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**Abstract :**

There is no doubt human resource is one of the most important elements of production in any institution, including the secret of the continuity and development of the institution, because of its vitality and ability to work between the budgets of various other factors of production. As well as the complexity and the difficulty of measuring behavior worthy of being at this important resource.

According to the great importance of this resource we find that large institutions have allocated special departments. Hence, the need has grown to care and related human resources, starting with the planning and even a reward after-service, and we find the secret of the success of major global institutions because of other factors in addition to the interest of individuals and respect them, as we find in all the definitions The achievement of the results of management or the goals of any institution is due mostly to the use of available resources efficiently through human effort, so it was imperative for the institution to assess its performance in order to keep competitive.

**مقدمة:**

يعتبر تحسين الإنتاجية التحدي الذي يواجه المنظمات على اختلاف أنشطتها سلعية أو خدمية وأسواقها محلية أو عالمية في سعيها لكسب ميزة تنافسية على غيرها من المنظمات العاملة في نفس النشاط، فمن الحقائق المسلم بها أن ارتفاع تكلفة الإنتاج يؤدي إلى عدم قدرة المؤسسة .

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