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Development of methodology of task assignment

AUTHOR: Amalia Anastasiadou

ABSTRACT

Task assignment is a very important part of organization management. Assigning the right task to the right employee, improves the organization's performance and job satisfaction. In this way, organizations gain competitive advantage and improve their competence generally. Every individual or a team who is responsible for task assignment in an organization, uses a method of decision making, whether this method is systematic or just constitutes a changing procedure according to the respective case. Frequently, human resource managers claim that there is no specific procedure to be followed, but they choose the right employee instinctively. The issue of task assignment has concerned the scientific community and there are several methods which have been developed, related both to task assignment to the existing personnel and recruitment. The most significant of these methods are being presented and analyzed, and some of their elements are used in the development of the method of this project. The method which is developed includes three main factors which influence the process of task assignment, the organization, the task and the human factor. Each one of these factors includes several features, which play an important role in the choice of the most suitable employee for a particular task. Combining the particular characteristics of each factor, using fuzzy logic, results in the model of task assignment, which provides a grade of each employee considering the characteristics of the organization, the features of the task and the candidate's personal characteristics. The model is dynamic as it can include additional factors.

KEYWORDS

Task assignment, Model of task assignment, Fuzzy Logic Theory (Mamdani), Analytic Hierarchy Process, Algorithm of employee exclusion.