

Organizational behavior norms as a factor boosting the emotional stability of staff at housing and utility services enterprises

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Abstract

© 2018 Taylor & Francis Group, London. This article examines the issues related to changes in qualification requirements for personnel employed at housing and utility services enterprises and improvements in the qualification upgrading system as part of the improvement of the management system used by enterprises in this field. The authors have proven that the shift in the competition focus among housing and utility services enterprises services from the price factor to the quality of goods and services can be achieved through the development of the skill level of personnel at enterprises and the development of the organizational quality philosophy.

Keywords

Emotional stability, Housing and utility services, Labor quality evaluation, Organizational behavior

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