Summary

The topic of degree work: The formation and development of human resources in the tourist organization sphere (on the example of the "Sport" Ltd.).

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Organization-client data: The “Sport” Ltd.

Topicality of the research: Human resource capacity is one of the most important factors in long-term economic regions development, which increases the competitiveness of enterprises.

Competitiveness and the successful development of organizations don’t depend on the personnel’s quality, the ability to realize the knowledge, skills and abilities of each employee to achieve the strategic objectives of the enterprise, that’s why organizations constantly need to search for effective ways of formation and development of human resources in the long run.

Many problems on the formation and development of human resources haven’t been solved. This problems and the lack of united personnel policies become the main obstacles for sustainable functioning of enterprises.

The aim of the work is to search for the ways to improve human resources’ management in the organization based on the analysis of theoretical and practical aspects of the problem.

Tasks: - to determine the content of staff potential of the organization;
- to consider the formation stages of the staff system of management;
- to describe the methods of staff formation and development of the organization;
- to characterize the main directions of activities of the "Sport" Ltd.;
- to analyze the practice of staff management in the "Sport" Ltd.;
- to determine the main directions of improving staff management in the "Sport" Ltd.
Theoretical and practical meaning of the paper. Theoretical and practical recommendations in the activities of the tourist’s companies and other organizations. Also the information can be used in the educational process of higher education and further education centers that provide training in entrepreneurship, economics and business management of tourist and recreational industry.

The results of the research:

1. Personnel capacity is the total characteristic of the different staff qualities, which include business knowledge, skills, attitudes towards work, ability for achievement organizational goals.

2. Staff capacity has two characteristics, such as a quantitative characteristics and qualitative characteristics. Quantitative characteristic allows determining the number of staff required to meet the challenges the organization for a certain period of time. The qualitative characteristic reflects the skill composition of workers with the necessary skills level and specialization.

3. The formation of staff is influenced by external and internal factors. The external factors are the political factors, the economic factors, the demographic factors, the socio-cultural factors, the legislative factors, the legal factors, the scientific factors, the technical factors, consumers, organizations and competitors. These factors can stimulate or be an obstacle to the development of human resources organization. Internal factors are strategy, organizational culture, qualified staff, professional standards, management style and culture.

Staff management system is a complex of techniques, methods, technologies and procedures activities. This system consists of some elements: staff formation, staff development and its rational use).

4. Analysis of staff management system in the "Sport" Ltd. has shown the underinvestment in the training staff now. It can make a negative impact in the long run.

Recommendations: 1. To Create a training program for the use of available staff organization.
2. To assess the staff potential.
3. To create an internal system training.
4. To create partnerships with educational institutions for making programs of training and refresher courses.
5. To create a database of students getting the practice in an organization.
6. To create a regulatory support of the staff who will deal with the company personnel policy questions.

The implementation of the proposed research methods will allow creating a modern competitive Hotel in the capital of NCFD.