Features of innovative personnel management of service companies in the period of implementation of organizational changes

Mironova M., Zaitseva N., Larionova A., Akhpolova V., Glagoleva L., Belozerova J.
Kazan Federal University, 420008, Kremlevskaya 18, Kazan, Russia

Abstract

© Authors. In the conditions of development and improvement of management systems in organizations of the service sector, the requirements to the quality of labor and the qualification of personnel are increasing, which is an essential condition for achieving competitive advantages. The relevance of the research of the features of innovative personnel management in the service sector is determined by the growing role of this industry in the modern economy. Based on the use of theoretical and empirical methods, conditions and mechanisms for the formation of an innovative system of training/development of personnel at service enterprises were identified. The paper substantiates the priority tasks of personnel management in the context of the basic concepts of organizational change. As a result of the study, a program to improve the skills and trainings for employees of service enterprises, taking into account the characteristics of their work activities, was developed. An author's two-component model for estimating investment in human capital is proposed, which reflects the personal development of employees.

http://dx.doi.org/10.12973/ejac.2017.00211a

Keywords

Emotional stability, Formation and development of professional competences, Innovative training system, Labor quality assessment, Service sphere

References

[1] Gureva, M.A., Kirillov, A.V., Vinichenko, M.V., Melnichuk, A.V. & Melnychuk, Y.A. (2016). Management of innovations and innovative process: concept, essence, classification and diffusion. International Review of Management and Marketing, 6(S6) 147-153
[2] Buley, N.V., Demchenko, T.S., Makushkin, S.A., Vinichenko, M.V. & Melnichuk, A.V. (2016). Human resource management in the context of the global economic crisis. International Journal of Economics and Financial Issues, 6(80), 160-165
[3] Tajeddini, K, Altinay, L. & Ratten, V. (2017). Service innovativeness and the structuring of organizations: The moderating roles of learning orientation and inter-functional coordination. International Journal of Hospitality Management, 65, 100-114
[4] Shanker, R., Bhanugopan, R., Beatrice I.J.M., Heijden & Farrell, M. (2017). Organizational climate for innovation and organizational performance: The mediating effect of innovative work behavior. Journal of Vocational Behavior, 100, 67-77
[5] Fonotov, A.G. (2010). Russia, innovation and development. Moscow. BINOMIAL
[6] Hofstede, G., Hofstede, G. J. & Minkov M. (2010). Cultures and Organizations: Software of the Mind. New Delhi. McGraw Hill Professional

[7] Mironova, M.D. & Egorov D.A. (2014). Emotional stability of personnel as a factor in improving the quality of labor in the organization of the service sector. Russian Entrepreneurship, 21(267), 289-294

[8] Goulman, D. (2013). Emotional intelligence in business. Moscow. Publishing house "Mann, Ivanov and Farber"

[9] Panchuk, E. Yu. (2010). The relationship between personal orientation and emotional burnout. Psychology in Economics and Management, 1, 44-49

[10] Gorbunova, M. Yu. (2008) Social Determination of emotional experience. Psychology and economics, 1-2, 31-36

[11] Andreeva, T.E (2006). Personnel management in times of changes in russian companies: well-spread and result-oriented methods. Russian Journal of Management, 4(2), 25

[12] Coleman, J. S. (1988) Social capital in the creation of human capital. American Journal of Sociology, 94, 95-120

[13] Bourdieu, P. (1986). The Forms of Capital. In Handbook and Research for the Sociology of Education, ed John C. Richardson. New York. Greenwood Press

[14] Korzilius, H., Bucker, J.L.E & Beerlage, S. (2017). Multiculturalism and innovative work behavior: The mediating role of cultural intelligence. International Journal of Intercultural Relations, 56, 13-24

[15] Lewin, K. (1951). Field Theory in Social Sciences. Harper & Row: N. Y

[16] Nicolis, G. & Prigogine, I. (1990). Exploring complexity. Introduction. Moscow. Mir

[17] Dooley, K., Van de Ven, A. (1999). Explaining complex organizational dynamics. Organization Science, 10(3), 358-372

[18] Dolan, S. L., Garcia, S. & Auerbach A. (2003). Understanding and managing chaos in organizations. International Journal of Management, 20(1), 23-35

[19] Bruner J.S. (1977) The psychology of cognition. Beyond the immediate information. Moscow. Progress

[20] Lukashevich, V.V. (2015). Fundamentals of personnel management. Moscow: KNORUS

[21] Pichault F. & Schoenaers F. (2003). HRM practices in a process of organizational change: A contextualist perspective. Applied Psychology: An International Review, 52(1), 120-143

[22] Stace, D. & Dunphy, D. (1991). Beyond traditional paternalistic and developmental approaches to organizational change and human resource strategies. International Journal of Human Resource Management, 3, 263-283

[23] McGuirka, H., Lenihanb, H. & Hart, M. (2015). Measuring the impact of innovative human capital on small firms’ propensity to innovate. Research Policy, 44(4), 965-976

[24] Mironova, M.D., Zaitseva, N.A., Larionova, A.A., Novikov, A. I. & Borissova, A.A. (2017). The formation of key management skills. International Journal of Advanced Biotechnology and Research (IJBR), 8(2), 660-666

[25] Olkhovaya, T.A., A.E. Shukhmana, Nevolina V.V., Amirova, L.A. & Zaitseva, N.A. (2016). A Synergy-Based Approach through Developing Cross-Disciplinary Module. IEJME-Mathematics education, 11(3), 467-474

[26] Dmitrieva, N.V., Zaitseva, N.A., Kulyamina, O.S., Larionova, A.A. & Surova, S.A. (2015). Scientific and Theoretical Aspects of the Staff Recruitment Organization within the Concept of "Talent Management". Asian Social Science, 11(3). 358-365