

ABSTRACT

Annotation

**Theme «The efficacy of labor resources of the enterprise, the example
«BitterNet »»**

Diploma project: 150 s., 3 fig., 22 tables, 2 apps, 40 literature.

Object of study – human resources company.

The aim of the work – is to develop methodological approaches and practical recommendations for the effective use of human resources of the company.

Research Methods – economic and statistical, mathematical, surveys, timing workday.

Formed package information resources to improve the service personnel management, the system of rotation of employees and the general system of training as new staff so employed and proposed a number of motivational factors for the efficient use of human resources , the system of certification of personnel.

Case studies in activity of «BitterNet».

Keywords: human resources, personnel, service personnel management, personnel certification, economic efficiency.