Summary

Subject matter: The improvement of the system of motivation and stimulation of the staff of a finance-credit organization with state participation (on the example of “Sberbank, plc.”)

Author: Letifov Orkhan Gasanovich.

Supervisor of studies: Sidorova Alyona Viktorovna, chair of innovatics, management and law.

Customer organization: Pyatigorsk branch №30 of “Sberbank of Russia, plc.”

Topicality of the research: The success of any company strongly depends on the degree of the effectiveness of its staff. However strong the decisions of managers might be their effect can only be displayed if the former are successfully translated into the deeds by the company’s employees. And this can only happen if the employees are interested in the results of their work. And for this an employee must be somehow motivated and stimulated, impelled to action.

Objective: of the research is the improvement of the system of motivation and stimulation of the staff in a commercial bank.

Tasks:
- to study the meaning and content of the main theories of motivation and stimulation of personnel;
- to examine the system of work stimulation: notion, main forms and types;
- to reveal the peculiarities of staff motivation and stimulation in a commercial bank;
- to give a general characteristic of the work of “Sberbank, plc.”;
- to analyze the system of stimulation and motivation of the staff of “Sberbank, plc.”;
- to develop the recommendations on the improvement of the system of stimulation and motivation of the staff in “Sberbank, plc.”.
Theoretical significance of the research is in the generalization of the material on the subject matter, verification of the key notions and definitions.

Practical significance of the research is in the possibility of the use of certain principles of the research for the improvement of the system of motivation and stimulation in finance and credit organizations.

Results of the research: “Sberbank, plc.” applies the following groups of methods of staff management acting as the basis for the formation and development of the system of staff motivation and stimulation: administrative and organizational, economic, socio-psychological.

Recommendations:
- it is essential to hold motivational meetings. They include the awarding of the directions by the diplomas for the fulfillment of the target program, for the victory in the quarterly contests;
- it is recommended to introduce a “double ladder” of the employees’ career growth;
- one should introduce to the organization the principle of the democratization of the process of preparation and making decisions;
- the so-called organizational stimulation (stimulation by the goals, organizational resources, enrichment by work, and participation in collective work) will promote the effective work of the bank employees.