

SELF-EVALUATION MODEL OF ORGANIZATIONAL BEHAVIOUR

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Organizational self evaluation is a complex, systematic and periodical examination of the organization's activities and result compared to the excellence model. Its main objective is, beyond knowing and applying the methodology, to use the information obtained from self-evaluation in order of further development. It makes possible for the organizations to make a clear distinction between their strengths and those fields, which need further development. Appliance of the self-evaluation model of organizational behaviour can successfully contribute to the determination of the elements of organizational and individual competencies, which need further development. Based on this the organization could develop its own custom-tailored management system.

The self-evaluation model of organizational behaviour can be formed through the narrowing of the further developed EFQM model. The interpreted, relevant fields from the perspective of organizational behaviour are the following: ENABLERS (leadership, human resource management, human strategy and partnerships); RESULTS (employees' satisfaction, customer satisfaction, and society results). These fields are appropriate to evaluate the operational and efficiency level of human factors within the organization. Of course, if we use the definition of level or standard, then we need to determine and interpret a normative expectation level and measuring methodology as well. Therefore I will introduce the self-evaluation of organizational behaviour as a truncated mutant of the EFQM model, as a European model for measuring and evaluating excellence. I adapt the aspects of the model to the exact topic redefined, extended and narrowed.

All similar and well-developed self-evaluation systems use two different methods for the quantitative determination of qualification: on one hand using tests based on internal and external public opinion researches, on the other hand using textual self-evaluation through the team work of professionally competent persons of the organization. The normative character of the model derives from the evaluation scale and its extension. Considering the methodology of self-evaluation the qualification procedure of the six fields are not uniform. The evaluation of the Leadership field is based on public opinion research in the form of tests build on an internal, representative sample of organizational employees as well as on textual self-evaluation carried out by an internal professional team. The situation is similar – only examination materials and aspects are different- in the cases of Human resource management, Human strategy and Partnerships, as well as when we prepare the qualification material on Employees' satisfaction. In the case of Customer satisfaction and Society results we can only build on the data of external public opinion researches, based on a test containing fixed aspects and questions.