

Yashil

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- 08.00.02 Makroiqtisodiyot
- 08.00.03 Sanoat iqtisodiyoti
- 08.00.04 Qishloq xo'jaligi iqtisodiyoti
- 08.00.05 Xizmat ko'stash tarmoqlari iqtisodiyoti
- 08.00.06 Ekonometrika va statistika
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- 08.00.08 Buxgalteriya hisobi, iqtisodiy tahlil va audit
- 08.00.09 Jahon iqtisodiyoti

- 08.00.10 Demografiya. Mehnat iqtisodiyoti
- 08.00.11 Marketing
- 08.00.12 Mintaqaviy iqtisodiyot
- 08.00.13 Menejment
- 08.00.14 Iqtisodiyotda axborot tizimlari va texnologiyalari
- 08.00.15 Tadbirkorlik va kichik biznes iqtisodiyoti
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IMPROVING THE EFFICIENCY OF THE ORGANIZATION THROUGH THE USE OF INNOVATIVE MODELS OF PERSONNEL MANAGEMENT

TARAQQIYOT PROGRESS PROJECC



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Abstract: In personnel management, the personnel performance assessment system is of particular importance, which allows to increase the effectiveness of motivation, reduce turnover and increase labor productivity. The personnel management system is defined as the process of proper organization, control and management of human capital. In this regard, several methods for assessing the performance of personnel have been studied. In the enterprise under study, one of the evaluation methods is already being introduced - this is the KPI method. As a result of studying this method, the shortcomings of this method were revealed. The most important thing is that this method takes into account only quantitative indicators of personnel performance. There was a need to find an assessment method that takes into account the qualitative indicators of personnel performance. As a result of the analysis, the 360-degree method was chosen. The reasons for choosing this method are the assessment of quality indicators with the minimization of subjective elements by evaluating the employee's activities from all sides: manager, colleagues, subordinate and client. To combine quantitative and qualitative indicators, it was decided to create a generalized model for assessing the performance of personnel, which will include the results of KPI and 360-degree methods. A generalized model for assessing the performance of employees was developed, which includes qualitative and quantitative indicators and has a clear procedure for calculating the final assessment based on mathematical calculations.

Key words: personnel management, personnel performance evaluation system, KPI method, 360 degree method, staff turnover.

Annotasiya: Xodimlarni boshqarishda ular faoliyatini baholash tizimi alohida ahamiyatga ega bo'lib, u motivatsiya samaradorligini oshirish, aylanmani kamaytirish va mehnat unumdarligini oshirish imkonini beradi. Xodimlarni boshqarish tizimi inson kapitalini to'g'ri tashkil etish, nazorat qilish va boshqarish jarayoni sifatida belgilanadi. Shu munosabat bilan, xodimlarning ish faoliyatini baholashning bir qancha usullari o'rGANildi. O'rganilayotgan korxonada baholash usullaridan biri allaqachon joriy etilmog'ida - bu KPI usuli. Ushbu usulni o'rGANish natijasida ushbu usulning kamchiliklari aniqlandi. Eng muhim shundaki, bu usul faqat kadrlar faoliyatining miqdoriy ko'rsatkichlarini hisobga oladi. Shu sababli xodimlar faoliyatining sifat ko'rsatkichlarini hisobga oladigan baholash usulini topish zarurati tug'ildi. Tahlil natijasida 360 daraja usuli tanlandi. Ushbu usulni tanlashning sabablari xodimning faoliyatini har tomonidan baholash orqali subyektiv elementlarni minimallashtirish bilan sifat ko'rsatkichlarini baholashdir: menejer, hamkasblar, bo'y sunuvchi va mijoz. Miqdoriy va sifat ko'rsatkichlarini birlashtirish uchun KPI va 360 daraja usullarini o'z ichiga olgan xodimlarning ish faoliyatini baholashning umumlashtirilgan modelini yaratishga qaror qilindi. Xodimlarning ish faoliyatini baholashning umumlashtirilgan modeli ishlab chiqildi, u sifat va miqdoriy ko'rsatkichlarni o'z ichiga oladi va matematik hisob-kitoblar asosida yakuniy baholashni hisoblashning aniq tartibiga ega.

Kalit so'zlar: xodimlarni boshqarish, xodimlar faoliyatini baholash tizimi, KPI usuli, 360 daraja usuli, kadrlar almashinuvi.

Аннотация: В управлении персоналом особое значение имеет система оценки эффективности работы персонала, которая позволяет повысить эффективность мотивации, снизить текучесть кадров и повысить производительность труда. Система управления персоналом определяется как процесс правильной организации, контроля и управления человеческим капиталом. В связи с этим изучено несколько методов оценки эффективности работы персонала. На исследуемом предприятии уже внедряется один из методов оценки – это метод KPI. В результате изучения данного метода были выявлены недостатки данного метода. Самое главное, что этот метод учитывает только количественные показатели эффективности работы персонала. Возникла необходимость найти метод оценки, учитывающий качественные показатели деятельности персонала. В результате анализа был выбран метод 360 градусов. Причинами выбора этого метода является оценка показателей качества с минимизацией субъективных элементов путем оценки деятельности сотрудника со всех сторон: руководителя, коллег, подчиненного и клиента. Для объединения количественных и качественных показателей было решено создать обобщенную модель оценки эффективности работы персонала, которая будет включать результаты KPI и метода 360 градусов. Разработана обобщенная модель оценки эффективности работы сотрудников, включающая качественные и количественные показатели и имеющая четкий порядок расчета итоговой оценки на основе математических расчетов.

Ключевые слова: управление персоналом, система оценки эффективности работы персонала, метод KPI, метод 360 градусов, текучесть кадров.

INTRODUCTION

Human labor plays an important role in the efficiency of an enterprise, as it is one of the integral factors of production. The efficiency and productivity of labor directly affects the financial performance of the enterprise, including the profit of the enterprise.

At the moment, in many enterprises in Tajikistan, due to increased migration processes, staff turnover has increased, which has led to a decrease in productivity and labor efficiency in production and the need for effective personnel management. In most cases, the reason for the decline in labor productivity at enterprises is the biased system of remuneration for personnel. The remuneration system is based on the personnel performance assessment system. In most cases, the personnel performance evaluation system is based only on actual indicators, that is, on the standard of production, hours worked, etc., but does not take into account qualitative indicators, such as the personal qualities and social skills of the employee, and the need for a cooperative spirit. As a result, an ineffective and subjective system for assessing personnel performance is a determinant of decreased labor productivity and increased staff turnover.



Properly organized personnel management system, including an objective system for assessing personnel performance, will allow the enterprise to increase productivity and labor efficiency, reduce staff turnover, and as a result will increase the efficiency of the enterprise as a whole.

The effectiveness of an organization depends not only on the employees themselves, but also on the internal microclimate, on the form of personnel management that the manager chooses. At the same time, it is important that there are no distortions and that all actions are performed in a complex manner [5].

Human resource management is one of the most important areas of enterprise life, which can significantly increase the efficiency of the enterprise. The market diligently dictates its rules of operation for any enterprise, along with the presentation of many new, hitherto unknown, requirements to the staff, the struggle for the consumer, the speed of response to demand and the ability to adapt to frequent changes in the structure of functional responsibilities [4].

MATERIALS AND METHODS

A personnel management system means a set of certain methods, methods, procedures and technologies for working with personnel working in any organizational structure.

The structure of personnel management in an organization, as a rule, determines the company's policy, market behavior strategy, general nature of activities and production volumes [2].

In the modern world, the concept of a personnel management system includes [3]:

- personnel planning;
- determination of the existing need for hiring workers;
- recruitment of employees;
- selection;
- subsequent hiring of workers;
- adaptation of hired personnel;
- personnel training;
- career;
- grade;
- employee motivation;
- labor rationing.

By classifying the goals to achieve which a personnel management system is created, all areas can be combined into several large groups:

- economic (all goals implying an increase in final profit);
- scientific and technical (productivity growth and innovation);
- commercial-production (increase in production and sales volumes);
- social (organization of working conditions).

The objectives of the personnel management system, in turn, are as follows:

- providing the company with qualified employees;
- realizing the potential of the team;
- support of comfortable working conditions;
- development of positive personal skills among the team;
- strengthening the stability of the team;
- creating conditions for career growth of employees.

The choice of personnel assessment methods for each organization is a unique task that can only be solved by the management of the organization itself.

There are various methods of personnel assessment, including the method of written characteristics, methods of ranking and paired comparisons, the method of rating scales, interviews, testing, the questionnaire



method, personnel certification, the method of management by objectives; 360 degree appraisal method , critical incident method, behavioral observation scale method and performance management method.

Method of written characteristics.

It is one of the simplest methods of personnel assessment. A manager can evaluate a subordinate's performance by describing his performance in his own words. Such an assessment can be given to the employee's work results (revenue, volume of products sold, quality), business qualities, and approaches to performing certain duties. The manager can also give recommendations on employee development.

The oldest, most understandable, fastest and most technically simple method of personnel assessment is the methods of ranking and paired comparisons. The performance results of employees are compared and the order of employees is determined in the list, in which the names of employees with the highest performance indicators are indicated in the first places, and those with the lowest in the last places.

A rating scale identifies different levels of performance on a job or skill, and assigns a specific score to each of these levels. Using this method, you can evaluate the employee's performance, the degree to which individual goals have been achieved, as well as the degree of proficiency in any skill or business qualities of the employee.

Interviews, testing, questionnaires. The most flexible method of collecting information, which involves conducting a conversation (according to a specific plan) with the respondent, direct personal contact, while the respondent formulates his answer completely independently. An assessment interview can be used to obtain information about the level of development of core competencies, as well as the availability of knowledge on certain issues of professional activity.

A diagnostic method using standardized questions and tasks (tests) that have a certain scale of values. The criterion is the presence or absence of knowledge. Allows you to determine, with a certain probability, the employee's current level of development of the necessary skills, knowledge, and personal characteristics, and to form a motivational profile and psychological portrait of the employee.

Method of management by objectives (MBO - Management By Objectives). The emergence of the concept of "Management by Objectives" is associated with the name of Peter Drucker, who first described its essence in his work "Fundamentals of Management". He proposed distributing responsibility for overall success among all employees of the company in accordance with their positions. This method is focused on assessing the final results of the work of the assessed employee. The manager and subordinate jointly determine the key goals of the employee's activities for a certain period.

"360 degree" assessment method. This method is a "circular" assessment of an employee by his managers, colleagues, subordinates, and clients (Fig. 1).

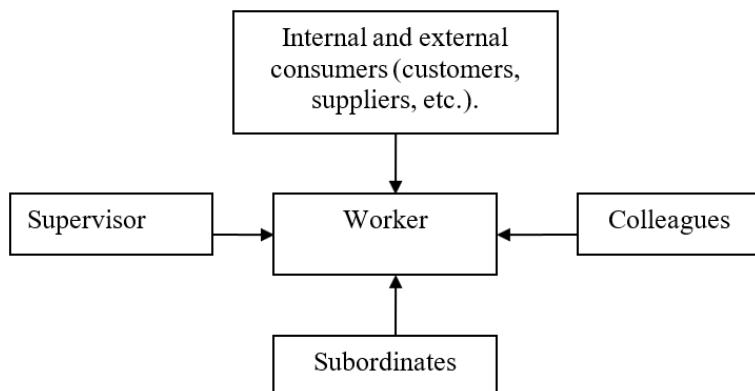


Figure 1: Employee assessment using the "360 degree" method

This method allows you to use both external and internal sources to obtain more accurate and extensive information about your employees. In fact, anyone who has useful information about how an employee performs his or her job can be a source for evaluation. The method can be used either separately or along with other assessments, as in addition to the main assessment system (for example, management by objectives or performance management). This method also includes characteristics of methods of comparison, ranking, ranking, as well as characteristics of methods of written characteristics and goal management when including relevant questions in the list of mandatory data for surveying respondents. Due to this versatility, the 360 degree method was chosen. Next, we will consider this method in more detail.

The 360 degree method was first proposed by Peter Ward in 1987. The first definition he gave to this method:



360-degree evaluation is the systematic collection of information about the performance of an individual (or group), obtained from a number of people interested in his work, and feedback on it.

After interviewing all respondents and processing all questionnaires, a visual result is given which can, for example, be presented in the form of a web model (Fig. 2).

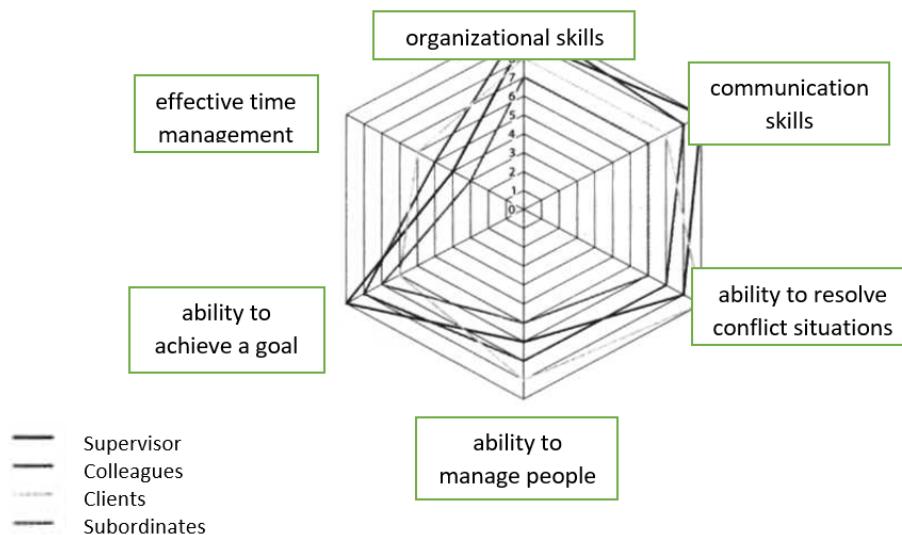


Figure 2: Results of the 360 degree assessment

Based on the results of the “360 degree” assessment, decisions are made:

- moving an employee by position or to another department within the company;
- the strengths and weaknesses of the employee’s activities are determined;
- an employee joins a project group (working in a specific team).

One of the conditions for the effectiveness of the results of this method is to ensure the confidentiality and anonymity of the respondent. This is necessary to prevent conflicts between respondents and those being assessed.

To maintain confidentiality, some companies engage an external independent expert to collect and process the results or use special software that instantly processes the entered information.

Using the 360 degree assessment method provides the following advantages:

- obtaining a comprehensive assessment for one employee (the employee receives an assessment from people with whom he directly encounters while performing his work, unlike other methods, the circle of assessors is significantly expanded);
- democratic nature of the method (not only the manager evaluates his subordinates, but also his subordinates can evaluate him, this increases the loyalty of employees to the organization, for them this is an indicator that their opinion is listened to);
- creating and strengthening trusting relationships with clients (this is an opportunity to once again show that the organization is working to improve customer service);
- modeling of assessment criteria to meet the requirements of corporate standards (the criteria are competencies developed for a specific organization).

Each method has its own limits of application; this must be taken into account when choosing an assessment method. So, the disadvantages of the 360 degree method:

- not used directly for basic personnel decisions: transfer to another position, dismissal, salary increase;
- evaluates only the competencies, and not the achievements of the employee;
- not all personnel have subordinates, which is why it will not be possible to cover the entire employee.

Elimination of the first 2 shortcomings is the use of the method as a complement to other assessment methods, for example KPI.



KPI is used to determine the result of work and, accordingly, the employee's salary. Key Performance Indicators (KPIs) are numerical performance indicators that help measure the degree to which goals are achieved or the process is optimal, namely: effectiveness and efficiency. But this indicator takes into account only quantitative indicators, and for inclusion in the assessment system of qualitative indicators, the 360 degree method was chosen as the most optimal option, since it eliminates the subjectivity of the assessment and allows you to obtain an assessment from a wide range of respondents.

RESULTS

Let's consider the use of these methods of personnel management at the Farovon-1 LLC enterprise. At this enterprise there is a structural unit "Human Resources Department", which is the HR company, providing personnel management at the enterprise.

This structural unit is subordinate to the development department and includes the head, personnel administration, personnel development, and recruiting departments. Accordingly, the HR department is responsible for all document flow and personnel records, their development, as well as the search and selection of new personnel.

In addition to searching and hiring new employees, HR employees analyze the level of wages in the labor market.

When setting salaries, HR employees analyze the labor market, labor costs and working conditions in other companies. Based on the analysis, employee salaries are set.

The analysis is carried out periodically. This allows HR to periodically review salary levels and provide management with proposals for salary increases to maintain competitive pay in the labor market. This allows the company Farovon-1 LLC to maintain a certain level in attracting and maintaining interest in this company of qualified personnel.

In maintaining interest in work and loyalty to the company, in addition to wages, stimulating employees with additional monetary payments in the form of bonuses or material payments plays an important role. Let's consider the incentive system in the company Farovon-1 LLC.

In each department, the manager has a financial limit for bonuses to employees throughout the year. Bonuses can be used to personally reward a distinguished employee in monetary terms or to organize non-work events for employees.

In order to analyze the effectiveness of the personnel management system at the enterprise, we will consider the state of personnel movement in the enterprise. The average number of employees of the company is increasing. The company is increasing its staff due to the expansion of production, the creation of another flour mill, as well as a plant for the production of oil and animal feed. Thus the company grows from 286 to 483 employees. To provide new factories with workers and specialists, the company is constantly looking for and hiring new employees. Thus, the dynamics of those recruited also increases. However, the dynamics of those leaving also tends to increase.

The attrition rate decreases until 2020 and then increases again in 2021. However, the dynamics of the company's turnover is growing steadily and increases from 15% to 17%. This suggests that layoffs are rising and turnover is increasing, despite the decline in attrition rates. Until 2021, the company manages to reduce the dynamics of attrition by reducing the number of employees leaving for natural reasons, for example due to retirement.

Analysis of turnover rates shows that the turnover rate is increasing against the backdrop of a reduction in the employee attrition rate. This shows an increase in the share of those who quit voluntarily or for violations in the total number of departed employees of the company.

Next, we will analyze the departing employees in terms of employee characteristics. Let's take a closer look at the structure of personnel flow at the enterprise.

Table 1: Analysis of retired employees of Farovon-1 LLC

Years	Factors	Reason for leaving			
		At your own request	Due to disciplinary violations	Pension	Army or study
2018	quantity	38	5	8	5
	average period of stay in this enterprise	1.88	1.2	25.88	2.33
	average age	24.81	20.4	61.88	25



Years	Factors	Reason for leaving			
		At your own request	Due to disciplinary violations	Pension	Army or study
2019	quantity	47	5	5	1
	average period of stay in this enterprise	1.67	1.4	24.33	1
	average age	24.39	21	59	23
2020	quantity	61	4	2	3
	average period of stay in this enterprise	1.56	1.25	26.59	3.12
	average age	24.44	21.25	60.25	24
2021	quantity	76	7	6	-
	average period of stay in this enterprise	1.94	1.43	25.94	-
	average age	24	23.14	59.68	-

Source: calculated by the authors based on enterprise data

According to the analysis, the majority of those leaving were those who left of their own free will. Employees in this category stay at the enterprise for an average of 1.7 years. Their average age is 24.4 years. That is, mostly young promising students. The second category is employees dismissed due to disciplinary violations. This category of employees also stays in this company for an average of 1.2 years and their age is on average 21 years, that is, they are still studying students or studying in colleges.

The company tries to attract younger, energetic, promising personnel to its organization and spends a lot of effort on training and adapting young personnel. However, the company is unable to retain the young talent in which the company has invested. On average, young personnel stay in the company for 1.5-2 years and, after which the company has to again spend money and time searching, hiring and adapting new employees. This phenomenon leads to high staff turnover and low efficiency of the production factor "labor".

As mentioned above, one of the factors is that both the KPI system and the determination of incentives are in the hands of one person - the employee's immediate supervisor. This inevitably leads to the dissatisfaction of individual employees, their hidden or open conflict, suspicion of the subjectivity of performance assessment, the employee's feeling of insignificance and the fact that the manager underestimates his work. Accordingly, when more profitable alternatives appear, the employee more easily changes this company to another.

Accordingly, there is a need to develop a generalized model for assessing employee performance, combining quantitative indicators based on KPI and qualitative indicators based on the "360 degree" assessment method. This model for assessing personnel performance is designed to prevent elements of subjectivity through the 360-degree methodology.

The manager is allocated a limited amount per year to motivate employees and increase their loyalty. The manager has the right, at his discretion, to reward any distinguished employee. That is, the assessment of the employee's contribution is made by the manager himself. This raises the question of objectivity in assessing an employee's performance. If the assessment is biased or even if it is an assessment, but very often the same employee is rewarded, then this can cause internal conflicts, unhealthy competition, apathy of the team, deterioration of corporate spirit, and most importantly, hidden or even open discontent of the employee and enmity with management and sometimes with a colleague. These negative factors are often the main factors behind high staff turnover, and to eliminate them it is necessary to develop a new system for assessing personnel performance.

The generalized model for assessing personnel performance includes the combination of two independent assessments obtained from two other models - the KPI method and the "360 degree" method. The KPI method is already being implemented in the Farovon-1 company, so further, when developing a generalized model, the emphasis will be on developing and adapting the part of the model associated with the implementation of the "360 degree" method and then combining the results of these two methods into a generalized model.

The "360 degree" method involves an assessment by the respondent based on certain criteria inherent in the activities of the object being assessed. These criteria, or other competencies, should be the most important and more fully describe the ideal employee. Since the company has many positions and each of them requires its own sets of skills and competencies, for a complete objective assessment it is necessary to develop a unique assessment form separately for each position. Also, the set of competencies depends on who evaluates this position - a manager, a subordinate, a colleague or a client.

A question of objectivity may arise if, in order to more accurately evaluate an employee, you need to create an evaluation form for each position (!) with its own set of competencies. However, the statement itself indicates



that the set of competencies changes relative to the position, and not to the employee occupying this position. In this case, a single comparable assessment indicator is provided, which can be combined into an integral indicator.

There are two types of competencies: general and professional. Since general competencies apply to everyone, and professional competencies are directly related to the position of the person being assessed and the respondent who evaluates him, in this study, the development of an assessment form using the "360 degree" method will be based precisely on the principle of assessing general competencies.

It is necessary, as indicated above (in paragraph 1.3), to emphasize the importance of the respondent's anonymity factor. If the survey - assessment - is conducted in paper form, it is necessary that the responsible persons ensure complete confidentiality and anonymity of the respondent, and also bear direct responsibility for violating the anonymity of the respondent, that is, the evaluator.

The assessment for each competency will be carried out on a ten-point scale, where the value "0" means the worst compliance or possession of the specified competence by the assessed object, and the value "10" means excellent compliance or possession of the specified competence of the assessed object.

In practice, there are often cases when respondents themselves give the same assessments to the persons being assessed, not wanting to objectively evaluate the work of the persons being assessed for one reason or another, which are often associated with a frivolous attitude towards the assessment process on the part of the respondents. To avoid such cases, an additional rating will be determined, the minimum value of which will be equal to one, and the maximum value will be equal to the number of persons being assessed. This assessment category is the relative assessment of one person being assessed in relation to others. The maximum rating value will indicate excellent performance, and the minimum value will indicate poor performance. This assessment technology provides a unique assessment. This will allow us to identify the most distinguished employees in the opinion of respondents and take appropriate measures to reward these employees. Thus, subjectivity in assessing the performance of employees will be eliminated. Their further remuneration will be directly related to the results of the assessment. It is necessary to recall, as already stated in the previous sections, at the moment in the enterprise the subjectivity of evaluation lies in the fact that the immediate manager determines who has distinguished himself and who to reward.

The developed assessment form will contain the following competencies:

- communication – determines how well, correctly and politely the employee interacts with others, and how clearly he conveys his thoughts and point of view to others;
- initiative/creativity – determines how much an employee shows initiative in solving a problem and how to solve it;
- professionalism and quality of work - determines the extent to which professional knowledge and skills correspond to the position he holds and the work he performs, as well as the quality of this work performed;
- diligence – determines how well the employee completes his work in a timely and conscientious manner;
- diligence and participation in work - determines how much an employee participates in work and how he behaves in the process of his activities, the manifestation of responsibility for the work performed and its result;
- stress resistance – determines how an employee overcomes conflict, unexpected, crisis and force majeure situations.

The evaluation form must include the date and time of the evaluation and the period for which the individuals being evaluated are being evaluated. To ensure anonymity, it is not recommended to include the respondent's full name on the form.

If the enterprise conducts a paper version of the assessment using the "360 degree" method, then the survey should be organized in accordance with the principle of anonymity. The responsible person is fully responsible for the confidentiality and anonymity of the ratings provided by the respondent. If there is a leak of information or a violation of confidentiality, the company management will know who is to blame or are to blame if there are several responsible persons, and take appropriate measures.

Thus, the assessment form will be as shown in the table in Appendix 3, in which hypothetical assessments of employees of department N are used for subsequent analysis in this study .

After conducting a survey of all respondents, an analysis and generation of a report is carried out. The analysis will use the weighted average of the assessed scores obtained from each respondent. As shown in the example, the respondent gives each employee a rating for each competency from 0 to 10. The respondent



can give the same ratings to one employee for different competencies, or to different employees in the same competency.

Special attention should be paid to the methodology for determining the rating. It must have a unique value, as stated above and shown in the table in Appendix 3. "Rating" is used to increase the likelihood that the average values obtained from one respondent will be unique, and also provide an objective assessment. Before calculating the weighted average, the rating must be converted into points. To do this, the maximum score is distributed among the individuals being rated based on how high their rating is. But in the end, the total value of the "Rating" column, converted into a score, should be equal to 10 points. This is achieved by dividing the maximum score, that is, 10, by the sum of the first N terms of the arithmetic progression and multiplied by the rating. The developed formula for converting ratings into points is as follows.

$$\text{rating converted to score} = \frac{10}{S_n} * \text{rating},$$

where S_n is the sum of the first n terms of the arithmetic progression;
 n – the total number of assessed persons in the respondent's form.

After converting the rating, which can have a value from 1 to the total number of persons being assessed, into a 10-point system, the weighted average score of each person being assessed is calculated. To do this, the development management must give a weight to each competency and in total the weight of all competencies in one questionnaire should be equal to one. In the questionnaire developed in this study, the scales of each competency are also introduced and are indicated in the table in Appendix 4 along with an example based on hypothetical data.

The rating given by the respondent is converted according to formula 9 and recorded in a separate column. As was said, the maximum score is distributed among the persons being assessed based on their rating indicated by the respondent, and in the example in Appendix 4, "Employee 7" has the highest rating of 8, when converted, he receives 2.22 points, which is the highest among other assessee persons. Next, based on the weights of each category and the score for each category, a weighted average score is calculated.

Next, the final assessment is calculated from the aggregate of the weighted average assessments of all respondents, obtaining an average value, an example of which is given in Appendix 5.

Having collected all the weighted average scores from each respondent, the average score of the person being assessed is calculated. Since the respondent is not rating himself, the corresponding cell will have no meaning.

Based on the results of the analysis, a final assessment is formed, which will be an assessment of a specific employee using the "360 degree" method. This analysis, "360 degrees", is carried out at the end of the assessment period by the HR department or specially appointed responsible persons and a final assessment is compiled. The KPI method as the final result provides the percentage of completion of the assigned task for a specific employee and is determined by the person to whom this employee reports. Accordingly, the generalized model will contain the final assessment of the employee using the "360 degree" method and the degree of completion of the assigned task using the KPI method. And based on these two assessments, an integral indicator will be formed. It should be noted that the assessment using the "360 degree" method will be carried out once a quarter and will remain valid until the next assessment using this method. And the assessment using the KPI method will be carried out monthly.

The integral indicator will be reflected in the employee's salary. The influence of this indicator is reflected by summing up the percentages that are added or subtracted from the employee's salary for each of the methods - the KPI method and the "360 degree" method. To determine the percentage of bonus to or deduction from wages for each method, within the framework of this research work, the ratios indicated in Table 2 will be used.

Table 2: Correlation of assessment results and corresponding fees or deductions for each method

value , %	Salary increases/cuts, %	"360 degree" value, points	Salary increases/cuts, %
x <= 90	-14	x < 2	-6
90 < x < 97	-7	2 <= x < 4	-3
97 < x < 103	0	4 <= x <= 5	0
103 <= x < 110	+7	5 < x <= 7	+3
110 <= x	+14	7 < x	+6

Source: worked out by the authors



As a result, the maximum increase to an employee's salary will be 20% of the salary, provided that the employee shows good results. If an employee shows poor performance, a deduction of 20% may be made from his salary. Positive results from one method and negative results from another method can be offset as a result of summation.

The final result according to the developed generalized assessment model is the final percentage of the premium or deduction from wages. The impact on wages of the developed methodology for assessing personnel performance for the above hypothetical example is reflected in Table 3.

Table 3: Employee performance assessment report using a generalized model

Full name	Assessment using the "360 degree" method, points	Increase/cut, % of salary	KPI score, % of plan fulfilled	Increase/cut, % of salary	Total increase/cut, % of salary
Employee 1	4.421	0	99	0	0
Employee 2	3.985	-3	96	-7	-10
Employee 3	4.82	0	100	0	0
Employee 4	4.16	0	98	0	0
Employee 5	4.77	0	101	0	0
Employee 6	4.823	0	105	7	7
Employee 7	5.053	3	107	7	10
Employee 8	4.767	0	100	0	0
Employee 9	3.704	-3	104	7	4

Source: worked out by the authors

Based on the results of assessing the performance of employees based on hypothetical data using a generalized model, "employee 2" showed the worst result and, accordingly, there will be a 10% deduction from his salary. The best result was shown by "employee 7", who will receive a bonus of 10% of salary. "Employee 9" showed negative results according to the 360 degree method, but positive results according to the KPI method, as a result, the positive results absorb the negative ones and are reduced to a 4% salary increase.

DISCUSSION

The developed generalized model for assessing employee performance will reduce the subjectivity of the existing assessment system used in Farovon-1 LLC. Objectivity is achieved through the evaluation of an employee by several persons.

Since colleagues are also part of the evaluators, the employee's control will be constant and the employee will be more responsible in the work performed. The assessment procedure and results analysis are transparent and can be provided to each employee. This will ensure transparency of the procedure, and the employee will know what he needs to do to receive bonuses and avoid salary cuts.

Transparency and objectivity in performance evaluation, as well as the presence of clear goals for each employee to achieve positive results will help reduce staff turnover.

In turn, by increasing the responsibility of each employee at each stage of all business processes, labor productivity will increase. Increased productivity will ultimately translate into increased profits by increasing production volumes and reducing production waste resulting from employee negligence.

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