

MODELE ALE MĂSURĂRII PERFORMANȚEI ORGANIZAȚIONALE

MODELS OF ORGANIZATIONAL PERFORMANCE MEASUREMENT

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Abstract: Performance management is an important activity for any organization operating in a competitive market and envisages the achievement of higher productivity but lower costs. Literature deals with performance management in many ways, with many approaches developed over time from studies and research, most aiming at improving the performance of a sector or parts of an organization and performance is measured by simple instruments. With regard to organizational management performance, which aims at improving the whole organization, the approaches presented in literature are scarce and its measurement is made by measuring complex models that take into account several aspects within an organization. This article represents a synthesis of seven known models used to measure organizational performance, different among them as methodology, but with the same purpose, of measuring for improvement. Some models presented in the article are associated with organizational excellence awards, while others are tools developed to measure organizational performance. This article is part of the bibliographic research aiming at measuring organizational performance in service organizations, taking into account the specific elements and context.

Keywords: organizational performance, organizational performance measurement