

## CONTENTS

INTRODUCTION	4
1. CURRENT STATUS OF SOLVED PROBLEMATICS	5
1.1. Definition of the human capital	5
1.2. BSC as a concept for performance management	6
1.3. Financial organization and BSC	6
1.4. HR Scorecard	7
1.5. Key performance indicators	8
2. GOALS OF THE DISSERTATION WORK	9
2.1. Research process of dissertation work	10
3. METHODOLOGY	13
4. MAIN RESULTS OF THE DISSERTATION WORK	15
4.1. Process of the HR scorecard implementation in production plant	15
4.1.1 Strategy map on HR level	17
4.1.2 Key performance indicators in production company	19
4.2. Factors influencing human resources management in financial organizations	21
4.3. Proposal of methodology of BSC application for the financial sector	24
4.4. Key performance indicators on human resources level	25
5 PROCESS OF IMPLEMENTATION BSC SCORECARD ON HR LEVEL IN FINANCIAL ORGANIZATION ABC	27
5.1 Strategy map and HR activities in the financial organization ABC	28
5.2 Key performance indicators in financial organization ABC	33
6 BENEFITS FOR THEORETHICAL AND PRACTICAL KNOWLEDGE	35
6.1 Benefits for theoretical knowledge	35
6.2 Benefits for practical knowledge	35
7 REFERENCE	36
8 PUBLICATION	38
9 CURRICULUM VITAE	39