

## **IMPROVEMENT OF THE MANAGEMENT SYSTEM IN THE ENTERPRISE WITH "BROKEN WINDOWS THEORY"**

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The purpose of this article is the use of "Broken windows theory" in management, productivity – enhancing.

Broken windows theory formulated in 1982 by two criminologists. Its essence is that the active struggle with the slightest violation of the order (like graffiti) reduces the level of crime in the area, because it shows the population of the principled position of the authorities. Ignoring minor offenses authors compare with broken windows in the house – it is a signal for causing further destruction. If one broken window left unglazed, soon will kill the rest of the glass in the building, and the quarter in which it is building pro – hlestnet wave of crime and chaos. Many experts have ridiculed this approach, but New York City Mayor Rudolph Giuliani broken windows theory is based his new policy of zero tolerance for any offense. He started with washing graffiti subway cars – and soon he was able to revive the city. From minor problems grow large, but on the other hand, the complex also includes changes in the situation of small decisions.

The theory of "broken windows" works well as personnel. If one person begins to violate discipline and others see that it is easy to get away with it, soon almost all of your staff will be late, leave jobs before they are and generally wander aimlessly around the office, simulating rough activity. The manager must adhere to a policy of zero tolerance for "broken glass" in his organization. No trifles. Nothing can be left unattended. Mainly zero tolerance should apply to the staff. When an employee harms us, it becomes a kind of "broken window", so it is important to notice the "broken windows" team, because they suffer from the productivity of the entire staff. To avoid the "broken windows" and do not give your business to move into the category of second-class, Naladte clear chain of command staff. Monitoring is an integral part and one of the functions of the management process is the constant and systematic monitoring of processes and facilities for compliance with their behavior and state policy management system of the organization and current legislation. The most accurate value for the concepts of "management" and "control" defined the famous master of management P. Drucker: "If we express the basic idea of these concepts is extremely compressed, the control – this measurement and information, and control - is first of all the action. Thus, the purpose of monitoring is to identify what is happening and to control - ensuring that the work performed consistent with the original plans, so "control" provides information on the basis of which the "management", that is to perform the necessary actions."

Using this theory will help to figure out who violate discipline of employees, working time efficiently administering, and be able to evaluate how it affects the work of colleagues.