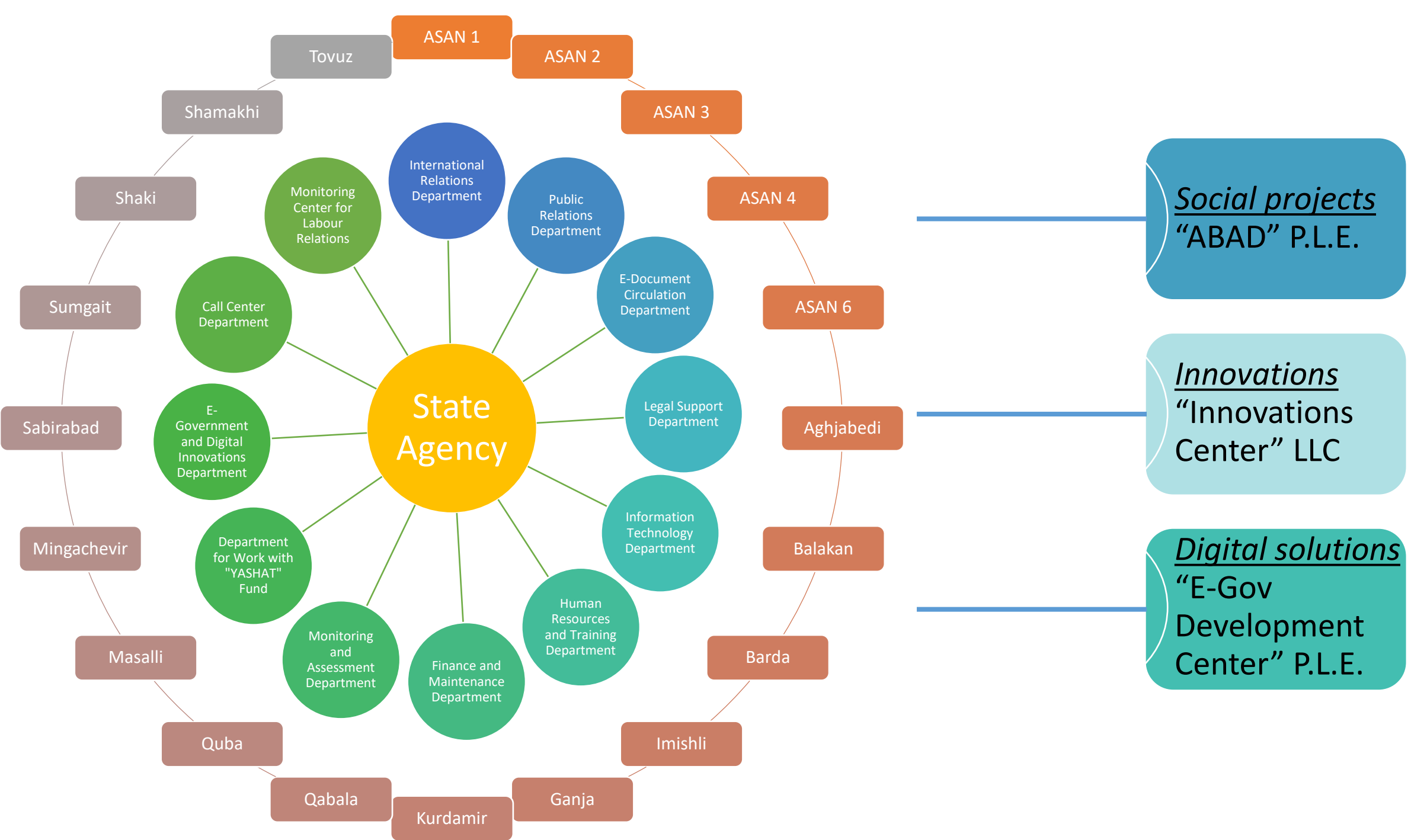
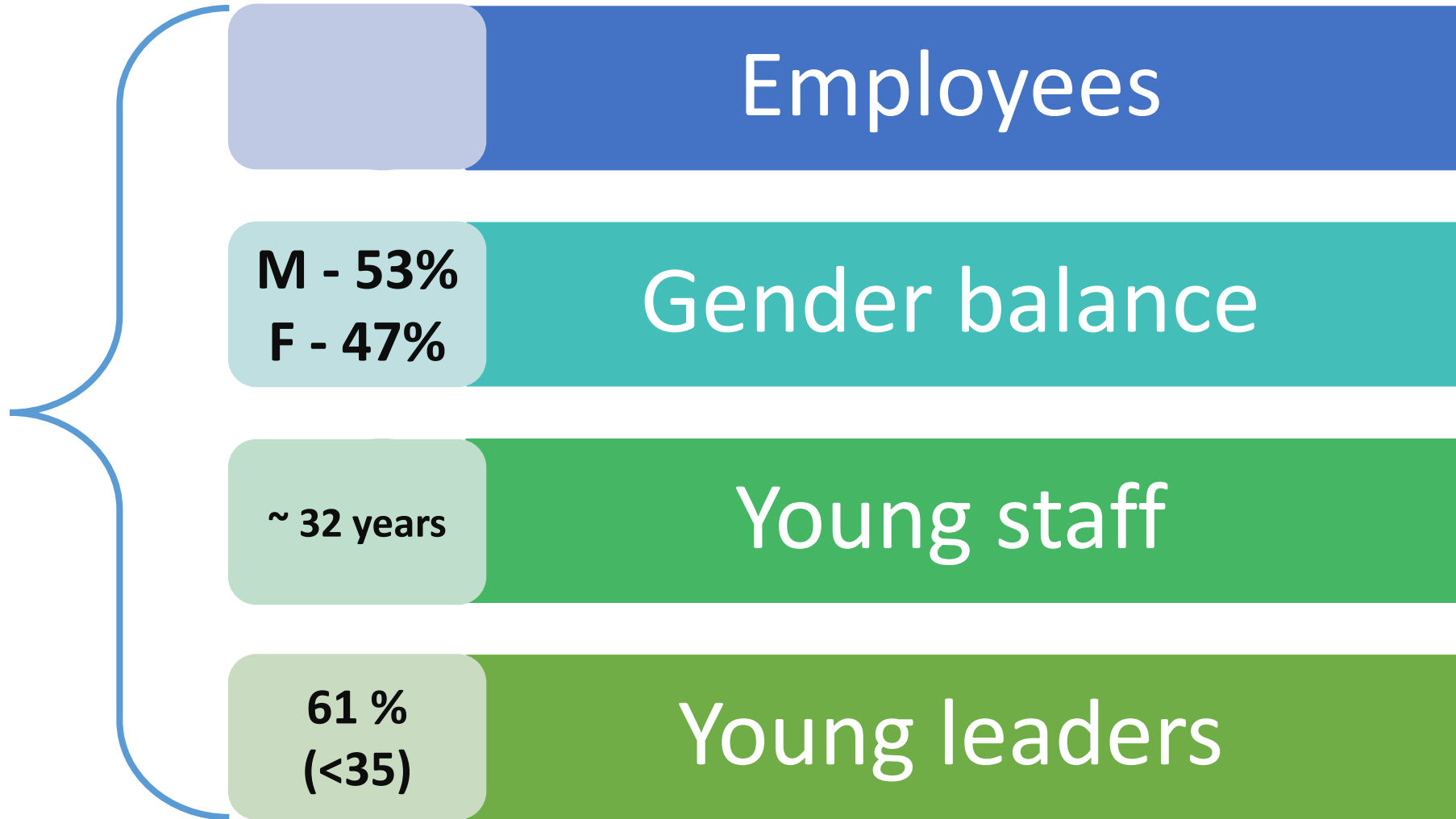


**State Agency for Public Service and Social
Innovations under the President of the
Republic of Azerbaijan**

Human Resources and Training Department



- State Agency
- “ASAN service” centers
- State bodies
- Functional auxiliary services



Selection and recruitment

Employees of the State Agency and “ASAN service” centers

- Law on Civil Service
 - Competition (Test and interview)
 - General interview
 - Internal interview
 - Reserve personnel
 - Rotation
- Code of Labor

Employees of the other state entities

- Regulatory framework of the relevant state entity (recruitment system)
- Work guidelines of the State Agency

Employees of the functional subsidiary services

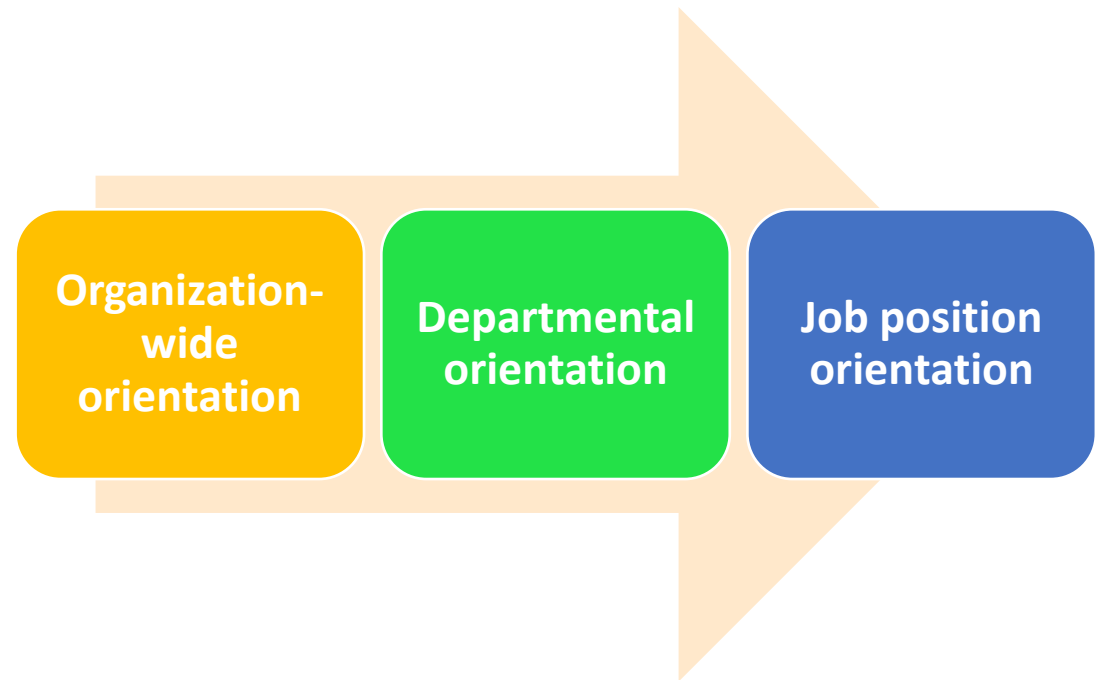
- Recruitment system of the relevant company
- Work guidelines of the State Agency

Orientation and adaptation

2 month period

Through mentoring

Automated process



Performance Appraisal

Regulatory

Corrective

Reflecting

Developing

Motivating

Retrospective

Protection

Prognostic

Termination

Performance Appraisal

4 main criteria:

- Professional knowledge
- Official conduct
- Creativity and initiativeness
- Ethical behavior and labor discipline

19 job specific sub-criteria

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monitoring

Performance Appraisal

- 75 points are given to each employee at the start of the month
- Job-specific criteria
- Assessment relies on facts
- Points may be given or deducted
- Detected facts may be excused

Motivation

Financial motivators

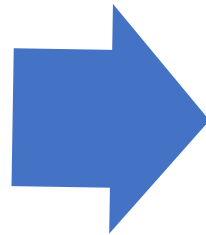
- Bonuses
- Monetary rewards

Non – financial motivators

- Employee of the month
- Personal growth opportunities
- Sense of accomplishment
- Recognition
- Job enlargement
- Working environment
- Trainings (national/international)


Human resources registration information system

Paperless, configurable, web-based portal that streamlines the intake, retention and distribution of documents of employees.




Reducing time loss
Reducing paperwork
Creating a communication channel between the employer and the employee

Training at ASAN



To develop comprehensive, efficient, training system in the Agency with modern training standards



To form personnel with professional, and moral capacities, loyal to corporate values

Training at ASAN

Personal development

- Professional trainings (IT, law, security)
- Software skills

Psychological trainings

- Stress management
- Conflict management
- Communication skills
- Listening skills
- Citizen satisfaction
- Emotional intelligence
- Team building skills

International trainings

Indonesia

Malaysia

Uzbekistan

Morocco

Afghanistan

Citizen satisfaction

ASAN values

Human resources and
training

Forms of trainings

Group

Individual

Intranet

Radio

Online

Mobile

Any questions?