

Learning Policy According to Operation Management System

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Abstract

Policy making is a system of deciding about the most important and special decisions of each country. Nowadays traditional approaches of policy making are not in Compliance with fast political , social, technical, economical and cultural changes and are not efficient for general programs and executive organizations. So in challenging world of today , just government can use their sources efficiently and have the most productivity.

Introduction

Without having a correct concept of general policy we cannot have enough knowledge about kinds of various problems. Policy discussion is an important discussion of government management which have discuss seriously during the last three decades. Government management is a young and important Science in modern world, which used for the best decision making processes with the lowest expense and cost. Policy is a practice pattern not an abstract procedure.

- Learners' policy according to operation management system
- Policy evaluation

Policy evaluation has not been so important till recently and nobody knew about policy evaluation in policy making process. But now this issue becomes popular among researchers and policy makers. The important step of policy making process is evaluating, and public sector managers pay much attention at policy evaluating for explaining current programs, expenses and necessary changes.(Alvanishavifzadeh 119,1387)

According to intellectualists, policy evaluating means of the policy has been efficient in gaining determined aims or not. According to David Maohmiao, policy evaluation means: identical, regular and experienced investigation of current effects of policies and public programs on target groups. After executing public policies , we should investigate the results for verifying the satisfaction of determined aims and programs if it accomplished correctly, the evaluation helps to developing public policies dynamically and amend the policy making processes.

One of the main points of evaluating is determining the regulations and calculating the indicators. Before justifying on the benefits of a program, we should establish a main regulation for it. What is that regulation or criteria?

Inside an organization , supervision external organizations like funds and programs units and internal organizations like public thoughts and clients, have different points of view from aims and targets of a program or policy.

Main elements of policy evaluation

Main elements of each system are:

1. Aims to be gained the main points which need to be analyzed are: main efficiency concepts, profitability, efficiency, justice, rate of returned capital, developing individual and social values and satisfying public needs.
2. Considered options whether positive or negative motivation are used in options? Whether there is a balance between public and private sections?
3. Relations between aims and options. we can investigate the Relations between aims of policy makers with deleted option by a simple numerical Comparison.
4. Determining and Numerizing the option and summarizing the options and determining which options, resources and credits are the best. The ideal approach or investigation is that the result of loss minus profit became the highest number and as selected as the best option. It has some problems also. First all profits are not economic profits, but expenses are being calculated according to money criterias, so in this regard decreasing the total expenses from anticipated profits hasn't any meaning. Secondly, some or all of the profits or expenses are not specified for calculation. Third, there are too many options to consider properly. Fourth, the relations between policy and profit or expense are complex relations.
5. Determining effect of date changes on the results of the system according to sensitivity analysis. This process helps us to determine the level of importance of the aims, collect the policies and programs, investigate the relations to

know the level of not accessing to information.

Evaluating public policies isn't done on an independent step, but it is a processing operation and constitute a set of many activities in a single activity the main target of this evaluation is justifying on policies or programmes for reacting on public problems to see if the policies are able to gain all mentioned targets or not and if not.

The reasons are being considered and necessary amendments and corrections are being used.

Specified output of evaluation are as following forms:

1. Ideal evaluation: Developing the programs are as what has been anticipated and their execution should be continued.
2. The evaluation shows that there are some shortcomings in executing policies which result in unexecuting the programs.
3. Content policy show the problems, so policymakers should review the policies and execute a new version.
4. Evaluating the policies show that the problem has not been identified correctly and need another definition.
5. Evaluating can design a new issue and give a new definition for policy makers.

Anyway evaluating the policies means evaluating the efficiency of a national program in gaining the aims or evaluating the relative efficiency of two programs or more in satisfying the common aims.

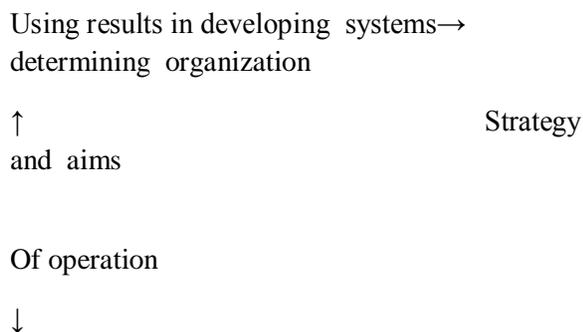
So executing a policy Constitute of all of the activities. Although this execution is a Complicated

One, it can be considered as a process, action or output. The main important point is the Complicated relation in executing the policy. In the Simplest form, policy evaluation has a direct relation with awareness of public policy outputs. This option means evaluating alternative policies for compensating the shortcomings of the current policies. There are two special duty in evaluating the policies determining the style of the outputs of the policy with its effects and judging about success or failure of a policy according to the set of valuable standards. What make differentiation between policy evaluating from policy analysis, is focusing on the results or outputs against characteristics of the policies.

Learner's policy and operation management one of the proper functions of the policy evaluation which can developed the nature of policy learning is ORIS model.

This process is developed by Science and education Institute, which is one of the institute depends to American departments and its duty is scientific supporting from executing programs of this department. Main steps of this model and its framework are in figure one.

Figure 1 ORISE framework



Analyzing dates ← Collecting ← replying in ← determining the indicators

Reporting dates of the organization of the operation

operation

Step 1. Determining the mission and Strategic programming of organization.

Main nature of management is programming and the first step in 'establishing program of operation management' is determining the mission, aims and operation strategic.

According to the equipments and internal and external Limitations, Strategic programming is a process for equipping organization sources and uniting the related efforts of long-term aims and mission. According to "Alsen and Eidi" Strategic programming is a regular effort to make decision and main operation, which specify all the questions of "what so the organization?", "what do an organization?" and "why?". In the best form, strategic programming needs gathering information, searching different options and focusing on future decisions.

Strategic programming is a continuous and systematic process that helps the members of an organization to:

- determine the future aims for better decision making.
- determine the way of gaining these aims
- determine the level of gaining the results.

Step 2. Establishing The Solid system for operation measurement

Measurement system is focused on points of view to gain aims and kind of this process. So

we can find These indicators make the activity results qualified so the employees are able to see the useful important criteria's of operation management.

Operation indicators show that each member has how much effect on gaining she aims.

These indicators make the activity results qualified so the employees are able to see the results identically they compare the results with organization aims and make necessary developments.

On the other hand, other people like managers and colleagues are being informed of these developments and become motivated.

Step 3. Establishing replying process against operation.

This process needs making replying environment and replying framework. This environment make the replying as a solid part of operation measurement system and guarantee its execution. Establishing these process are the subject of the other parts.

Replying means individuals, groups and organizations do their commitments, this necessity is important by three dimension.

- Replying and explaining the works related to authorities and responsibilities.
- Reporting the results of the affairs.
- Accepting the outputs and results of these affairs.

Step 4. Establishing the system of collecting operation dates

First it should be specified that which information and data are necessary for policy and decision makings, then investigate the accessibility of these data. Aims should be listed regularly and according to the indicators of

these aims, we should specify the necessary data.

We have found out from researches that there are four useful principle for accessing the most valuable data:

- Focusing on investigation and measurement as a developing factor of organization. Unsolid and confusing data just make as confused.
- Having enough flexibility to use the best and economical sources and approaches.
- Being simple and compliance with organization needs to offer clearest and most related information.
- Being Solid to be Comparable.

Step 5. Establishing analysis system, measurement and reporting operation data.

This section emphasize on the analysis that enable the organization to review the information, correct and amend.

The results and reports the information gathered.

The results of these analysis will be reports that help the managers to make good decision and offer the results of the decision.

The main target of these analysis is changing raw data to information and knowledge which are usable for developing organization parts and sections. Information is obtained by data analysis, knowledge information is obtained by interpreting and collecting data and executing these knowledge result in total and final benefit or data collecting system and process.

Step 6. Establishing the system of using operation information in developing organizations.

Clearly, management can use operation information in three areas:

-Developing operation

- Balancing Constitute of using operation data in balancing data in developing operations.

This is the main point of learning public policies which execute in authority system of each country.

Discussion and Conclusion

Today operation management in government in many countries is done according to different models and frameworks and has a good position on policy making system. So the gained results are acceptable and usable ones that can make management more efficient and productive. Management of affairs in government should be done Compliance with developing Scientific management and accepting the changes and changing in public policies and in government should be organized. Evaluating government operation according to developed ORIS will result on a formal shape and form of Scientific researches. Nowadays one of the most important steps in programming is evaluating government operations in compliance with the involvement of other countries. In developing Countries and also in developed ones, the mentioned process is executed. It is worth to mention that public policies of ORIS model are prepared for evaluating all dimensions of government.

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