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INSTITUTIONAL AND SOCIAL ASPECTS OF THE QUALIMETRIC ASSESSMENT OF MANAGEMENT PROCESSES IN SOCIO- ECONOMIC SYSTEMS

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Modern research in the field of institutional economics emphasizes that the quality of management processes in socio-economic systems is formed not only under the influence of formalized measurement methods, but is also determined by the quality of the institutional environment, the level of public trust and the development of social capital. According to the approaches of one of the founders of the new institutional economics North D. C., institutions are considered as formal and informal rules of the game that determine the behavior of actors and directly affect the effectiveness of management processes [1].

In his work, North D. C. emphasizes that institutions are the “rules of the game” in society, which consist of:

- formal constraints (laws, constitutions, regulations),
- informal constraints (customs, traditions, social norms, cultural codes of behavior) [1].

Such rules form the structure of incentives and constraints in which subjects (actors) operate, and directly affect their behavior, decision-making and the effectiveness of management processes. It is these rules that create the basis for the functioning of economic and management processes, since they form the conditions for decision-making, sanctioning mechanisms and interaction between actors, which determines the level of effectiveness of management processes [1].

A similar position is taken by Acemoglu D., Robinson J.A., who prove that the inclusiveness or extractivity of institutions determines the long-term quality of socio-economic development [2]. In their work, Acemoglu D. and Robinson J.A. argue that it is institutions – political and economic – that are the decisive factor determining whether a country achieves lasting economic progress or gets stuck in poverty, distinguishing between: “inclusive” institutions that ensure broad participation of the population in the economy and political process, protection of property rights, the rule of law and stimulate innovation; and “extractive” institutions that concentrate power and resources in the hands of a narrow elite, suppress competition and limit the participation of the majority of the population [2].

The authors show that it is the difference in these types of institutions that explains long-term variations in levels of well-being, productivity, and sustainable economic development between countries; in particular, countries with inclusive institutions tend to achieve sustainable growth, while extractive structures perpetuate inequality and stagnation[2].

In the context of assessing the quality of management processes, institutional factors are manifested through the stability of the regulatory environment, transparency of procedures, the level of compliance with rules and the ability of institutions to ensure the implementation of decisions made. Even with the availability of developed quantitative assessment methods, the low quality of institutions can level their analytical and practical value. This is especially characteristic of the public sector, where formal indicators often do not reflect the real logic of decision-making and the implementation of management functions.

Social factors also play an important role in shaping the quality of management processes in socio-economic systems, in particular the level of trust between process participants, the presence of horizontal and vertical communications, and the degree of stakeholder involvement in management. Social capital, which includes networks of interaction, shared values, and norms, helps reduce transaction costs and increase the coherence of management actions. In socio-economic systems with a high level of trust, the quality of management processes is often ensured not only through formal control, but also through informal mechanisms of coordination and self-organization.

At the same time, institutional and social aspects of process quality assessment are practically not integrated into formalized quantitative assessment models. Most of the existing methods - indicator, multi-criteria, economic-mathematical or digital - focus on measuring results and resources, leaving out of consideration the institutional logic and social context of the functioning of processes in socio-economic systems. This creates a significant scientific gap between the theoretical provisions of institutional economics and the practice of quantitative analysis of process quality.

Some studies attempt to partially bridge this gap by including proxy indicators of institutional quality, such as trust indices, corruption levels, governance quality indicators, or institutional capacity indices [3]. However, such indicators are usually aggregated in nature and do not allow for a direct link between institutional conditions and the quality of specific governance processes. In addition, they are often based on surveys or expert assessments, which makes their integration with formalized quantitative models difficult.

In socio-economic systems, particularly in countries with transformational economies, ignoring institutional and social aspects leads to distortion of the results of process quality assessment and the formation of inadequate management decisions. Formally effective processes may turn out to be

dysfunctional in conditions of low trust, weak enforcement or dominance of informal practices. This limits the possibilities of using quantitative models as strategic management tools in socio-economic systems.

Thus, institutional and social aspects of process quality require systematic integration into the methodology of qualimetric assessment of processes of management of socio-economic systems. A promising direction of further research is the development of hybrid models that combine formalized methods of analysis with institutional indicators and social metrics, as well as the use of data-driven approaches to analyze behavioral and communication aspects of processes. Such integration creates the basis for a more adequate and context-sensitive assessment of process quality and increasing the effectiveness of management of socio-economic systems in the long term.

One of the key scientific problems is the fragmentation of existing assessment methods. Most approaches focus on individual aspects of process quality - efficiency, effectiveness, productivity or compliance with standards - often without taking into account their systemic interdependence and the influence of institutional and social factors. Such fragmentation leads to the receipt of disparate assessments that are difficult to integrate into a single management model and use for strategic improvement of management processes of socio-economic systems.

The dominance of static indicators is another significant limitation of methods of qualimetric assessment of processes in socio-economic systems. The vast majority of indicators record the state of processes at a certain point in time or at the end of the reporting period, which does not allow to adequately reflect their dynamics, adaptability and reaction to external disturbances. In conditions of high variability of the socio-economic environment and significant influence of institutional and social factors, this reduces the predictive value of assessment and limits the possibilities of preventive management of the quality of processes.

The limited integration of social and institutional factors into formalized assessment models remains a significant scientific gap. Although institutional economics and sociological research convincingly demonstrate the impact of trust, social capital, and institutional quality on the effectiveness of qualimetric assessment of processes in the management of socio-economic systems, these aspects largely remain outside the scope of quantitative analysis of the quality of these processes. As a result, the resulting assessments of the quality of processes do not reflect the real social context of their functioning.

The low adaptability of existing methods to uncertainty also limits their practical applicability. Many models are based on assumptions about the stability of the environment, completeness of information and linearity of relationships, which rarely correspond to the real conditions of functioning of socio-economic systems, especially considering the variability of institutional and social factors. Insufficient consideration of risks, stochastic factors and

behavioral aspects of management reduces the reliability of the assessment results.

Special attention is paid to the problem of the lack of empirically verified comprehensive models for assessing the quality of management processes in socio-economic systems. A significant part of scientific works is of a conceptual or methodological nature and is not accompanied by systematic empirical verification on real data of specific socio-economic systems. This complicates the comparison of the results of various studies and limits the possibilities of transferring scientific developments into practice.

Summarizing the above-mentioned gaps, promising areas for the development of methods for qualimetric assessment of socio-economic systems management processes include: development of integrated multi-level models that combine indicator, multi-criteria, economic-mathematical, institutional, social and data-driven approaches; transition from static to dynamic and adaptive assessment models; inclusion of institutional and social indicators in formalized analysis schemes; active use of digital technologies for empirical verification and constant updating of models.

Thus, further development of scientific research in this area should be aimed at bridging the gap between theoretical concepts and practical tools for managing the quality of processes in socio-economic systems. The implementation of an integrated, adaptive and socially sensitive approach to qualimetric assessment of processes creates the basis for increasing the efficiency of management and sustainable development of socio-economic systems in modern conditions.

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