

2. Bala O.I., Petryshyn N.Ya., Kryvoruchko Ya.Yu. *Naukovyi visnyk NLTU Ukrainy*, 2010, no. 20.14, pp. 153-157.
3. Voronkova A.E., Babiak M.M., Koreniev E.N., Mazhura I.V. *Korporatsii: upravlinnia ta kultura* [The corporations: management and culture]. Drohobych: Vymir, 2006. 376 p.
4. Hladchak N.V. *Visnyk Lvivskoi komertsiiinoi akademii*, 2011, no. 36, pp. 79-83
5. Lysyy V. *Personal*, 2001, no. 12, 116 p.
6. Kozak Yu.H., Novatskii V.M. *Mizhnarodna ekonomika* [The international economy]. Kyiv: Tsentri navchalnoi literatury, Vydavnytstvo "ArtEk", 2002. 436 p.
7. Mogutnova N.N. *Sotsiologicheskiye issledovaniya*, 2005, no. 4, pp. 130-136.
8. Petrushenko Yu.M., Holets T.A. *Visnyk SumDU, Seriiia Ekonomika*, 2007, no. 1, pp. 75-84.

© . . . , . . . , 2013

. . . , . . . ,

Reviewer

A. V. Kozachenko
 Doctor of Economic Sciences, Professor
 Volodymyr Dahl East Ukrainian National University, Luhansk, Ukraine

65.012

*

*
 Vysochina M.V. – Candidate of Economic Sciences, associate professor, Management Department, National academy of environmental protection and resort development, Simferopol, Ukraine.
 vysochina.marina@yandex.ua

M.V. Vysochina

DEVELOPMENT OF METHODOLOGICAL APPROACH TO EVALUATION OF THE QUALITY OF ADMINISTRATIVE DECISION MAKING

Introduction: Administrative decision is a central part of the management cycle. Quality is one of the characteristics of administrative decisions. Quality of an administrative decision affects final results of management activities of enterprises. Assessment of its level is prerequisite for ensuring a certain level of quality of administrative decisions. **Aims and Objectives:** Development of theoretical basis for methodological approach to the evaluation of the quality of decision-making. **Methods:** Methods of logical and comparative analyses, method of integration, method of grouping, graphical method. **Results:** Approaches to interpretation of the concepts «quality» and «quality of administrative decision» have been studied. The concept of «quality of decision making» has been clarified with the account of specific features of administrative decisions making. The essence and significance of evaluation of the quality of decision-making have been dealt with. It is proposed to assess the level of quality of decision-making by determination of the integral index which is based on a system of indicators. The system of indicators for estimation of the quality of decision making is based on assessment of factors that influence this process. **Conclusions:** Process approach to evaluation of the quality of administrative decision making has been justified. The integral indicator of the quality of administrative decision making bases on the system of indicators reflecting the quality of information support of the process of decision-making, quality of resource support for the process and characteristics of the decision-maker.

Keywords: administrative decision, quality, evaluation, process approach, indicators.

« ».

[3], [4] [1], [2], /

[5], [6], [7]

[8].

(ISO),

[9, 10].

[4].

: «

[12]

()

[14].

(. 1).

[5].

[6]

[9]

) , () [14].

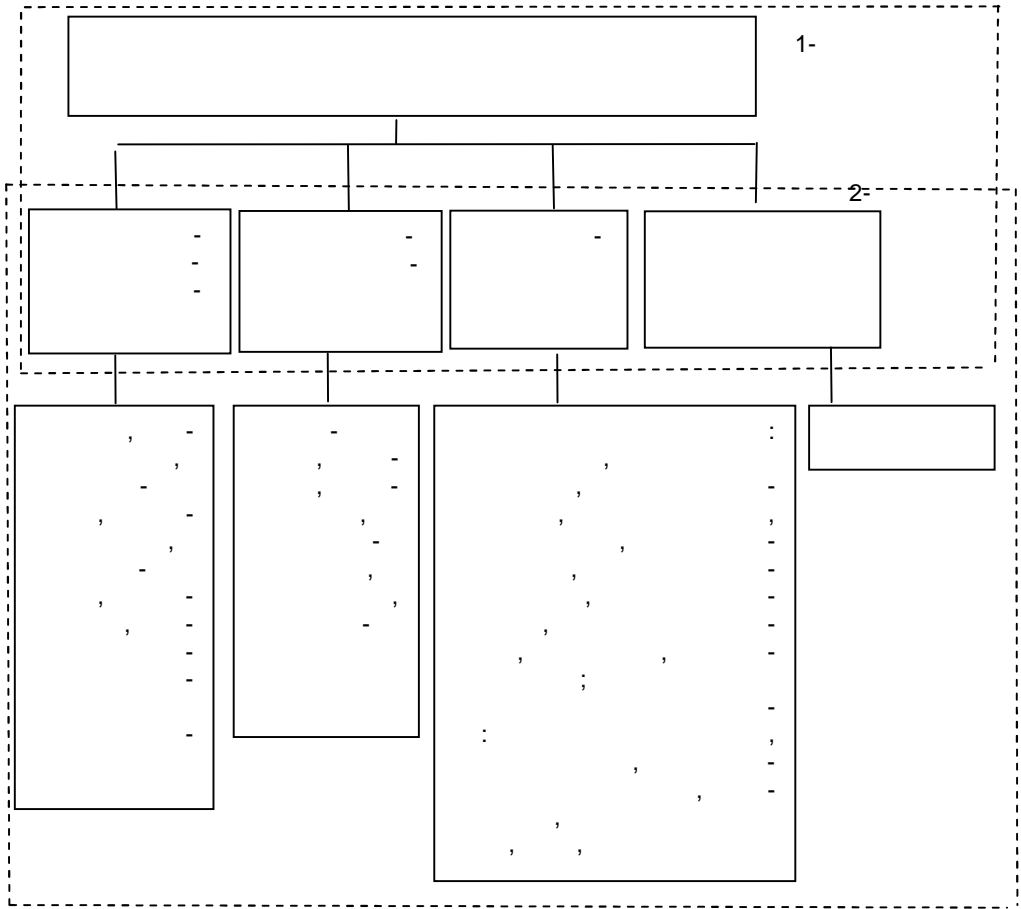
;

() [15].

[15]

() -

;



.1.

()

1. Azgaldov G.G. *Teoriya i praktika otsenki tovarov* [Theory and practice of evaluation goods]. Moscow: Ekonomika, 1982. — 168 p.
2. Raykhman E.P., Azgaldov G.G. *Ekspertnyye metody v otsenke kachestva tovarov* [Expert methods of assessing the quality goods]. Moscow: Ekonomika, 1974. — 152 p.
3. Kirisov S.V. *Teoriya i praktika primeneniya protsessnogo podkhoda k upravleniyu kachestvom deyatelnosti organizatsii* [Theory and practice of application of the process approach to quality management of the activity of the organization]. Tambov: Izd-vo Tamb. gos. tehn. un-ta, 2009. — 80 p.
4. Kruglov M.G., Shishkov G.M. *Menedzhment kachestva kak on yest* [Quality management as it is]. Moscow: Eksmo, 2007. — 544 p.
5. Lepa R.N. *Ekonomika promyshlennosti*, 2006, no. 3, pp. 97-104.
6. Litvak B.G. *Ekspertnyye tekhnologii v upravlenii* [Expert technologies in management]. Moscow: Delo, 2004. — 400 p.
7. Litvak B.G. *Ekspertnyye tekhnologii v upravlenii* [Expert technologies in management]. Moscow: Delo, 2006. — 126 p.
8. Litvak B.G. *Ekspertnyye tekhnologii v upravlenii* [Expert technologies in management]. Moscow: Delo, 2008. — 463 p.
9. Litvak B.G. *Ekspertnyye tekhnologii v upravlenii* [Expert technologies in management]. Moscow: Delo, 2002. — 314 p.
10. Lepa R.N. *Ekonomika promyshlennosti*, 2006, no. 3, pp. 97-104. [http://www.elitarium.ru/2007/04/12/usloviya_i_factory_kachestva_upravlencheskikh_reshenij.html]
11. Litvak B.G. *Ekspertnyye tekhnologii v upravlenii* [Expert technologies in management]. Moscow: Delo, 2004. — 400 p. [http://www.iso9000ff.ru/docs/art_04.html]
12. Litvak B.G. *Ekspertnyye tekhnologii v upravlenii* [Expert technologies in management]. Moscow: Delo, 2006. — 126 p. [http://www.klubok.net/article2153.html]
13. Litvak B.G. *Ekspertnyye tekhnologii v upravlenii* [Expert technologies in management]. Moscow: Delo, 2002. — 314 p.
14. Lepa R.N. *Ekonomika promyshlennosti*, 2006, no. 3, pp. 97-104.
15. Litvak B.G. *Ekspertnyye tekhnologii v upravlenii* [Expert technologies in management]. Moscow: Delo, 2002. — 224 p.

References

1. Azgaldov G.G. *Teoriya i praktika otsenki tovarov* [Theory and practice of evaluation goods]. Moscow: Ekonomika, 1982. 168 p.
2. Raykhman E.P., Azgaldov G.G. *Ekspertnyye metody v otsenke kachestva tovarov* [Expert methods of assessing the quality goods]. Moscow: Ekonomika, 1974. 152 p.
3. Kirisov S.V. *Teoriya i praktika primeneniya protsessnogo podkhoda k upravleniyu kachestvom deyatelnosti organizatsii* [Theory and practice of application of the process approach to quality management of the activity of the organization]. Tambov: Izd-vo Tamb. gos. tehn. un-ta, 2009. 80 p.
4. Kruglov M.G., Shishkov G.M. *Menedzhment kachestva kak on yest* [Quality management as it is]. Moscow: Eksmo, 2007. 544 p.
5. Lepa R.N. *Ekonomika promyshlennosti*, 2006, no. 3, pp. 97-104.
6. Litvak B.G. *Ekspertnyye tekhnologii v upravlenii* [Expert technologies in management]. Moscow: Delo, 2004. 400 p.

7. Smirnov E.A. *Upravlencheskiye resheniya* [Administrative decisions]. Moscow: RIOR, 2006. 126 p.
8. Mishin V.M. *Upravleniye kachestvom* [Quality management]. Moscow: YUNITI-DANA, 2008. 463 p.
9. Fatkhutdinov R.A. *Upravlencheskiye resheniya* [Administrative decisions]. Moscow: INFRA-M, 2002. 314 p.
10. Lukicheva L.I. *Usloviya i faktory kachestva upravlencheskikh resheniy* [Conditions and factors of the quality of administrative decisions]. Available at: http://www.elitarium.ru/2007/04/12/usloviya_i_faktory_kachestva_upravlencheskikh_resheniy.html.
11. Shishkov G.M., Zinina S.S. *Izmereniye kachestva protsessa* [Measurement of the quality of the process]. Available at: http://www.iso9000ff.ru/docs/art_04.html.
12. Lebedinets V.A. *Otsenka protsessov sistemy menedzhmenta kachestva* [Assessment of the processes of the quality management system]. Available at: <http://www.klubok.net/article2153.html>.
13. Vysochina M.V. *Ekonomika i upravleniye*, 2012, no. 5, pp. 21-26.
14. Koshevoy O.S. *Razrabotka upravlencheskikh resheniy* [Administrative decisions development]. Penza: PGU, 2005. 64 p.
15. Bocharnikov V.P. *Fuzzy Technology: modalnost i prinyatiye resheniya v marketingovykh kommunikatsiyakh* [Fuzzy Technology: modality and decision-making in marketing communications]. Kiev: Nika-Tsentr, Elga, 2002. 224 p.

© . . . , 2013

Reviewer

V. M. Yachmeneva
 Doctor of Economic Sciences, Professor
 National academy of environmental protection and resort development, Simferopol, Ukraine

338.262

*
 Fedorova O. V. – Candidate of Economic Sciences, associate professor, Management and economic security department, Volodymyr Dahl East Ukrainian National University, Luhansk, Ukraine. alenasky@lds.net.ua
 Leiko C. A. – Postgraduate, Management and economic security department, Dahl East Ukrainian National University, Luhansk, Ukraine. deevakaty@gmail.com