

**IMPROVEMENT OF THE PROCESS APPROACH TO THE ISSUES OF
COMPETENCE AND AWARENESS OF PERSONNEL IN THE FIELD
OF GAS EQUIPMENT**

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In today's rapidly changing market environment, an organization is required to search for new methods of carrying out its activities with subsequent adjustment of priorities to improve the efficiency of the organization's life. One of the most important factors ensuring the competitive advantages of the organization is the personnel, which plays a key role in shaping the economic stability of the company and determines the prospects for its strategic development. The implementation of business strategies is impossible without qualified and motivated employees, whose competencies and professional potential are a key factor in improving the efficiency of the organization. Competence is the most important criterion for evaluating an employee. It also acts as a guarantor of the quality of an employee's activity.

The very concept of *competence* (Latin origin), translated as «conform», was introduced by 1959 to describe the abilities of a graduate of an educational institution. In relation to personnel management, the term *competence* was applied by R. Boyatsis [1], defining it as the sum of the abilities of a person directed to achieve the desired results. Competence is a completely new concept in the ISO 9000 series of standards. It is noteworthy that in the first (1987) and second (1994) editions of the standard the relationship between the quality of products and the level of competence of the person producing it was not traced.

These are the specific knowledge and skills that determine the professional component of the individual and give priority value to the

employer. Systematic work on personnel development will allow you to have highly qualified employees with the necessary competencies for the organization. Such employees become a key factor in the stable development and economic growth of the organization, since the competitive advantages of the organization are largely achieved through knowledge, innovation, professionalism, the source of which is a person.

The origin of the gas industry is attributed to the XVIII–XIX centuries. The compliance with safety requirements is an integral part of any production process, especially of increased danger. Enterprises in such industries as gas and oil are classified as hazardous production facilities because of accidents and other incidents related to emergency situations which may occur during their operation.

Thus, in order to ensure a high level of professionalism and competence of personnel, their awareness, it is not enough to treat personnel management issues as one of the quality assurance resources within the ISO 9001 management system. The right solution is to develop a personnel management system that will unite all the necessary tools for managing the competence and awareness of personnel. Thus, the international standard ISO 10015 will allow us to develop systematic processes necessary for effective management of personnel competence and development of human resources.

By view of the above, it is possible to determine the appropriate personnel management processes:

personnel formation process (includes sub-processes of recruitment, selection, adaptation of personnel);

personnel development process (includes sub-processes of professional development, retraining, training, career development);

personnel evaluation process (includes initial evaluation, periodic and ongoing personnel evaluation);

resource provision process of personnel (includes subprocesses of technical, material, financial, informational, methodological and other support for the activities of employees);

the process of using personnel (includes subprocesses of creating optimal and safe working conditions, personnel movement, personnel rotation).

Competence assessment is the process of determining the priority professional qualities necessary for the effective work of employees, their analysis, diagnosis, calculation and formation of employee development plans. Assessing the competence of the staff, specific goals are pursued aimed at measuring the degree of compliance of the employee and his activities with established standards, communicating the goals and values of the organization, as well as identifying internal needs and intra-organizational problems.

It is worth noting that the effective use of the ISO 10015 standard can bring a number of advantages to the organization, including increasing customer satisfaction with the services provided, as well as increasing staff satisfaction with the work done and the efficiency of the working environment. The personnel management system plays an important role for the successful development of the organization.

References

1. Goldman-Boyatzis Model of Emotional Intelligence for Dealing with Problems in Project Management [Electronic resource]. – Mode of access: https://www.researchgate.net/315835566_GoldmanBoyatzis_Model_of_Emotional_Intelligence_for_Dealing. – Date of access: 04.01.2022.