
Assessment and Control of Quality in the Human Resource Management Economy of the Organization

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Abstract: This article analyzes the essence and principles of quality assessment and control in the human resource management economy, as well as its significance for the sustainable development of an organization. The assessment criteria used to improve the quality of human capital, modern monitoring methods, innovative approaches to evaluating employee performance, and their impact on efficiency are scientifically explained. In addition, the role of quality control in making strategic HR decisions, as well as the importance of motivation and professional development programs in increasing organizational competitiveness, is highlighted.

Keys words: Human resources, quality assessment, control, human capital, labor productivity, competency model, KPI, HR analytics, monitoring, strategic management.

Introduction

In today's globalized and highly competitive economic environment, the success of an organization largely depends on the capacity of its human resources. Human capital is not only a set of professional skills and qualifications, but also a complex category that includes employees' motivation, intellectual potential, and innovative thinking ability. Therefore, improving mechanisms for quality assessment and control in HR management has strategic significance.

Quality assessment in organizational activity refers to the process of comparing employees' performance with established standards and objectives, identifying weaknesses, and analyzing the factors influencing these shortcomings. Control, in turn, ensures the maintenance of stable quality through systematic monitoring of processes, results, and employee performance indicators.

The Essence of Quality in Human Resource Management

The quality of human resources in an organizational economic system can be identified through the following key components:

Employee Competencies

- Level of professional knowledge
- Skills and practical abilities
- Problem-solving abilities

Personal Qualities–Based Competence

- ✓ Leadership
- ✓ Responsibility
- ✓ Communication culture

Labor Productivity and Efficiency

- Timely completion of tasks
- Innovation in work processes
- Mastery of digital skills

The quality of human resources has a direct impact on the overall competitiveness and economic efficiency of an organization.

Modern Methods of Assessing Human Resource Quality

Several effective modern methods are used in HR management to assess quality:

KPI System

Through this method, employee performance is evaluated using precise indicators. KPIs reflect employees' annual or quarterly effectiveness with mathematical measurements.

Competency-Based Assessment

This evaluates how well the employee meets organizational requirements. Assessment criteria include:

- Functional competencies
- Managerial competencies
- Behavioral competencies

360-Degree Evaluation

Employee performance is assessed by supervisors, team members, partners, and customers. This approach increases objectivity and provides insights into various aspects of employee behavior.

HR Analytics and Digital Monitoring

HR analytics refers to a system of substantiating managerial decisions by statistically and digitally analyzing employee data (salary, competencies, productivity, absenteeism, turnover, HR process efficiency).

Digital monitoring continuously tracks employees' work processes, time usage, project activity, competency development, and other indicators using digital platforms.

Modern HR management places significant emphasis on data-driven analytics, including:

- Salary analysis
- Employee turnover
- Labor productivity indicators
- Monitoring employees' psychological well-being

Balanced Scorecard (BSC) Approach

The Balanced Scorecard is a management system that links organizational strategy with daily operations and includes both financial and non-financial indicators.

Employee performance is measured through four criteria:

- Financial indicators
- Customer value
- Quality of internal processes
- Learning and development

Mechanisms of Quality Control in Human Resource Management

Quality control refers to a set of systematic measures aimed at maintaining consistency and eliminating problems on time.

Planned Audit

Conducting regular internal audits of HR processes:

- Document verification
- Assessment of compliance with standards
- Comparison of productivity indicators

Employee Performance Monitoring

Through digital monitoring tools, employees' work activities, time usage, and results are tracked. This includes systematically measuring, evaluating, and analyzing an employee's work process, outcomes, discipline, skills, motivation, and overall efficiency.

Monitoring the Motivation System

The level of motivation and its impact on employee performance is regularly assessed:

- Financial incentives
- Non-financial incentives
- Social support

Quality Control of Training and Professional Development

This includes evaluating the effectiveness of the training process, instructional quality, and the extent to which the learner or employee's knowledge and skills develop. It assesses program compliance with standards, practicality, and skill acquisition.

The effectiveness of training courses and professional development programs is measured based on specific indicators:

- Growth of competencies
- Application of acquired knowledge
- Post-training outcomes

Impact of Quality Assessment and Control on Organizational Economics

Quality assessment and control influence organizational costs, revenues, competitiveness, and market share through continuous oversight of the quality of products, services, or employee qualifications. In other words, if quality control is organized effectively, the organization benefits economically; if poorly organized, the organization incurs losses.

Reliable quality assessment and control in HR management result in the following economic outcomes:

- Increased labor productivity
- Optimization of work processes
- Reduced employee turnover

- Reduction of organizational expenses
- Improved quality of services or products
- Enhanced competitiveness
- More active innovation

These factors ensure the economic stability of the organization. Strengthening economic stability involves adapting to market conditions, improving financial position, ensuring sustainable income, and maintaining competitiveness. When this process is properly organized, the organization avoids crises and continues to develop.

Conclusion

Quality assessment and control in the human resource management system constitute one of the core mechanisms supporting organizational development strategies. Using modern HR technologies, digital monitoring systems, and competency-based evaluation methods enables organizations to identify the true potential of their human capital and make scientifically grounded decisions to enhance it.

Effective implementation of quality control increases organizational economic efficiency and competitiveness, helps optimize continuous study, evaluation, and improvement of employees' skills, knowledge, productivity, and attitudes toward work, and creates a foundation for innovative development.

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