

Azərbaycan Respublikası

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**Study of the Project Management
effective usage for increasing
profitability at the service enterprises**

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Abstract

The role of various project management methods to accomplish projects successfully has been generally created in areas such as the planning and supervision of time, constant quality. Despite this the various flanked by the mission and development controlling is less than accurate. This circumstance goals to determine the hiding from the meaning of the project to project controlling and to debate how the agitation between the two may impact their closing.

It defines the various privates affected on the project and project controlling, summary with their targets, waiting and impacts. It displays how a better value of the difference between the two will bring a upper probability of project fortune. The utilizing of project management has become connected with such fiction complicated hardships, which are urgency named a project. As a result, fortune of project management has frequently been corporate with the latest result of the project. Bang on time it has been reflects that project management and project success are not properly straightly closed. The targets which exist project controlling and project are various and the supervision of time, expenses and improvement, which are frequently the project controlling objectives, should not be contest with absolutely project success. This condition assays to supply a reason for the disparity from project controlling to the project. Beginning from a meaning of the two sessions, it will summarize the parameters which involve their success, the individuals affect and them in order of destination and the connections between both supplement.

Introduction

In modern world, one of the greatest increasing economies is the employment sector. The function and service market is the exchange of services, and it is the result of non-production facilities. Consider the statistics associated with the development of the sector. As of the end of 2010, 6.6% of value added in the trade sector and GDP services.

At the same time, in the same year, 4296 new enterprises with various forms of ownership were created, of which 27.7% were related to trade and services. They are directly related to the increase in social welfare and income of the population. As of the end of 2010, the nominal incomes of the population increased by 13.3% compared to 2009 and reached AZN 25.6 million. Every year the number of enterprises providing various services increases.

The quality of service system should be prepared in accordance with the relevant standards for each service area. The main goal is to continuously improve the quality of consumers' needs in terms of professional standards and ethics, as well as taking into account the needs of society and the environment.

The course consists of three chapters. Each chapter contains about forty-five pages. Research master's work, dissertation, books and Google Chrome were used to write the course work.

The purpose of research is to study what projects exist in the service sector and how these projects affect the state budget and the standard of living of the population. It also investigates the results obtained in these projects.

The object of research. The object of research is a project of a foreign company who provides new jobs and vacancies for graduates and students.

RESUME

In everyday life, people serve one another for example when writing a computer, computer runs, internet speeding, affordable prices, uninterrupted delivery of water, gas, light in the home, service workers self-interest clients and so on/ factors generally quality of service should be understood as the expectation that the of user quality of speech is from labor intensive. The progress of the service sector is a necessary condition to protect the Azerbaijani economy from external influences. It is possible to increase the growth rate by forming the main part of the economy from service sectors, as well as to avoid the crisis of the economy in general due to the sharp hesitations in the production areas.

Integration of the Azerbaijani economy into the whole place economic space, customs policy in the country's economic security and domestic market protection the role is substantially increased and the socio-economic progress of the territory further improvement of customs administration as one of the key tools transparency-based system development, entrepreneurs and individuals strengthening the protection of their rights, customs infrastructure modernization and strengthening of material and technical basis construction will be the basic precedence of background strategy in 2014-2018.

The last decade in the development of the country's areas to a new echelon of eminence. 2004 in the field of comprehensive development of regions

as a continuation of the purposeful policy started since "The Republic of Azerbaijan

The implemented state programs have played a great part in the development of the areas of the state. Consequently, the same development, both service and innovation in the industry have led to

Chapter1. Services and their typical features in the condition of Markets

• What is the service and services features

Role of the service has increased in the economy in the last period to a considerable extent. This development is not only with becoming complicated of the production and secure in high-level of the market with everyday essentials connected, at the same time technical progress is connected with science like arise cause of the kind of new activities in the services sphere.

Service (it have been taken from English) is been define as result of the activities of lab our pay any need of the man having with useful effect. But K. Marks has given such definition praise to service: "service is the cost of special consumption. It is created thanks to this labor, it is sold as other commodity that but service is not thing, it is kind of activities. But service is characterized in opinion of the some as like processes connecting motions it will not be a number of felt between happened in the result of mutual connections of attendant staff of the establishment. Kind of the market of service developing in conformity to the market economy commodity market at the same time has with being to adjoining a few of specific features. And it is direct connected with especially approach treat of the activities of ownership and marketing.

Service market has in general to the following specific features.

- High dynamic in the market processes
- To segment on territory
- High speed of the capital turnover
- Market high sensibleness conductor to changing
- Specificity of the forming of the production of the services
- High-level of the stratifying of the services
- Other accuration of the results of service activities

Nowadays most of 40 %s, grain direct services are put the area of direct foreign investments in the world. Part of the services is already 70%s, grain of the developed countries in the gross national product. The number of the persons

which at the same time of the persons which work in the service area has increased day by day and 80-90 %s is possible to say and 80-90% falls I namely of the growth of the work places created newly to part of the service area. Service sphere trade transport and finance communication and different kind of insurance the mediation activities, including it surrounds circle of very wide activities make correct to employment and work business, There are other classification of the services in the world statistics.

- Frat (manage of the ships) services shown including airport insurance
- Different kind of transport services
- Tourism services
- Other services

Babayev, I. (2003). *The methods of planning project planning* .

The kind of services	Theirs area
Production	The works of engineer, Lizing Service to (the) equipment
Dividers	Trade and transport communication, banks, insurance finance advice properties pl etc
Consumption	Condition of home and services connected with holding of the free time
Social	TV radio, education, medicine culture tourism

Table 1.

1.2.What is the quality of service?

In everyday life, people serve one another for example when writing a computer , computer runs , internet speeding , affordable prices ,uninterrupted delivery of water , gas , light in the home ,service workers self- interest clients and so on/ factors generally quality of service should be understood as the expectation that the of user quality of speech is from service . If the result is expected , then the service is good. If not , this service will be excellent and will continue to be lasting which means the verification of hopes.

Source Ibrahimoglu, Q. (б.д.). *Express online newspaper*.

1.3. Development of services in Azerbaijan

The development of the service sector is a necessary condition to protect the Azerbaijani economy from external influences. It is possible to increase the growth rate by forming the main part of the economy from service sectors, as well as to avoid the crisis of the economy in general due to the sharp hesitations in the production areas. Showed changes in the production areas of the economy in 2014-2016. The production areas is a more sensitive area compared to the service and its response to external internal risks is acute. These changes are even at a certain level, leading to a crisis in the economy in general.

The situation facing Azerbaijan's economy over the last two years requires us to pay special attention to the development of services. Unlike production areas, the service area has grown despite all the difficulties. The value added in the service sector grew by 7.6% in 2014 and grew by 4.4% in 2015. Information also announcement services grew by 5.5%, retail trade - 2.3%, paid services to population 0.6% tourism -1.8%. However, the production area has dropped by about 4%.

It should be noted that the growth in the divide of the service industry in the economy is a change observed in most countries. There are two main reasons for this

- Increasing the income of the people will also increase the money spent on services, along with the physical goods
- The extension of information and announcement technologies capabilities in the service sector and the value of the labor intensive sector.

Labor intensive sector, covering various areas, is also considered to be one of the country's key development and well-being. The world Bank has once again confirmed that there is a link between the level of social services and the service sector at a time when the rating of 132 countries has been rated at the level of well-being. It turns out that in the service sector 60-

75 % of able bodies population works. In the service area ,as a rule more jobs are created than production areas. Today, in most leading countries, service sector –s share on the Gross Domestic Product is more than 55-60% . GDP in the USA 74, in Japan 59 % , Germany 69.1%,Turkey 66 % ,France 77.3 % 65.6% in Austria , 58.7 % in Russia , 68.4 % in Ukraine , 55% in Kazakhstan , etc.

One of the essential cause for the growth of the service industry is the development of entrepreneurship . According to official data 53% of the list companies operating in Azerbaijan operate on the service sector. The majority of service business are engaged in the provision of trade and repair of vehicles.

Most of the individual entrepreneurs are business owners.

1.4. The Project Control Process

To set up an effective and efficient project control structure only a few basic steps are required :

Setting a baseline plan

Measuring progress and performance

Analogy plan against actual

Corrective action

The baseline plan provides the elements for measuring performance . It is derived durations information found in the work defect condition catalog and moment - progression statistics from the complex and resource arrangement decision. From the WBS the project resource schedule is used to- time - phase all work , resource and budget into baseline plan.

Basically there are two forms of measuring progress and performance. The relatively easy and obvious way is the quantities measurements of time and budget . These figures can be implemented easily into the integrated information system .Parallel one has to observe the qualitative measures

such as a meeting customer technical specification and product function . They are most recurrently unwavering by on site - scrutiny or authentic use

The probably biggest problem with plans is : They seldom materialize as expected . Therefore it is crucial to compare plan opposite actual , measured deviations and to determine if action is necessary . Periodic monitoring and measuring of the status of the project allow for comparisons of actual versus expected plans .While the projects problems are small, and detected early , it is possible to solve them with a minimum of effort .

Origin Project Management Olaf Passenheim . 2009 Olaf passenheim and Ventus publishing ApS

Chapter 2.Project administration in various service areas in Azerbaijan

2.1. Direction of project management improvement in the banking sector

There is a special tendency in the Azerbaijani market in 2015.Larger businesses banks and businesses have become increasingly aware of one of the most necessary factors , such as the way to stay in the market “ to properly plan a business strategy” . This issue raised them with great difficulty . As the preparation of the strategy is a complex process, it has been inevitable that it would be inevitable that all the structural units of the organization should be re- examined , conduct new analyzes and convert the institute into a supplementary competitive and economical regime for the necessary structure.

Since a business strategy is planning a period of more 2-3 years, a transformation - oriented enterprise resembles a caravan lost in the wilderness , but more accurate orientation and more experienced parlors can convey this convoy to the intended destination . Experienced professionals are also experienced parlors . They need to know where to go for the journey and be able to get the office in the most optimal way.

We can use the transformation period as a cycle of innovation , so it is important to have a clearer understanding of the present and future model so that this change is positive . To prepare a new local project plan to eliminate deficiencies , and to better organize the implementation of these

projects , project portfolios and the creation of the Project Management Palace makes the transformation of the enterprise more objective and accessible . Thus the implementation of the project portfolio depends on the direct business strategy.

Since banks have a larger infrastructure than miniature and intermediate - sized endeavors, the transformation process should take place more intensely . In the modern environment , the areas where larger business strategies are to be strengthened and become more innovative are the following :

1.Optimization of business processes - Investigation of different types of income - generating business procedures and the prevention of problems and complaints that may arise at the time.

2.Marketing transformation - whether it s new concept or design any designs (logo ,flyer , etc) and design of any branch and corporate events , social responsibility projects - the development of the banks image and rating in accordance with a single strategy and concept in such works plays one of the main roles in the increase .

3. IT infrastructure or banking system transformation this process also plays a major role in increasing the image , operational efficiency or increasing the image , operational efficiency or functionality of the bank even though it requires high financial costs. Whether it is information security or providing new systems or software to improve the functionality and quality of operations , this should be the main goal in this process.

4.Preparation and presentation of new bank products one of the most up-to-date and demand – adjusted jobs in retail business is the provision of new products to the customer . This area should be more sensitive to the financial market and be able to use the demand in a timely manner.

5.Customer Satisfaction Transformation - It is important for customers to get feedback or to carefully review complaint suggestions to keep track of the customer service process and to attract customers to ensure the comfort or smile of customers.

The strategy of incorporating unmanaged business in the competition is defeated in competition on the market, and enterprises with the right strategies are able to achieve strategic success by leaving the opponents a few steps.

Key Fact of Novel Project Controlling in services . (б.д.).

2.2. Increasing the effectiveness of projects implemented in the education sphere

For the first time in 1993, the introduction of bi-lateral education in the country (bachelor and master s degree) has begun .In the current year , universities have taken a bachelor s degree. For the first time in 2005, the Master s degree program was implemented by the SSAC as a test. Previously , the students were enrolled in this program by universities.

The State Procedure on the Schooling of Azerbaijani Youth in the Republic of Armenia in 2007-2015 is aimed at study in at different universities each year , with million of young people going abroad to pursue their education abroad. This process happen in various ways . Either at personal expense or by external scholarship programs or by state program The main purpose of this program is to educate adolescent people from around Earth and to train educated people.

The state Program on Schooling of Azerbaijani Young People in the Republic of Azerbaijani in 2007-2015 provides for training of Azerbaijani youth in the USA ,Europe and the other countries It is obvious that young people are studying at universities in Turkey Russian and China .

Funding sources of the State Program are mainly funded from the Government Oil Background by means of deducations from the state budget , loans received from international organizations, grants and the other founds

Graphic 1.

Various state programs and projects are being implemented in the reform of education sector. Since 2005 , the following state programs have been launched through the Ministry of education State programs in this direction are as follows.

- State Program on Schooling of Azerbaijani youngsters in foreign for 2007-2015
- The state procedure on the Transfer of Children from Families to children from families and alternative state programs about take care of children
- Program for providing general education schools with information and communication technologies in AR (2005-2007)
- State Program on information of the Schooling Program in Azerbaijan Republic in 2008-2012
- State program for the development of technical and vocational schooling in Azerbaijan Republic in 2007-2012
- State program on reforms in higher education in the AR 2009-2013

Approved by the Presidential Degree of 24 October 2013 . The main purpose of the strategy is to gradually solve existing problems in education in Azerbaijan and bring the current level of education to international standards. Many problems in the field of education and disproportionate education strategy are highlighted. Thus, the adopted strategy states that only 1.2% of the students studying the country s higher education schools have chosen agricultural specialties. However, in our country this sector needs professional staff.

On the other hand 67% of young people aged 25-34 are in the public sector .

Strategies to Solve the Problems there are five major measures to create a competitive education system, which is equipped with modern infrastructure with constantly developing professional teachers and education managers in Azerbaijani. These were the following:

- Creating skills - based learning content
- Individual characteristics of trainees using innovative teaching methods and technologies the effect and understanding of the content of education , and the formation of highly qualified staff
- State and society , state - business partnership based education and its new management system
- Responsibility , transparency and efficiency should be considered as the key criteria for a new management system
- Establishment of educational infrastructure covering lifelong learning
- Creation of new financing mechanism based on sustainable , at the same time diversified sources of education . In this direction the following measures are planned to be implemented
- Creating self – directed educational content based on skills
- Formation of highly - qualified education that ensures efficient learning of content through innovative training methods and technology that debates the private characteristics of trainees
- Formation of state - social and public business - based governance system with responsive transparent and efficient regulatory mechanism for education outcomes

Source Scribed. (б.д.). *Project controlling in service sector*

2.3. Management of project in the tourism sector

World experience shows that tourism is one of 30% of the state and populations income in developed regions due tourism activity. Tourism as a social area is must - have for the service sector. Social factors in the development of tourism are measured by demographic and educational levels. The field structure of tourism, its regional location scheme , conceptual basis of the social infrastructure.

In general, tourism is a special area of tourism services, and the development of this area has been widespread since 1950s. The wide range of opportunities available in the tourism sector in Azerbaijan creates conditions for cooperation of our country with the development of tourism with a number of international organizations. Among these international organizations are the names of the World Tourism Organization, the organization of Islamic Conference, GUAM the Commonwealth of Self-Governing States and other organizations.

At the same time, Azerbaijan has signed intergovernmental agreements with Turkey, Poland, Italy, Georgia, Ukraine, Romania, Belarus, Greece, Moldova, Qatar and other countries with rich experience in tourism. At present, discussions are under way with other countries. This should be considered that progress of various kinds of tourism in our country will give a new impetus to the education of the personal working in the field of tourism. "The state Program on tourism progressing in the Republic of Azerbaijan for 2007-2015" has been adopted.

Over the past 10 years, GDP per head has grown 7.5 times and the state budget has increased 21 times. Over the years, the average one-year economic rise rate was 15.6%. Consequently, the improvement and balanced development of the social welfare, Azerbaijan has successfully completed transition from a socioeconomic form to another, among the countries of the post-soviet. As you can see from the table below, annual growth of basic indicators of tourism enterprises is observed. This means the development of tourism in our republic

	2010	2011	2012	2013	2014
The number of enterprises	126	141	170	197	218
The number of working(outsiders and substitutes including)	1418	1541	1730	1729	1794
The working who work in tourism sector	1159	1279	1473	1515	1567
Income earned by the entity	19065.3	22634.8	27121.5	29600.9	31107.1
Income earns from tourism sector	14755.5	17804.7	21597.1	24823.6	26031.0
Travel blanks sold to the					

people	34121	42583	62866	65448	66233
Azerbaijan citizens who traveled across country number	3385	4045	5121	7078	6990
Number of Azerbaijani citizens to travel abroad	3706	4284	5367	4599	4334
The value of the blanks sold to the public	25848.7	29316.6	40693.2	42893.2	44820.3
The amount required for travel throughout the country	1708.4	2021.1	3147.4	2747.9	2764.0
The amount needs for travel abroad	19750.2	22583.4	33652.3	36991.0	39708.5 \
In the territory of Azerbaijan the amount required for travel by foreigners	4390.2	4712.1	3893.4	3153.4	2347.8
The number of tourists accepted and sent	69923	83620	101431	91961	92305

Table 2.

The source

The essence of tourism , its socio- economic essence is explained by the system of statistical and dynamic indicators. From the point of view of the system s understanding and analysis, the current state of tourism is measured by the number of tourists visiting the republic and leaving the country in different forms or use of local tourists as well as objects that create tourist infrastructure and their quality

Sustainable and balanced dynamics of territorial and territorial problems of socio- economic progress of the Azerbaijani economy can be attributed to economic turnover on the basis of alternative projects based on the efficient use of natural, human and geographical resources of the republic and market relations.

Creating an entrepreneurial environment to share existing risks in the development of tourism, and the fact that every entrepreneur is attempting to market for different tourist contingents is an organizational and methodological component of transformation.

Therefore, the analysis of tourism segments and tourism motives today can be an important basis for planning the final outcome of the assessment of structural changes in its formation and dynamics. The objective of the tourism attempts as well as the possible change in demand, as measured by the physiological demand, are associated with the improvement of the populations consumption behavior, family and women gender development, as well as promise in initiatives. Therefore, the methodology of analysis is not only on existing statistical materials, but also on constructive.

The change in the price of tourism products depends on the cost structure and the change in the quality of tourist facilities. Thus, the transitions to a complex of 5 star hotels with a full range of services of the hotel economy is accompanied by an increase in its price, with the complex of recreation, treatment and sports complexes being at the tourist facilities. Although it may be possible to lower the price in competitive environments, the change in world prices as a whole improves the value of the tourist services sales price.

The development of tourism in the country and the creation of tourism infrastructure are mainly based on the construction of hotels and similar facilities. The government programmer on the Progress of Tourism in the Republic of Azerbaijani for 2002-2005 has been confirmed by the command of the chairman of the Republic of Azerbaijan on the financing of the development of tourism infrastructure in the adjustments on the usage of the national fund for the Support of entrepreneurship of the Republic of Azerbaijan. The aim of the government program is to improve the normative legal framework, to organize tourism activities, to manage its development, to take marketing measures, to provide tourist services to the international standards and to ensure the implementation of tourism arrangements.

While tourism has been widely accepted as one of the most widespread and most massive forms of recreation for several years now, this area has become more global. Thus, tourism is now considered as a rich source of economic development. For example, Turkey earned 35.000000 \$ in tourism last year. Spain, France, and developed countries have also increased their tourism revenues by 8-10%. Of course, there are many areas where Azerbaijan, which is rich in nature and climate, will also gain national tourism. Thus, there are several State programs signed by Chairman Ilham Aliyev over the past 10 years. The position plan for the expansion of tourism in the republic of Azerbaijan for 2008-2016 has been prepared. Over the past years, private attention has been indemnified to the progress of tourism. Thanks to this, the construction of the most modern hotels and boarding houses in our regions has accelerated. The number of 4 and 5 star hotels in Gabala, Shaki, Ismayilli, Shamaki, Balakan and other regions is constantly increasing. Note that September 27 is marked likely "International Tourism Day" in Azerbaijan. During this period, tourism companies Domestic Tourism Fair also held.

However, there are also suggestions and suggestions. Here hotels are crowded and their number is high. On the other hand, if discounts are available, it would be more appropriate for the citizens of the country, especially when compared to foreign citizens. It is necessary to give priority to tourist entertainment objects attracting more people and delicious dishes of national cuisine. Therewithal people who have been away from rural life for decades, or even from the largest cities in Europe, need to live meaningful rural lives. Thus horses in tourist destinations, are flights with balloons in Turkey, excursions to archaeological sites, dating to old people their lifestyle can be a real innovation for other tourist.

Tourism and tourism service, such as the type of activity, promotes the efficient use of leisure time, excursion, organization of travel and touristic routes as well as enhancing the use of other types or tourists. Tourism is an independent area of the national economy that identifies specific aspects and content of labor. In general, tourism services are the result of the tourism enterprises activity to meet the needs of tourists.

The functional structure of the tourism service consists of:

- services provided by accommodation providers (hotel, boarding house, sanatorium)
- Tourists may also be accommodated in tents ,car trailers ,caravans , boats ,trains, yachts etc at private houses and home rented from indigenous people .
- On different types and movements of passengers in the country of destination

Source The development tourism sector service in Azerbaijan.

2.4. The Financial Sector

The plays of fiscal sector consist of a significant part in the economy and argument indicate that liberalization can upgrade fiscal sector fulfillment, with knock - on advantages for the staying of the economy. But, there are several hazards connected with liberalization, for in a connection to fiscal constancy and access to financial services.

The role of the fiscal sector, and advantages of market inauguration

Argument impresses that the fiscal sector implement an important role in the possession , supporting special progress, simplify investment in business technic, preparation and forgiving to prolificacy, opposition and development. Access to fiscal services also donates straightly to poorness and to better control the hazards they face. Prove also reflects that opening up the fiscal sector to commerce can significantly upgrade a country complete fiscal sector fulfillment with a crucial knock- on advantages for the staying of the providence. Openness to external fiscal services suppliers can result in incredible productivity, dynamism and novelty. It can refresh perfections in local buying and selling process and has crucial potential advantages for users

through progress service delivery and for the economy and best of all through a more productive distribution of capital.

The advantages of external entry into the banking industry.

External entry is often through merging or joint ventures with domestic banks with a view to reconstructing and upgrading their performance and can take important advantages to the country. Claessens (2006) depicts how the achievement of the state - possess Agrarian Bank of Mongolia (Khan Bank) by HS bonds of Japan in 2003 lie to a turn around in fiscal performance, enlargement in its subsidiary net and perfection in outreach and service. External entry may also grant novelty and the providing of fresh goods or better services by both the external entrants and territorial banks. Bonin and Abel (2000) demonstrated that rivalry from new external entrants in Hungary granted the basic internal bank to develop new products and the best services for households , such as bank cards and ATMs .

Alien banks can also usage their international probation to show novelties. The World Progress Statement (2005) cites for instance whereby Citibank accomplished the lame of credit data on enterprises in several progressed places by introducing a new methods for organizing credit worthiness based on estimate of growth prospect in special sectors. Matoo (2001) found that countries that were open for trading fiscal services acquired growth tares by 1.2 % points higher than other countries during the period 1990-1999.

2.4. Novel project management

Progress of project management and the egression of new management review are primarily based on the fact that this review can be effectively implemented in each area of human living and work. (Jovanovic , Colic , Gordevic & Mitic 2012) .Novel project controlling is based on the catagories and standards of novel controlling and project controlling , starting from the from the nearer where the ingredients of novel and innovation procedures , from thinking to implementation , can be described as a unambiguous scheme grouping. As of a hypothetical way , innovation controlling and project controlling have been progressed whole time as independent problems , and

practice has seen that the most available way of controlling the life cycle of novel is accurately the application of project controlling. Projects novel grouping sticks out, Specially in relation to the key ways of the first alter and the implementation in a private area - therefore, it is the first creation of the project in the given circumstance, which defines a high level of hazard and the effect of human factors- creativity in the thinking step and ability to alter (Filippov & Mooi 2010 Stoic, 2013)

Different innovation classifications can be looked for, but the most important is one given in the guidelines for gathering and interpreting novel information, famous in novel place likely the Oslo Manual (2005), saying that novel represents the implantation of novel or importantly progressed product (goods or service) or procedure, or a fresh marketing or organizational structure. Generally speaking, each novel be able to be seen as a scheme, compartment in mind that novel represents series of rest on actions. Given that, there are four methods of novel projects

1. Product /service novelty;
2. Process novelty
3. Organizational novelty;
4. Marketing novelty

The object of this paper is the definition of the key labor intensive novelty project controlling elements, so the following step will be see on services and elements that affect the fortune novel service progress projects.

Service and service novelty

Labor intensive progressively become the shares of growth and work creation developed economies. Economy valuation of services named that the progress of European income typical perhaps depend progressively on the available of services rather than dry goods. It is necessary to notice that all these alters in the labor intensive sector have happened due to novelties, i.e. the greatest impact on growth of service economic necessarily and meeting customer attainments is made by service novelties.

Different names of service can be look for in the literature . Some of them emphasize labor intensive likely behavior or actions to address detailed customer attainments , while others defines service as a set of ability that need to be define in a manner to meet the user attainments . The most cited means is the one given by Gronroos (1990).

Business or series of more or less impalpable nature that normally ,but not importantly, happen in mutual relations among the client and service co-workers, and physical resources or materials and /or analysis of the service suppliers, which are supplied as results to customer issues”

This mean consists of some special service features that various from conditional products . Labor intensive characteristics that are completely cite in literature were

1. Intangibility

2. Heterogeneity

3. Simultaneity

4. Perish ability,

5. Lack of convention ,

6. Weak preservation of intellectual property

- Many scientist support that labor intensive have indefinable future, which names that they consist of thinking and experimentation, and do not distribute a physical artifact. for that reason , the examination innovations are more difficult to shelter from competitors. In addition , users consider it much harder to asses innovations (Leich Gokduman Baaken 2010) These consumer takes the jeopardy in retail a service because they dreadfully often cannot get a agreement for the personality and feature of air force. Studies have made known that the superior intangibility factor is, the higher potential of clients were (Reinoso Lersviriyajitt Khan Choonthian & Lasiripornwattana,2009)

- Foodstuffs have to be formed sooner than they are sold otherwise consumed . Seeing that contrasting to them, military are mainly formed furthermore addicted simultaneously . The consumer involvement correspond to the basis in the route of service creation (Leich ,Gokduman& Baaken 2010) This feature presumes that companies must persistently develop their human resources , especially the ones who intermingle with the customers, because the way they come within reach of to them has a undeviating impact on the accomplishment of both the service and the companionship (Reinoso Lersviriyajit Khan Choonthian & Laosiripornwattana, 2009)
- Simultaneous construction and utilizations of services make the fabrication cycle assorted . Each overhaul is to some extent only one of its kind and depends on the one who proposes it and on the abuser . Given these facial appearances , an supplementary challenge for service modernization is to preserve a constant quality organize services (Leich, Gokduman & Baken 2010) Heterogeneity means that it is implausible that the escape of unmistakable service can be augmentation so the group could plan and be in charge of the level of devotion of the tune provided
- The incorporated nature of construction and utilizations means that the services consumable . This means that they do not be formed and reserved in the structure of stocks in order to be afterward sold (Leich , Gokduman & Baken 2010) Therefore , an imperative responsibility of the examination bringer is to harmonize provide and require (Reinoso Lersiriyajit , Khan , Choonthian & Laosiripornwattana 2009)
- An important concern for service institutes is the lack of appropriate understanding in the countryside of modernization. For example , in the fiscal services sector , society are often routine. The banking sector habitually has not been notably original - key fundamentals of the commerce are based on undoubtedly defined measures and processes . However , this situation has distorted noticeably with the beginning of ICT e- banking .

- Rational property human rights are not sheltered in the examination area , and facade a predicament of preserving the unusual concept and proposal . Therefore , check improvement is repeatedly focused on backside - staff functions , which are supplementary complex to duplicate

Chapter 3. Project administration in check sector. Excellence of Service

3.1. About project executive in service sector

PROJECT MANAGEMENT IN SERVICE SECTOR

Project management consists of the pressure of projection, arrangement, audit and motivation, sources to attain private goals. The process is a temporal effort with a curtailed starting and finished , entreated to meet unique goals and aims, ordinary to take concerning useful interchange either attached value.

The casual constitution of projects stands backward with organization as ordinary (or processes), which are repeated, constant, or semi-constant useful operations to manufacture goods or labor intensive. Almost, the administration of these two categories is often very distinctive and as such demands the progress of different technical abilities and management strategies. Up-to-dated project chairman procedure is a strong transformational management methodology that has clearly shown to assist persons and companies successfully plan and implement many hard goals and projects in the world. Project administration has developed, full-grown and broaden to the world to embrace a vigorous set of theories, attitudes, methodologies, follows, activities, professionals and associations. response of efficient project management performs in foremost sectors, such as vehicle, defense, vigor, communications, IT-ITES and actual parkland not only aid conquer project objectives but also afford a scope for countrywide savings by lowering project finishing expenses. The important problem of project administration is to increase all of the project targets and aims while pride the prejudiced force. Primary constraints are volume, hour, feature and fiscal sector. Both of them and more avid problem is to make the best of allotment of necessity admission and connect them to meet prognosis goals. Project management is the manner of managing altering. All of them from the Olympics for constituting a wedding take account of set up. It depicts the efficiencies that meet special goals and can be used to show or upgrade novel or existing goods and labor intensive. The meaning of a project consists of two major factor:

Singularity

Plans are appropriated to business-as-ordinary activities, demanding community to come together provisionally to concentrate on private project goals. Consequently, effective team-work is a main issue to a fortunate plan.

Fleetness

Planning has a private beginning and finished summit and is set up to congregate unambiguous aims, to conceive a specified output, goods or service.

3.1.1. Volume - timing, expense and quality

Plans require to be supervised to meet their goals and deliver advantages. Aims are described in terms of lookout of time, expenses and quality. Time, expenses and standard are called goals or limitations. For instance:

The scheme must be accomplished by January 2013 (time).

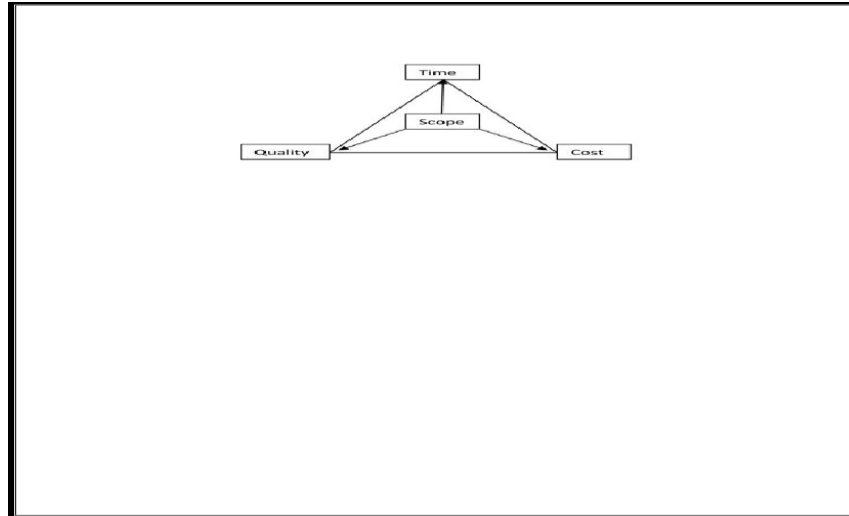
The scheme must not cost in excess of £500,000 (cost).

The scheme should generate a searchable and useful website. Every one work that has to be done to gain the time, expense and quality goals describes the project volume.

Volume can alter over time and it is the project manager's liability to provide the plan will still share its describes advantages. A project manager have to basicconcentrate on the relative priorities of time, expense and eminence. Scheme management attends on supervision the introduction of the desired alteration. This character shows down:

- Comprehension the requirements of shareholders.
- Projection which requirements to be carried out, when, where, whom and to what norm and periods.
- Structure and stimulate the team.
- Coordinating the occupation of various people.
- Auditing work carrying on.
- Guidance any alters to the plan

Surrendering successful outputs. There are some touches to managing project efficiencies counting bend, interactive, incremental, and phased movies toward. Regard less of the methodology co-workers, cautious thought must be given to the over all project goals, timeline, and expenses, in collaboration with the acts and liabilities of all parties and shareholders.



Scheme 1.

- Time, expense, standard are named goals or limitations. For instance:
- The project have to carry out by January 2013 (time).
- The system have to not cost in excess of £500,000 (cost).
- The scheme should generate a searchable and educational website (quality).

Each and every one the work that has to be carried out to attain the time, charge and excellence goals defines the planning scope. The scope could alter all time, and it is the project manager's liability to guarantee the project will still hand over its defined avails.

A project manager has to keep focus on the national priorities of time, expense and standard. Project chairman shows on managing the introduction of the available alter. This is:

- Understanding the requirements of shareholders
- Planning which needs to be carried out, when, where, whom, and to which standards and terms.
- Constructing and inspiring the group.
- Coordinating the vocation of various nation.
- Scrutinizing effort being done

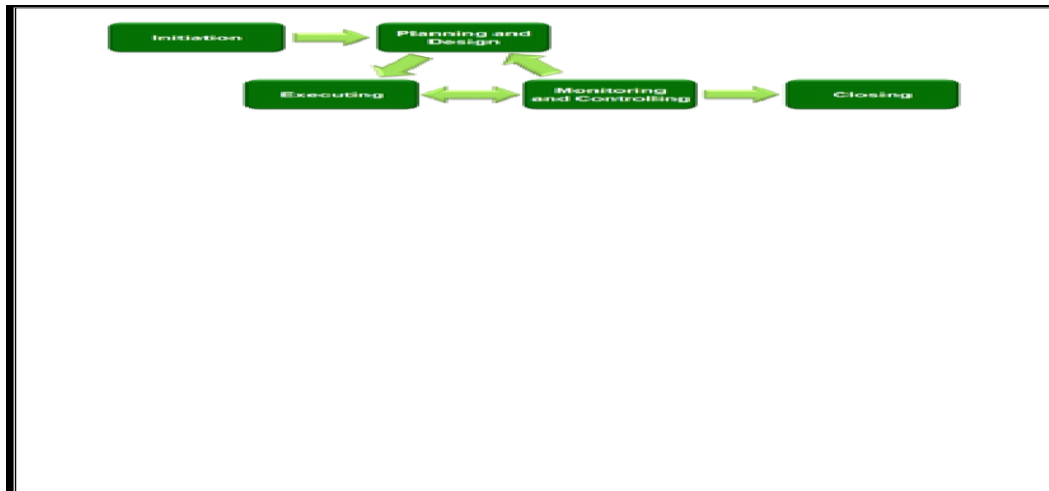
□ running any alters to the plan.

□ Delivering successful output.

There are some approaches to controlling project behavior counting incline, interactive, profitable, and phased nears. To the detrimental of the tactics employed, cautious through must be given to the overall plan aims, timeline, and cost, therefore the characters and liabilities of all participants and shareholders.

3.1.2. The conventional approach

A conventional phased near defines a sequence of steps to be finished. In the "conventional approach", five progressing structure of a project may be differenced



Scheme 2.

Specific progress phases of an engineering project

1. Starting
2. Planning and set up
3. Arrangement and construction
4. Auditing and controlling systems
5. Finishing

Projects do not consist of everything. They will have each phase, as projects could be halted before they neared finishing. Several projects do not track a structured planning and/or controlling procedure. On the other hand a number of schemes will go along steps again and again. Several industries use alterations of these project quarters. For instance, when work on a brick-and-mortar styling and building, projects will ordinary progress along phases like pre-planning, understanding

design, static design, design progress, building drawings and building management.

In programmed progress, this nearing is again and again recognized as the waterfall model, for instance one part of article then other procedure in linear sequence. In programmed progress a lot of organizing have adjusted the Balanced Unified Process (BUP) to adjust this circumstance, but BUP does not demand or clearly advice this practice. Waterfall progress attain well for little, well decrypted projects, but frequently sinister in bigger projects of invisible and two-edged internal. The Indefiniteness elucidates some of this as the planning made on the first phase of the project suffers from an upper level of drift. This becomes specially correct as software progress is frequently the implement of a fresh or novel product. In projects which efforts have not been completed and can alter, attainment control system is utilized to obtain an available and finished meaning of the behavior of software that can help as the basic for software progress. While the periods can be distinguished from industry to industry, the comprehensive phases especially track all steps to work out solving "meaning the problem weighing choosing, and therefore, beginning a step, application and assessment.

Source Scribed. (б.д.). *Project organization in service sector*

3.2.1. THE PROJECT MANGEMENT STRUCTURE

The software system are urbanized to maintain the operative and calculated business transmission and to supply the manger with contemporary position plus summarized information rooted in which he /she will know how to make knowledgeable choices. Their conception arises from the necessitate to have an electronic , steadfast system in which humans incompatible looms , limited calculating cargo space and model capacity , over and above certain blunders could be evaded, and which will bear the routine of compound actions . All at once , the advancement and fallouts of the activities can be without problems corresponded throughout the organization to all included parties . NASA Project administration tool investigation and commendation shallow document states that “the Project Administration tools are used at each project plane to organize tasks and pathway enlargement costs and assign errands , and plan and roadway plan expenses and capital.”First questions that comes into brain when recognizing a want for a plan administration software tackle is whether to have it developed from graze or buy an obtainable ,saleable one that would be customized to costume the precise needs . The recent tender on the advertise and the progress /customization costs check group are influential for the conclusion.

We state some of the important supplies of a project supervision apparatus that should be rewarded consideration to. Their applicability and stage of superiority characterize evaluation and variety criteria. Our thought at the back is that the project executive solutions might be relatively unusual from each other and that unlock marketplace for consultancy and customization seeing that overhaul. The number and sort of users and the method their assistance is executed (place and point) should be known, so that the organization capability for maximum concurrent users and different user types configurations is estimated. Deciding the right tool has straight collision on the project announcement and concluding accomplishment, which is why, as for any other acquire and customization right classification of the arrangement, purposeful non-well-designed requirements as well as production rules has a influential role for supplementary capable and valuable, pattern of the apparatus. Even though it is a exigent period at the foundation of the assignment itself, the exact perceptive of the business needs is indispensable.

The practical requirements are resulting from the progression that the tool should maintain. Situations that the necessitate for supply consumption and optimization sets classification functionality obligations in terms of calculating and presenting store breakdowns structures, activities extent and interdependence, should be able to supply an updated scheme plan and calculate. The arrangement should be able to present an rationalized scheme plans and forecasts, where all independent calculation of on-going changes are undertaken, so that the mangers can be attentive of the existent location and substitute options at any summit of occasion. Functionalities of the arrangement in terms of numerical tools and reproduction techniques for assessment and cost organize are essential for apposite charge supervision. It is very essential that those reckoning are derived on origin of the production rules that characterize the clients approach and attitude toward cost. The joint forces functionality magnitude is stressed by PMI, sat that the plan management tools as in rank allocation tools have to provide the compulsory in sequence concerning the inputs and outputs to the stakeholders, as shown in Figure 5. The partnership aspects asks the organization to be bendable enough so that the venture holders comment and the on-going lectures learned and designs for improvement cab be considered and implemented on time. Superior and understandable graphical exhibits of the outcome, the announcements, reports, awarding operate is a functionality that conveys supplementary rate.

Figure 1. Allocate data contributions implements and methods and outputs

From the extensive and detailed inventory of required mechanical , recital and reporting obligations unambiguous by the NASA familiarity centre , the following categories can be oversimplified as must have for a project administration implement appraisals

- Admittance, alliance and interoperability - multi customer admittance to organizers , multi - mission competence , interface with other systems , interoperability with desktop utensils
- Importation , export capabilities
- Multi- client licensing and association compatibility
- Easy - to exploit perceptive GUI easy data adaptation, amalgamation of user defined factors
- Scheme scheduling and tracking
- Store , datebook cost management menace administration features
- Average and customized mission reports and executive reporting etc.

In the preceding paragraphs the broad functions of the tools along the project administration processes were talked about. Nowadays, more comprehensive summary of the functions is seen as constructive for providing supplementary understanding of the resolute requirements . Necessary functions which are present by each project administration apparatus and are underneath the project administration processes are listed beneath.

- Classification of project datebook adjusted on the production datebook (working, hours , days)
- Overture and newspaper of tasks and their related fee , resource and interval
- Commission dependencies and definitions of charge milestones
- Printable venture schedules in Gantt and arrangement chart form
- Vital path detection
- Supplement and newspaper of the genuine spent time outlay and stores)
- Reporting and investigation , print selection per task , cost , supply leveling

The project executive tools must be bendable enough to respond to the enthusiastically changing information requires and consequent from those, changing constraints

We believe the skin and functionalities , rooted in which third party web checks and communities assess existing utensils as and imperative input for recognizing the special classification requirements , In the following lists solitary that have not been named till currently will be listed. The principle refers to broader capacity of organization pictures that are needed for procurement pronouncement . Not all attributes of the system are uniformly needed in dissimilar industries

- Category of project command software : Desktop , client - server , web-based , incorporated
- Product arrangement (users per report , upgrades accessibility)
- Safekeeping point and related quality
- Pricing : examination option authorize form (proprietary, open foundation)
- Feature: LDAP sustain; address book meeting program SSL protection e-post announcement; mobile adaptation customization fields
- Manuscript administration: Document finale, sharing and luggage section versioning and importation
- Statement and relationship: Wiki forums blog exist talk bookmarks telephone conferencing network meetings
- Workflow classification

As the obligations and the production needs are starting to broaden the capacity of separate project administration software and a number of of the existing tools are previously , entering by explanation in extended sorting of the software , the perception of programs and portfolio administration are brusquely introduced in this segment , so that the relationship is underlined. The scheme, programs and portfolio administration are present in grown-up institutes. They change in their focuses. The responsibility of the project executives in those organizations is changing additionally. Argues that the scheme managers have an imperative management responsibility and this changed and the superior and stroke administration.

Project administration focuses on achieving the scheme goals , but program management connects and manages related projects in the companionship and tries to attain reciprocated aims . That won't be potential if the projects are managed as autonomous islands . How a particular projects authority the proficiency of the whole collection is an interesting explore area. The countrywide and coordinated administration of the projects for reproduction

of the constructive result was previously described as potential connection among BI and project administration. In this case BI arrangement would be seen as curriculum and every implemented disconnect tool and organization as disconnect projects. Supplementary on the collection is analyzed on superior echelon, likely

Congregation of plans and or programs and their assemblage administration so that the calculated production objectives could be met. In that wisdom the assortment management is a internal manage of one more apparatus which consists of determining precedence, authorizing, managing and auditing projects, programs and other existing procedure to attain particular intentional dealing goals.

Table 3 summarizes the characteristic of program, planning and instruments progressing

Table 3. Comparative overview on plan, software and instrument management (adapted from 25)

	Plan	Software	Instrument
Comprehension	Plans have identified goals. Comprehension is completely taken care throughout the plans life circulation	Softwares have a greater comprehension and supply more main advantages	Instruments have a business comprehension that alters with the tactical aims of the organization
Alter	Plans managers wait altering and implement procedures to hold alter	Software expert has to wait alter from both internal and external the	Instrument expert evermore monitor alters in the fundamental environment

	managed and audited	program and defining to controlled it	
Control	Plan leader controlled the plan collaboration and team to face the project goals .	Software leader manage the program main and the project managers that supply view and complete captainship	Instrument leaders can control or apse instrument leadership staff

The perception of on-going development administration in the organizations moreover deals with formula of the synergy effects . Disagrees that this come up to conveys elevated assistances and enhancements than only project administration , where each development is defined to have autonomous and standing establishment and conclusion

As one of the engineering in which project administration utensils are longer used, and where the convention of the structure adds lofty assessment to production progression is the manufacture production, we present a diminutive psychoanalysis of the instruments used there. The specialized in the creation industry are quite commonly using this nature of arrangement so they can furnish a expensive input for progress bearing. The disagree that information know-how maturity road. The squabble that information equipment developments have led to numerous changes in the manufacture commerce . The consequence derives from the require for express information operate between the managers constrictors and all parties as habitually the development implemented on a position away from the corporation headquarters.

Following are the rulings from a survey bounce for to scheme administration trained at the PML . 25% repines tempo improvement resulted in 240 investigations out of which 42 from the import meeting point. . The meeting summit is position on possessors from the congress fabrication commissioners , as they are habitually working in project location in companies with more than 1000 workers . These practiced come out to have fastest indulgent with these utensils (over 30% with additional 25 years , in evaluation to 13 % connecting the other commerce) It is also exciting that

they are frequently functioning on less projects as evaluating to other industries but superior with in excess of 300 behavior which verbalizes for the classification convoluted capacities.

Table 4. Assessment of PM software put together used in construction versus total survey (adapted from 14)

Number of analytical features used (1)	MS project (2)	Primavera(3)	All others (4)	Total Construction (5)
Total construction	9(24.3%)	19(51.4%)	9(24.3%)	37 (100%)
Total survey	102(49%)	44(21.2%)	62(29.8%)	
Five surveys (11.9% of 41) had no responses				
Thirty - two surveys (13.3% of 240) had no responses				

Table 4 presents diverging inclination in the convention of software solutions between the manufacture and other industries . The statistics refers to the explanation used in the last 12 months. Primavera development planner (P3) (primavera Inc) symbolize full- feature, luxurious enclose while MS Project is based on its subordinate price, painstaking as planned for collection procedure . The numbers greater than show that Primavera is mostly used in the assembly industry, due to its general questioning techniques , whereas all others habitually use MS project as a crucial put together with fewer techniques . Higher procedure of Primavera is also related with the fact that the creation proficient use the structure for reading , entering and editing of data critical path analysis , etc and that asks for better system capacities and multi -user functionalities

The complication of project management is that engineering is a good example of the promising impending of project supervision as a service . Manufacture of compound system, and creations asks for special capabilities , between which project administration and is very extraordinary to unearth all those capabilities nearby within one institute . The authors distinguish that project- based companies make available the

link between the mechanical capabilities of the assembly companies and their production and development processes. The production model of the project administration companies is to finish and deliver the venture for the promote of the practical party. The awareness approach of the venture-based companies enables better concert athwart missions

Source The development administration as a examination

3.2.2. New scrutinize development (NSD) representation

The writing on the new examination development (NSD) projects covers numerous maturity reproductions. The preceding NSD reproductions were based on NPD reproductions that were worn in the industrialized production, and this is the fact that can be seen in some of today's NSD models. However, as noted above, services have certain characteristics that drastically undo them from the inventions, and therefore order the optimal maturity model. researchers in the pasture of overhauls have dealt with these differentiations introducing a choice of researches and so faraway there have been a number of reproductions of fresh examine enlargement. The Donnelly, Berry and Thompson facsimile starts with two groundwork rounds of new overhaul enlightenment, where the examine conception is definite, and a production examination is conducted for several new examine possibilities. In the screening point the overhaul concept is elected that has the most shows potential business estimate. At the comprehensive, increase and testing junctures, prototypes of the overhaul on top of necessary transportation are residential and hardened. And finally, the overture chapter is associated to the overhaul commercialization. The Johnson, Scheuing and Gaida model follows the same string, with the differentiation that the examine process enlargement takes position in a unusual juncture from that of trying. The Bowers representation has a analogous succession as well. One thing that all three representation require is an importance on supply, and how these supply should be used at each juncture of a fresh examine development. Scheming and Johnson primarily presented the suggestion of coalesce reserves and processes to amplify original examinations, explaining how in-house and outdoor friendship individual resources should be utilized. Vanguard employees were caught up right when the tune-up concept was firstly developed. Probable customers were worn to propose and investigation examinations, and promotion seriess (Reinoso, Lersviriyajitt, Khan, Choonthian & Laosiripornwattana, 2009).

As contradictory to product modernism, service modernization requires a unusual institute and principles for the reason that it is unswervingly linked to the production representation that supports this confirm, i.e. examine can be triumphant in the elongated run if there is a sustainable industry model that creates assessment for equally purchasers and examine providers. One of the most wide-

ranging models which affords a holistic draw near to creation models is an integrated reproduction consisting of five interdependent junctures: a new examination concept, design, investigation, development and beginning, and three support elements: factors that enable the progression, new user line and new overhaul organization. This representation is truly a compound of numerous reproductions that have been residential in the precedent.

When it gets nearer to NSD representations, literature proposes a lot of unusual models and scaffolds for original check development ventures. The examine industry has full-grown hastily in the past only some years, which accordingly make cogent NSD reproductions compulsory for service-oriented companies. These companies must scrutinize the traits of a flourishing NSD reproduction and then make cracks in laying a muscular establishment to assemble one. Established practices tolerate group control during the maturity process, and more significantly, provide a construction which a assemblage can repetitively use to fashion an innovative overhaul. Many of the planned representations have some restrictions which can be triumph over by further explore and trying. Furthermore, expectations make inquire can be bound for indulgent braves and opportunities unambiguous to overhauls and to the enlargement of NSD representations.

3.2.3. Projects implemented in Azerbaijan in recent years

Establishment of unconventional operate unions and socio-economic rights in Azerbaijan

Within the framework of this project, 10 training seminars were organized for leading industry workers and trade union activists and a brochure "How to create a operate blending organization" was set and in print. The venture was financed by the US Public Relations Section (USPAS). The mission was put into operation in 1999

Organization of human rights workshops for human rights activist NGOs

Within the framework of this project 8 workshops were organized for NGO activists. The mission was invested by the US Public Relations Section (USPAS). The scheme was put into service in 1999

Creating Community Based Organizations in Regions

This project was implemented jointly by means of the Women's Rights fortification civilization and the Resource Center for individual Rights. 46 NGOs and Community Based Organization (CBO) were established in 4 regions of the country training of socio-economic rights.

This project was funded by means of the US Embassy in Azerbaijan. Within the scope of the project, 6 titles with total trimmer number of 30,000 were published. A brochure entitled "How to Close Collective Agreements" was also published in 600 copies. Memory and brochures are spread among workers and trade union activists. The project was implemented in 2000

Publication of the book on labor rights

Within the framework of this project, a large volume of questionnaires has been equipped and in print for workers and deal combination militant in Azerbaijan (in 2000) and Russian (500) languages. The mission was invested by the Vestminister Democracy Foundation. The project was implemented in 2001

Ombudsman Institution: How to Apply It

Within the framework of this project, seminars were organized in five regions of Azerbaijan and a book entitled "Ombudsman's Institution: What We Know About It" (circulation 2000)

Published. The project was funded by the Embassy of the UK and Northern Ireland in Azerbaijan. The project was implemented in 2001

Free legal aid to unsecured part of population in Baku and regions

Within the project, free legal aid has been provided to people in Baku and in supplementary than 3 provinces of the nation. Within the project, 1,800 people have received legal aid (including defense cases in the courts). The project was funded through the Open Civilization Institute-Aid Fund. The project was implemented in 2001-2002 and is currently being resumed. At present, the project covers 6 regions of the country.

Oil Resources: Conception, Motion and Advance

An worldwide discussion was detained in Baku surrounded by the framework of the project. The conference was concentrated via 130 citizens from the United States, Ukraine, Kazakhstan, Georgia and others. Experts from the countries, legislature of the Global Pecuniary Fund, intercontinental companies, ambassadors and representatives of international institutes were symbolized. The book was published in 1000 copies in Azerbaijani and English languages. The project was funded by the Release Society Association - Assistance Foundation. The project was implemented in 2002.

Peaceful development of Azerbaijan. Challenges and Opportunities (Oil Industry Report)

Within the project, a report on the community, biological and authorized pieces of totality oil procedures in Azerbaijan was prepared. Financial Aid for the preparation of the report has been allocated by Worldwide Alert. The development was implemented in 2002.

Society of schooling tutorials for NGO's activists and publication of memories

Within the framework of this project, 4-day training seminars were organized in 6 developed sections of Azerbaijan. Schooling tutorials are dedicated to labor rights. Workbook on Labor Rights (1000 copies), Wages and Benefits (3000 copies) and 5 titles and 50000 total circulation Contracts for entity manual labor conventions, relax and free time, Individual Effort Disputes Conclusion, Occupational Health and Safety , i, small volume memoranda of women's labor law were prepared and published.

For the first time in Azerbaijan, the community and economic precise website has also been created. The project was funded by the Eurasia Foundation's Delegation from Azerbaijan through the United States Agency for International Development (USAID).

The cooperation of the law-enforcement agencies of the South Caucasian Republics is an effective means of protecting the rights of drivers in the regional roads.

Within the project, informational and legal assistance has been provided to the drivers from Azerbaijan to Georgia or vice versa, together with the "Road, Driving, Justice" partner organization in Georgia. Project America

Outcome of projects implemented in the field of service

Integration of the Azerbaijani economy into the world economic space, customs policy in the country's economic security and domestic market protection the role is substantially increased and the socio-economic development of the country further improvement of customs administration as one of the key tools transparency-based system development, entrepreneurs and individuals strengthening the protection of their rights, customs infrastructure modernization and strengthening of material and technical basis construction will be the main priorities of customs policy in 2014-2018.

To support the role of financial intermediary in the banking system the policy of maintaining liquidity adequately will continue and non-oil ensuring diversification of the economy through sustainable development of the sector in the promotion of regional development, entrepreneurship initiative expanding and reducing poverty on this basis the role of the system will be substantially increased.

In the coming years, a more healthy competitive environment will be created in the banking system, the regions will be fully provided with quality and wide range of banking services, banks credit and investment opportunities will be increased, equal access to banking services market competitive environment will be achieved .Entrepreneurship, which ensures efficient and stable market economy long-term development of the economy, protecting its activities from potential risks by forming an effective national insurance system that generates investment sources the necessary measures will be continued. From this sight of ensuring long-term economic and communal progress of the local place investment in the economy will play a special role in the investment convenient investment to meet the required volume and quality improvement of the environment is one of the main tasks ahead. For this purpose, following the main ways of state investment policy for 2018:

will set priorities:

- investing in the progress of the non-oil sector and the regions;

- in line with the trends of the local investment policy

prioritizing;

- further strengthening the social dimension of capital goods in the country,

human capital, investment in infrastructure priority

making;

- state investments in nanotechnologies and low-carbon production

prioritizing investment;

- priority sectors of the economy, including export and value added

Attracting local and foreign investment to areas with high specific weight

accelerating stimulating measures for the purpose;

- Involvement of local and foreign investments into the creation of industrial parks making.

Continuous improvement of the business environment for entrepreneurship development in the country as a result of high quality, export-oriented and competitive products production is one of the main priorities of the state's economic development strategy. This is state policy in the field is more than the business environment created for entrepreneurship improvement of state protection and state-entrepreneurship and to improve their relations. Upcoming a number of measures will be undertaken for the development of entrepreneurship in the years to come:

- Further enhancement of the regulatory framework regulating entrepreneurial activity continuation of the improvement work;

- Further institutional mechanisms of state-entrepreneur relations

improvements;

- further improvement of financial provision of entrepreneurs in the regions;

- Providing entrepreneurship with production, market and social infrastructure

to improve, including the modern market infrastructure mechanisms (financial, banking and insurance systems, stock market, audit, mortgage, leasing, accelerating the development of services such as franchising);

- interactions between small, medium and large enterprises in regions

expansion of cooperation, including production and cooperation relations

and the efforts to strengthen. According to the industrialization policy, it is based on local raw materials in the regions the establishment of new and high quality industrial enterprises' activity Implement measures to establish enterprises, industrial neighborhoods will be implemented, innovation-oriented technologies will be stimulated, specialized and general-purpose industrial parks will continue.

The last decade in the development of the country's regions to a new level of quality. 2004 in the field of comprehensive development of regions

as a continuation of the purposeful policy started since "The Republic of Azerbaijan

State Program on socio-economic development of regions in 2014-2018 "

was prepared. "

The State Program's Exploit Plan consists of the following sections:

- Measures of national importance,
- Measures on country's economic regions:
 - Nakhchivan economic region (Nakhchivan city, Kangarli, Sharur and other regions);
 - Absheron economic region (Absheron, Khizi districts, Sumgayit city);
 - Aran economic region (Agjabedi, Agdash, Shirvan, Mingechevir, Yevlakh and other regions);
 - Highland Shirvan economic region (Agsu, Ismayilli, Gobustan, Shamakhi

regions);

- Ganja-Gazakh economic region (Agstafa, Dashkesen, Gadabay, Goranboy, Goygol, Gazakh, Samukh, Shamkir, Tovuz, Ganja and Naftalan cities);

- Guba-Khachmaz economic region (Shabran, Khachmaz, Guba, Gusar, Siyazan regions);

- Lankaran economic region (Lankaran regions and others Lankaran territories);

- Kalbajar-Lachin economic region¹ (Kalbajar, Lachin, Zangilan, Gubadli regions);

- Sheki-Zagatala economic region (Balakan, Gakh, Gabala, Oguz, Zagatala, Sheki regions);

- Yukhari Garabagh economic region¹ (Agdam, Tartar, Khojavend, Khojali, Shusha,

Jabrayil, Fuzuli Districts, Khankendi City).

Executors of the State Program are the relevant central and local executive authorities organs. Coordinate its implementation in Economics of the Republic of Azerbaijan and the Ministry of Industry. The State Program is designed for years Implementation of the measures taken to ensure that each year the State Investment Program is drawn up will be made.

Source Socio - economic regions of the Republic of Azerbaijan for 2014-2018 Development State Program. (б.д.)

3.3.SWOT ANALYSIS IN BP career upstairs for students and new graduate opportunities .

BP Azerbaijan propose finished possibility in upstream.

Awards and advantages

- Rivalry salary
- Divide options
- Assurance and relations support programmer
- Pension savings plan and dissolution and disability coverage
- Pragmatic helpfulness programmer
- Debt encourage programmer
- Co-workers helpfulness programmer
- Corporation scamper shuttle bus
- Free dinner

Attainments

Spectacular attainments difference across business place and governance.

- Excellent scholarly frame
- Relevant bachelor and master's level

Internal programmer

We find people to connect us in a various of way in the face of our business factor, engineering and science circumstance.

Each October, we convoke students to resort in order to our salaried business, engineering and science internships. Our 10-week conditioned holiday internship programmer run through the hot months and is a big taster of what it's like to work on ordinary plan and share ordinary consequence. Our interns can attend in a worldwide opposition named Techno Fest. The appointment is defined to hand problems the bonus to divide their plan and thought with a big BP commutation. All the colleagues show how their work encourage security and hazard leader, business impress and regular advantage.

Awards and Advantages

- A extreme competitive charges and dividend
- Individual progress and training
- Part 8 days leave, plus any social vocation

- A cooperation shuttle bus to away sites
- Free dinner

Attainment

- To enroll, you'll need to be in your last but one year of university.

Below is a step-by-step explanation of the company admission rules.

- Degree matcher
- Online application form
- Online numerical and verbal test
- English language test
- Personal competency based interview
- Technical interview
- Assessment centre
- Offer

As you can see, the company has a great role in educating qualified graduates by creating all conditions for graduates. These nuances are positive aspects of the company.

Of course, the first step is that students who have the time to read more of their time at the university are more likely to pass. However, at the next technical interview stage, not only does the university know. For successful transition to technical interviewing, the knowledge gained in the area you are reading is even more important. For this purpose it is more appropriate for students to gain experience in the field before starting their studies.

In my opinion, there is a great burden on universities in this direction. Universities, along with theoretical knowledge, also have to overcome the practical knowledge of students. In this area, the relationships of universities with companies should be further expanded, and it is better for them to assist students in the practice.

On the other hand, special training centers are available to receive large oil companies like BP and Socar. In those classes, students are preparing a course for a test exams. The courses are very simple. It's enough to be a material and college graduate. But the weakness is that the course does not provide any support to students and graduates. For this reason, gaining true knowledge in practical ways plays an important role in your future

Source www.bp.careers.com

List of abbreviations

USAID - United States Agency for International Development

CBO - Community Based Organization

USPRS- US Public Relations Section

NSD - Novel service development

USA- United States of America

GDP- Gross Domestic Products

BP – British Petroleum

RUP- Rational Unified Process

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