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FACULTY OF ECONOMICS

Department: MA Management and Informatics

MASTER THESIS

**MANAGEMENT SYSTEM OF HUMAN RESOURCES – CASE STUDY ON
IPKO COMPANY**

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Pristinë, 2016

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CONCLUSIONS AND REFERENCES

Conclusions

Human resources play a very important role in the organization's success. Human resource management is an organizational feature that deals with people and issues related to people, such as compensation, employment, performance management and training. For this reason, human resource management is vital to the organization. Efficient management of finances and markets depends on human resources. Therefore, there is a need for effective human resource management irrespective of the scope and nature of the organization. With increasing concentration in administrative management in recent years, human resource management has started to occupy an important place in managing the organization. Human resources have begun to be innovative, "new ways of working principles" in employment relationships.

The performance management system, as a field of study, is a well-known issue in human resource management. It is very important for a company to plan, manage, and reward employees. Respecting these links, the company's productivity will grow and benefits will increase.

Employees are the resources and assets of an organization. The organization should develop strategies for identifying, encouraging, evaluating, improving and rewarding the performance of employees at work. Consequently, improving employee performance may affect the performance of the organization. For this reason, this study aims at understanding the performance management system on the overall performance of the organization.

Necessary changes are needed in the following three directions:

- Undergraduate or postgraduate specializations to form a specialized human resource team who are now missing in Kosovo.
- Modern human resources management laws are missing in Kosovo.
- Developing and persuading a reference model for human resources that will be based on a recruiting, integration, training, performance evaluation, promotion and career development system. This model would be a simple tool and would allow the application of modern human resource management techniques in the company.