

SUMMARY

The Subject Matter of the Graduation Thesis: improvement of technologies for assessing the labor efficiency of employees of social service centers

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The relevance of the research topic to date in world practice is becoming particularly relevant regulatory role of the state in the development and implementation of measures to improve the social sphere in society, where the key task is to provide social protection for citizens, a decent level of their existence and life in the society. Social work, in turn, represents both organizational and executive activity in the implementation of the social policy of the state. In the context of the modernization processes of modern Russia, there is a steady interest in the problem of monitoring the effectiveness of the work of social work specialists and employees of social centers as a whole. The study of the problem of motivation and raising the level of labor efficiency of social workers is facing not only scientists in this field, but also managers and specialists at various levels, organizers of social protection systems for citizens, and teachers of higher educational institutions. In this regard, the problem of creating tools and methods for improving the activities of socially-oriented organizations is becoming increasingly topical.

The object of the research is the labor efficiency of the staff of the social service center.

The subject of the research is the technologies for assessing the labor efficiency of employees of the **social service center**.

The Aim of the Work: study is to summarize and systematize the theoretical and practical aspects of technology for evaluating the work of employees of social service centers for the population to develop an indicative panel on this basis that will improve the assessment of the professional activities of employees.

The Tasks of the Research:

- read the theoretical rationale for the concept of "effectiveness" in the professional activities of a social worker;
- analyze current approaches to the definition of technologies and criteria for evaluating the effectiveness of social services;
- summarize the international experience in organizing and managing monitoring the assessment of the quality of social services provided to the population;
- to detail the motivation, as the defining function of effective management in social work;
- to develop and conduct a sociological study of the indicators of motivation and labor efficiency of the employees of the state health and social development center Pyatigorsk KCSO;
- develop an indicative panel as a technological tool that allows to improve the assessment of the quality of professional work of social workers of the Pyatigorsk KCSO GBUSO.

The theoretical and methodological basis of the study consists of conceptual positions of management in social work, psychology of management, personnel management, management theory, the combination of which allows to expand the theoretical basis of the study.

The Findings of the Research

Theoretical approaches to technology research were considered. The essence of the key concepts of research such as, "efficiency", "technology", "criteria", etc. is analyzed.

We examined the issues of motivating behavior and stimulating the work activity of employees, which is one of the most important prerogatives of the leaders of social service centers. The constant development of an institution is a condition and a result of the improvement in the quality of its human capital. use of IT-technologies in the framework of the Internet site "Pyatigorsk KCSON shades.

The results of the study.

The indicative panel satisfies almost all conditions of motivation of employees. This system is based on management by goals, that is, it is based on ensuring that each employee understands the center's goals and the place of each person in the whole structure

The theoretical and practical analysis carried out within the framework of the issue under study allows us to conclude that the use of the Indicative Panel, evaluating the effectiveness of work, will provide an opportunity to see the real motivational content of the work activities of the social workers of the center, will determine the positive and negative factors affecting the work, consolidate the positive achievements, and lead searches in eliminating deficiencies.

Indicative panel - employee control system with the help of applications installed on the desktop, technology of automation of employee control functions and work time tracking.

Recommendations

There is no single system for solving all problems; each center should have its own individual approach to the process of evaluating and implementing the indicative panel. The main thing that often does not suit employees is a lack of understanding of quantitative and qualitative requirements and the lack of feedback. Everyone wants to be judged mainly by his hard work and willingness to work, not numbers. That is why the indicators in the system should be explained, and the employee should understand how it affects the achievement of success of the center. This means that there should be a general plan, according to which the center is developed to achieve the established goals.

Any structural changes should be taken into account in the model of the indicative panel, and the goals should be relevant. If an employee has several functions at once, only priority ones should be taken into account in the indicative panel. Ideally, an assessment of the performance of employees should serve as instructions for further error-free actions. This is possible if it meets certain general criteria.