

## CHALLENGES TO THE ORGANIZATION OF WORKPLACES IN THE INDUSTRIAL ENTERPRISE

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### ABSTRACT

*In recent years modern business has faced several challenges. From 2020 until now, Bulgaria and the world have faced a number of challenges, starting with the Covid crisis, economic and political crises. They inevitably affect the work of each business and in a particular burden of production. The purpose of the report is to examine the process of organization of workplaces in enterprises, to highlight the challenges in it and to indicate ways to deal with them.*

*Keywords: organization, workplace, challenges, business, solutions.*

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### INTRODUCTION

The organization of work in any enterprise or in any company is a mandatory condition for their functioning. Determining clear boundaries of the workplace or service area should occur prior to the work organization process. The area needed to perform the work duties of a person from the company's staff is called a workplace. In the organizational and technical furnishing of workplaces, normal working conditions must be ensured, in accordance with a number of requirements:

- sanitary and hygienic;
- on safety technology;
- ergonomic requirements for the equipment.

Not every workplace has clearly defined boundaries and becomes a service area.

Employees understand the workplace not only as the physical environment in which they work. For them, a workplace is the mental atmosphere in the work process.

A rational service system must be developed for each workplace. In industrial enterprises it includes: on-call service; planned and warning service; standard service;

combined service system.

Each of these systems must meet the following requirements: planning, alertness, completeness, reliability and economy of service.

The main directions in the organization of the workplace are:

- rational distribution of means and objects of work;
- ensuring the necessary conditions for the work process at a given workplace;
- specialization of the workplace according to the type of production and the nature of the equipment and technology used;
- implementation of a rational system for servicing workplaces;
- development and implementation of rational work methods at a given workplace.

The type of workplace and the nature of the work performed have a significant impact on solving the issues related to its organization.

The rational performance of the work at a specific workplace aims to relieve the worker at the workplace, which is also related to an increase in his productivity.

## EXPERIMENTAL

Workplace analysis is concerned with uncovering the causes that lead to loss of time when performing a given job at a specific workplace. The goal is to develop measures for their removal.

The stages of job organization analysis are:

- determining the state of the workplace and its organization;
- determination of the dependence of the performed work on the state and organization of the workplace;
- description of the worker's actions and determination of their expediency;
- determination of the causes causing deficiencies in the execution of the works and development of proposals for their elimination;
- final stage - implementation of the planned events.

Technical progress is displacing manual operations. Its predominant functions are control and management, adjustment, and maintenance of equipment. With the introduction of new technologies, the requirements for the professional training and experience of the workers are increasing. The functions of the worker are changed, the costs of time for servicing the equipment and the reconciliation of professions are reduced.

The organization and furnishing of the workplace depend on their degree of specialization and the nature of the labor process of the given position. Job specialization is also quantified by the content of the production operations of a given job. It is most complete in mass production, organized by the method of continuous flow.

According to the nature of the labor process performed, they differ:

- jobs with manual work;
- partially mechanized;
- mechanized machine works with varying degrees of automation;
- automatic assembly lines.

There are some peculiarities in the various sectors of the national economy in improving the organization of the workplace. They reflect sectoral differences in the content of the production process. The general directions for improving the organization of workplaces are:

- selection of the worker's place of residence;
- rational arrangement of materials;
- complexity of tools and devices.

There are two types of workplace furniture:

- permanent - it refers to the machine, auxiliary tools for setting up and servicing the equipment, auxiliary materials for maintaining the machine and others;

- temporarily - the materials, semi-finished products, special working and measuring tools for performing a certain operation, devices, technical and operational documentation.

The production culture of the enterprise is defined by maintaining cleanliness and orderliness in the workplace and systematic and tuned service. It is mostly carried out by the workers themselves [1].

A survey was drawn up to determine people's opinion about the challenges facing the organization of the workplace in the company. It was filled by 50 people. 76 % of those who responded to the survey were women. The largest part of the respondents are between the ages of 41 and 50, followed by those between the ages of 31 and 40. Only 4 % of the respondents have secondary special education, the rest have higher education. 56 % of respondents have work experience between 11 and 20 years, followed by those with work experience over 21 years and those with between 5 and 10 years.

Respondents were asked the following questions, which are reflected in the figures 1 to 5.

**Question 1: What position do you currently hold?** (Fig. 1)

**Question 2: Do you have a dedicated workplace on your work?** (Fig. 2)

Most of the people who do not have a designated workplace for them are employees in a manufacturing company. Perhaps the nature of their work is such that they cannot have one.

**Question 3: Does the company you work for provide you with everything you need for your work process (office supplies, machines, work clothes, etc.)?** (Fig. 3).

**Question 4: Do you think that workplace organization is only the responsibility of the employer?** (Fig. 4).

Judging by the answers, neither gender, nor age, nor the position held have any influence on whether people think that only the employer is obliged to organize their workplace.

**Question 5: What do you think about the biggest challenge for an employer is in securing the workplace?** (Fig. 5).

The sum of the answers makes over 100 %. More than 1 answer could be given to this question.

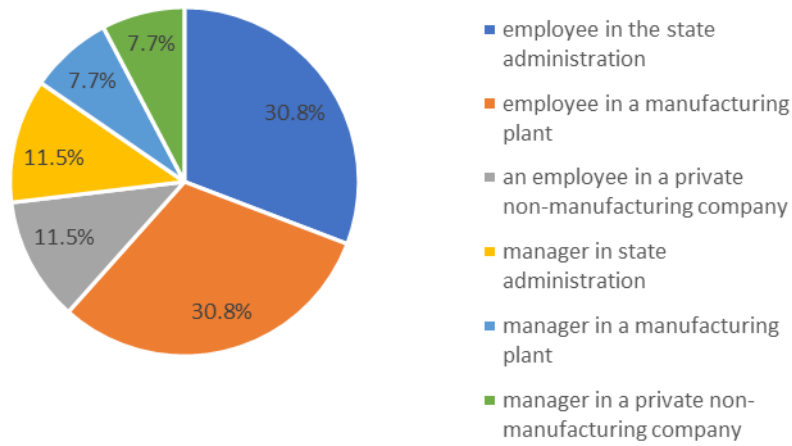


Fig. 1. Respondents occupation.

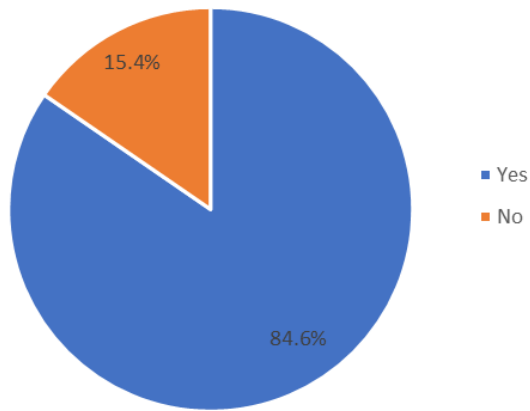


Fig. 2. Dedicated workplace in the work.

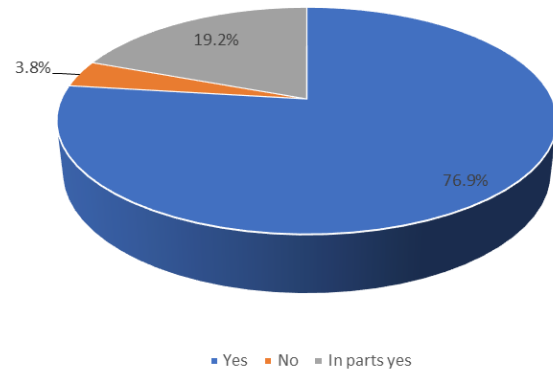


Fig. 3. Provision of the workplace by the company.

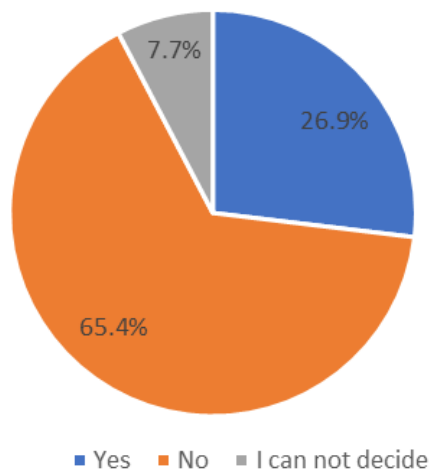


Fig. 4. Workplace organization is only responsibility of the employer.

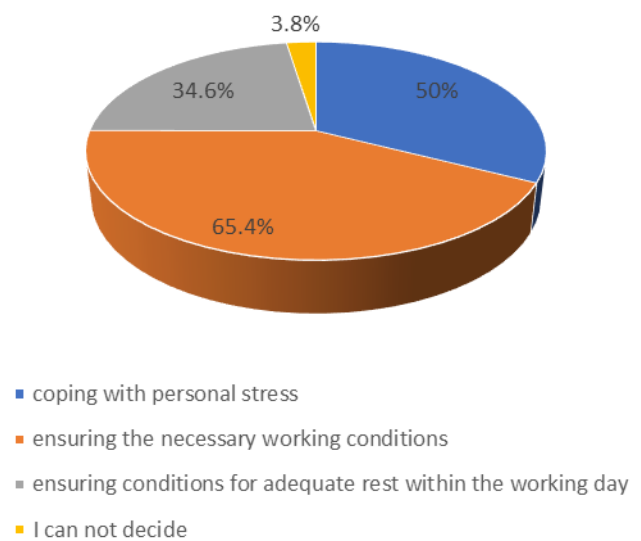


Fig. 5. The biggest challenge for an employer in securing the workplace.

To the question “*in the place of the employer, what each of them would do to ensure better working conditions for their employees*” the following answers were received:

- provision of additional vacation days;
- creation of more pleasant working conditions;
- normal temperature and microclimate at the workplace;
- more social benefits;
- 2 additional 15-minute breaks;
- flexible working hours and others.

**Question 6: Are the challenges of securing a job in a non-manufacturing private firm different from a manufacturing enterprise?** (Fig. 6).

**Question 7: Does your company have employees with special needs?** (Fig. 7).

**Question 8: If the answer to the previous question is “Yes”, does your company provide them with the necessary working conditions?** (Fig.8).

**Question 9: Do you think that companies avoid hiring people with special educational need just because they can hardly provide them with the necessary working conditions?** (Fig. 9).

Technical progress is accompanied by the replacement of humans with artificial intelligence. This necessitates their ever-increasing improvement and training.

The training system in an organization depends on the importance given to this activity and the approaches to its implementation, because the well-prepared workforce creates prerequisites for ensuring high quality of manufactured products and performed services in an efficient manner [2].

**Question 10: Do you think that your work in the next 5 years will be able to be done by artificial intelligence?** (Fig. 10).

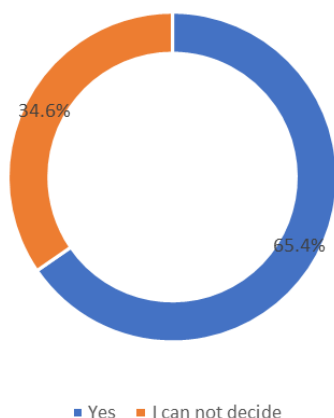


Fig. 6. Answers for question 6.

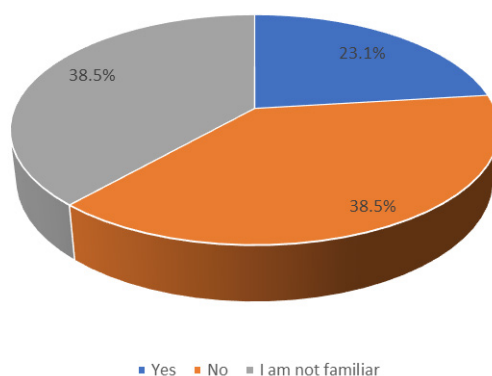
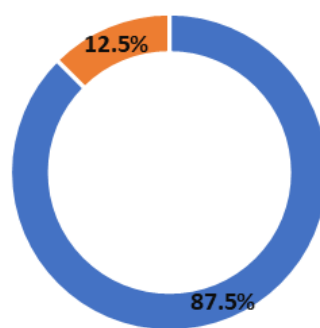
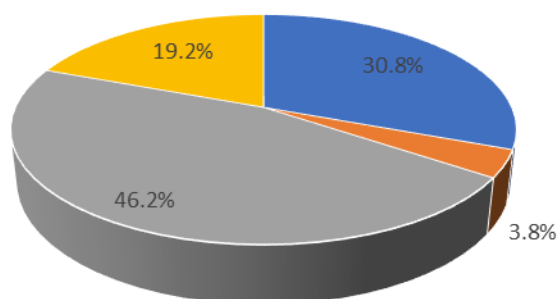


Fig. 7. Employees with special needs in the company.



■ Yes ■ No

Fig. 8. Your company provide the employees with special needs with the necessary working conditions.



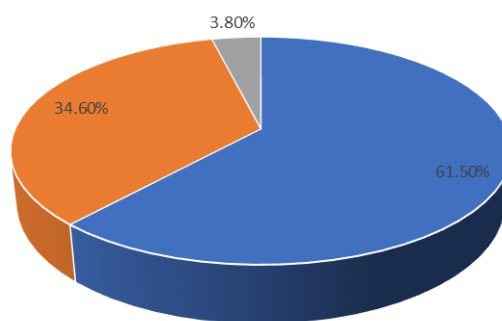
■ Yes

■ No

■ In my opinion, the reason lies in the poor legislative framework for the search and appointment of such employees

■ I can not decide

Fig. 9. Answers for question 9.



■ No ■ Yes, of parts ■ I can not decide

Fig. 10. Answers for question 10.

## CONCLUSIONS

The organization of the work process is a challenge and an obligation of every organization. Analysis of survey responses and my personal opinion is that the biggest problems especially facing manufacturing companies are: expensive electricity, rising inflation, and dealing with staff stress. To what extent each of the factors affects the performance of the companies cannot be estimated. This depends primarily on the nature of their work and the managerial skills of its management.

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