

# The Quality of the Working Style of Human Resources

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## Abstract

The idea of quality derives from the beginning of the 1950's, when quality control and the quality of the product and the statistical techniques were in the focus. Those times were useful to understand the importance of standardized processes and standard parameters of the products.

The idea has been developed up to the next level, where the importance of customer needs and the satisfaction of those needs were discovered. Although, till the 1980's the importance of the human resource of the company became higher, mainly the quality management systems were in the focus.

Nowadays the picture is sharpening and the human factor is strengthening its role in the game that is called quality way of work.

The concept of human resource in that was always in the "list" when the most important factors were mentioned, but we, till now have not spoken of it as the main element and we have not discovered its complexity.

After 25 years of experiences in management consultancy, we have discovered the importance of effectiveness and efficiency of the human resource and how these two factors can lead to a quality-based effort and successful results by.

Moreover, over the personal success, how the teams and the whole organization can achieve those goals that were set by them, while the human resources are motivated, creative with high self-esteem and self-actualization. All of these have lead to discovering, how the quality-behavior of the human resources is interdependent to the quality of the organizations.

Personal quality requires the life-long personal development, open attitude to understand small signs in and out of teams and organizations. This way the personal power are highly developed and the everyday job became a big and loved game, where the quality for the customer comes from the good cooperation and coordination of personal quality, the quality- of the team-works, the quality of the whole organization.

The professional message of above detailed ideas is a model, that creates an endless and upgrading curve with elements of push- and pull motivation-field (with expectancy, goal-setting, and effort), measured performance and result (with matching personal competences, positive and negative feedback), and adequate reward-system that all formulate a result-oriented, self-realization level of behavior for the success in the 21st Century.