

## SUMMARY

**Subject matter:** The improvement of the personnel management style in modern financial-credit organizations (on the example of the additional office “Pyatigorsk subsidiary”, branch of the NCDA, ISC. “MinBank”).

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**Customer organization:** Additional office “Pyatigorsk subsidiary” branch of the NCDA, ISC “MinBank”.

**Topicality of the research:** One of the central places in the search for the reserve of the increase in the effectiveness of management activity is by right occupied by the researches dedicated to the analysis of the leadership styles. This fact is quite natural and is conditioned, on the one hand, by the acceleration of the scientific and technical progress and the steady growth of influence of the democratization process on all the spheres of our life and, accordingly, the strengthening of the role of the subjective factor in management and, on the other hand, by the need for the search for concrete ways and technologies of the increase in the effectiveness of the solution of complex management tasks, set by the practice of life. These circumstances lead to the need for the analysis of the diversity of the approaches, tactics and strategies that are realized in the process of the selection of the personnel management style by business organizations both in the theoretical and practical plane. Especially pressing is the problem of the improvement in the personnel management style for the Russian financial-credit organizations that are currently in the conditions of sharp competition and economic crisis.

**Objective of the research:** the improvement in the personnel management style in modern financial-credit organization.

**Tasks:**

- to reveal the essence of the notion “leadership style” as a management category;
- to determine the factors influencing the selection of the personnel management style in modern organizations;
- to analyze the most efficient-traditional and modern classifications of leadership styles;
- to systematize the idea of the optional personnel management style of a business organization;
- to give the general description of the performance of the organization under research;
- to determine the personnel management style of the organization in question;
- to offer recommendations on the improvement in the personal management style in the additional office “Pyatigorsk subsidiary” branch of the NCDA, JSC. “MinBank”.

**Theoretical and practical significance:** is to obtain empirically the results that might serve as a basis for the development of the methods of determining a personnel management style in modern financial and credit organizations enabling us to forecast the effectiveness of the management activity of the subjects of management of business organizations.

**Results of the research:** The results of the research carried out enabled us to come to the conclusion that the leadership style of the organization under study is to a greater extent a constructive – authoritarian style based on the use of the administrative resource. This style is chiefly effective and delivers certain results as it is based on the disinterested implementation of the task set. Its main drawback, though, is that it doesn’t take into account human qualities and psychology of each individual employee as not everyone tends to be influenced by this style of behavior.

**Recommendations:** The improvement in the leadership style of the aforesaid organization must not be reduced to the campaign valid for one occasion

only but must be organized as a continuous process realized in the following three main directions:

1. The first direction – the introduction of the elements of the command – participative leadership style.

2. The second direction – the introduction into the practice of management of methods of collective solution of the problems, specifically – “the mental ladder” model.

3. The third direction – the use of modern personnel management technologies in the practice of management of the Additional office, “Pyatigorsk subsidiary” branch of the NCDA, JSC, “MinBank”.