

***To cite this paper:***

Kulkova M.V. (2017) Advantages and disadvantages of social policy in the joint distributed contact center of Sberbank of Russia PJSC. *Human Progress*. 3 (7): 4. URL: [http://progress-human.com/images/2017/Tom3\\_7/Kulkova.pdf](http://progress-human.com/images/2017/Tom3_7/Kulkova.pdf).

## **ADVANTAGES AND DISADVANTAGES OF SOCIAL POLICY IN THE JOINT DISTRIBUTED CONTACT CENTER OF SBERBANK OF RUSSIA PJSC**

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**Abstract:** This article contains an analysis of the social policy in the Joint Distributed Contact Center (JDCC) of Sberbank of Russia PJSC, an assessment of its merits and shortcomings. The main social and economic indicators of the JDCC of "Sberbank of Russia" in Yekaterinburg are analyzed. The analysis is made further of the personnel structure by age and its dynamics for 2014-2016, which seems to be important to the author, since the social policy must take into account the staff age composition. The article details the analysis of the payment elements for the ordinary specialist of the contact center as the most important element of the social policy in the organization. The organization and equipping of the workplace and rest places, organization of the space, health protection and benefits are described further, which are provided to the contact center employees. The personnel work schedule is analyzed in detail, its advantages and lacks of the working hours' organization. The main shortcomings of the social policy are revealed in the organization. The author's recommendations are based on an analysis of the main factors influencing the employees' decision to dismiss. The author's recommendations are presented in the article, which will reduce the psychological burden on the personnel, reduce the number of employees' professional "burnout" and reduce staff turnover in the organization.

**Keywords:** social policy in the organization; salary; social benefits; reasons for the staff dismissal; overtime.

**JEL codes:** D 04; J 31; J 32.

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