the assessment to a large extent to the knowledge and skills of the conducting specialist depends. Evaluation of knowledge and skills of personnel, their selection and often found in teaching processes. Here is a test of the main methods it will be possible to use tests, businessmen's game. The second most common method of assessing competence is an assessment-centered method. In this method, the qualities of the person and business tests, cases, businessmen's game, interviews is evaluated comprehensively by obtaining Personnel evaluation methods. Staff today There are different methods of assessment. Below we present most of these methods we will give the most common ones. One of these is "quality-based" called style. This method is quantitative when evaluating an employee focus only on quality indicators without using indicators is given. This method of evaluation includes "matrix", "task performance", Methods such as "360 degrees", "dialogue" can be included. "The Matrix" The quality of a specific employee in a certain task is precisely this compared with the quality indicators of the ideal employee in the task.

Here is an overview of the main types of personnel management used in staffing decisions and employee support operations:

Strategic

Strategic personnel management focuses on planning how to best support staff members. This includes current and future strategies such as managing turnover rates, determining recruitment policies and maintaining employee satisfaction. Strategic personnel management also aims to provide ongoing training to help employees grow within the organization to encourage longevity and satisfaction in workplace positions.

Tactical

Tactical personnel management involves administrative planning. This includes determining how to schedule current staff members. It also includes predicting the amount of staff necessary to fill positions in the short and long term. Tactical personnel management focuses on recruiting the most qualified candidates through a specific selection process. This type of management also handles training and onboarding for new employees. It is sometimes organized into three parts of staff resources, including technical, functional and organic.

Operational

Operational personnel management refers to the daily functions of human resources in employee relations. Support personnel in HR use operational personnel management to handle the basic needs of new employees like providing equipment and passwords to company technology platforms. This area of personnel management is also involved in organizing how employees receive benefits and ongoing support.

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