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MASTER THESIS

THEME:

PERFORMANCE OF HUMAN RESOURCES IN PUBLIC INSTITUTIONS

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ABSTRACT

This paper has to deal with the performance of human resources and as a study case are taken public institutions. Performance of the employees is a very important process for public institutions that have a huge responsibility for the welfare of the citizens and in national aspects, for the achievement of their goals since the employees are a main component for a fair and balanced assessment.

In context, the performance is a process for measuring the achievements of employees in their tasks while taking into account some factors as skills, professional experience and the level of education and the predetermined objectives that coincide with the description of job tasks, this whole process is organized by human resources and is implemented by the supervisors of employees.

This paper has given a diversity of importance that these public institutions give to the performance of the employees, but it is very important to mention that a fair assessment can lead to the success of the institutions in achieving their objectives, and also avoiding stagnation following the given steps by regulations and laws which have a base for a very good assessment and performance.

FINAL DELIBERATIONS

The purpose of this paper has been to show the management of the human resources in public institutions and how is reflected the management of human resources the entrepreneurial performance. Theoretical part of the theme shows how organized are the public institutions and the role and importance they give to the human resources, the performance of the employees for the implementation of their objectives dealing with important issues for the welfare of citizens, national issues and economic development. We have been focusing especially in the performance of employees in public institutions while elaborating the concepts and the management of human resources, the main fields of managing the human resources and the huge impact in the development of the performance, as well as the organization of human resources in public institution. General data resulting from the study in public institutions in Kosovo, almost every all institutions pay special importance to the management of human resources for a better performance, since it was compiled a long list with regulation for the organization of human resources in which are included very important processes starting from the construction of human resources plans to their practical implementation. By the research conducted in some public institutions in Kosovo it results that the process of recruitment and selection, to a certain extent is made according to the best practices starting from the announcement of job vacancies and the application of a certain number that affects the increase of the level of competition in the selection of employees, but this practice has some flaws since it is implemented only formally, because to a certain number of practices, the process of recruitment of employees is made by not

announcing job vacancies and without being subjected to the procedure of testing and application of principles for selecting the best candidates. Regarding the training, a part of public institutions believe that for a better performance the actual knowledge that employees in enterprises possess must be improved, while not every time are offered training for the employees in cases of advancement in office or taking on new responsibilities. A special importance is given to the informative technology sectors and to the staff on the TI sectors. There are cases where is practiced the signatory of special contracts for specialized or expensive training that are provided to employees, that if within the certain period they quit the job they must pay the specified amount of the cost of training. Our findings conclude that there exists approved adequate forms for written evaluation of the performance but in many cases it is used the assessment of performance of the effectiveness at work and identification of needs for training that increase this effectiveness but not the evaluation of skills, entrepreneurial knowledge as a rare resource in the enterprise.

Also the majority of public institutions for their employees do not provide health care, regardless how dangerous their jobs might be in a non-friendly environment for the employees. The main part from our research is the systematic relaxation of human relations practicing differentiated forms of entertainment for employees, frequent occurrence in many investigated enterprises.

Public institutions are partly satisfied with the objectives that they have achieved against to those they have set, but most of them are happy with the achieved objectives. Many of the public institutions are characterized with the deficient diversity in the execution of tasks and they lack dynamisms in their environments. What is known undoubtedly is the fact that man is seen as a crucial component in the good performance of the enterprise and in the advanced management of human resources that is reflected in the elevation of results in public institutions.