

**Abstract of the Article**  
**“The Methodical Approach to the Assessment**  
**of the Quality of Information Works of an Enterprise”**  
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The concept of information resources (IR) is closely connected with the concept of information work (IW). The concept of IW is not new and was used by researchers to study problems of information management within the limits of industrial direction in economics in the context of which IW was seen as consisted in carrying out some operations with IW in the static form – search, reporting, processing of documentary information and data. In the economy of a new type the major part of these operations is done automatically by special computer systems and technologies. Moreover not only individual specialists, but also the entire staff and the whole enterprises face the necessity to do IW constantly and systematically. As the results of this IW, carried out by the workers, are beginning to determine the efficiency of other kinds of activity of the personnel more and more, there arises practical necessity to develop effective mechanisms for controlling this activity at enterprises. In this connection the purpose of the research is to develop a methodical approach for assessment of IW, carried out by the personnel of an enterprise, on the basis of the analysis of the quality model of information products and services (IP and IS), which are the results of work of the staff.

This methodical approach to the quality assessment of IW can serve as a basis for developing separate techniques of quality assessment of IW in different fields of enterprise’s activity. However, the realization of the IW assessment on the basis of determining criteria of IW performance, assessment of qualitative parameters of initial IW, the process of transformation of IW into finished IP and IS and their qualitative analysis should prevail while developing any applied technique of the IW assessment of an enterprise.