

Study the Effective Factors on Tendency of Human Resources to Quality in Education and Training Office of Mahabad

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Abstract

Qualitative and knowledge oriented human force is the most important competitive advantage of organization and the rarest resource in today's knowledge based economic. Tending to quality in any organization is one of the factors in increasing organization efficiency and employees satisfaction along achieving its organizations goals. This research dealt with studying effective factors on tendency of employees to the quality in Mahabad's Education and Training office. Research method is descriptive and survey with applied aim. Study population of this research is including all employees and teachers of this office. The sample volume of the study based on the Cochran formula and Morgan table considered to be 333 people. Data gathering tool were researcher made questionnaire which its validity and reliability being supported by the views of the Instructors and through the Corehenbach alpha test ($\alpha < 0.05$), in order to analysis the data descriptive and inferential statistics using SPSS software and one sample t-test also one-way variance analysis. Results showed that on the level of 95% assurance, variables(tendency to customer, creativity and innovation, having constant look to desired situation, pay attention to the appearance, good looking, patience and tolerance, tendency to the group and tendency to the goals) are effective in tendency of human force to the quality, on the other hand no relation was observed between education level and gender on the quality of communication, but there was significant relationship between work experience and tendency to quality. It is advised that management of Education and Training pay special attention to the effective factors on tendency to the quality and in its planning too dedicating human force to special schools consider it.

Keywords: Quality, quality tendency, human resource, tendency to the customers.

Introduction:

The quality is the result of continuous movement not sudden thoughts. Quality concepts are results of explorations which created through the centuries. Today service providing organizations have understood that they should consider the key issues in keeping their customers and gaining the advantage of being competitive is improving their qualities [6]. Since the good quality of the goods and

services is the result of good training and education and in other word is the outcome of increasing the knowledge, attitude and skills of human resources. Therefore paying attention to the quality and continuous improvement of quality among scholars, institutes, scientific and cultural centers got special place. On the other hand by growth of knowledge and people awareness, variety in their needs and demands also insisting the people and states for

reconstruction and extensive improving educational system, attention to the quality is more important than past [12]. On the other side the important part in quality is establishing the qualitative thinking as in strategic issue in organizations [10].

In recent years being qualitative employee turned to the one of the main concerns of the managers. The thing that helps an organization in providing improved services is the qualified employees. Since human resource in any organization has got benefitted from thinking power, creativity, innovation are considered as in the biggest capital of any organizations because any improvement and progress in technical and organizational systems is being performed by the human resources. Thinking capability and employees thoughts in organizations considered as in hidden and passive capital. Any organization that can make the best use of these hidden capitals its improvement is likely [1]. It's evident that effective human force is the most important capital of each organization [8]. In fact in today's high speed and full of competition world the most promising factor which guaranties achieving the advantage of being competitive would be qualitative, active and creative human force, therefore in the present era knowledge tending human resource considered as in the most important capability of the organization in achieving the advantage of being competitive also the major hidden capital of an organization and pioneer organizations by attracting, training, keeping and employing knowledge tending forces, guarantee the advantage of being competitiveness today and in future [11], so what constitute main power of the organizations in building value in their capability in employing their hidden asset [3]. On the other hand today's working environment needs those employees who can make decision, provide a solution, and being creative also be responsive against their jobs [9]. Deep consideration of human resource as in most tangible advantage in being competitive and developing

entrepreneur and as a result differentiating organizations has played a vital role [3].

One of the main axial of economic growth and development is Education. This section evolution will lead in evolution in other sections too [7]. Success of each organization depends on satisfaction and approving of its customers. Therefore we should consider all their views and value them. Any sort of services provided to them out of expectations could have deep effect on their views toward organization [4]. In schools and on a large scale of Education, quality defined as in get satisfaction even student and their parents happiness, since meet their demands [12]. A school with comprehensive quality management is looking for participation of all its employees in other word in order to get students satisfaction and their continuous improvement, whole employees capabilities must be used (Jamyari, 2006). The thing that provide competitiveness of an organization I their qualitative employee, therefore how much employees tend to being qualitative and its role in quality of the goods and services for organization especially competitive organizations is essential [1].

Today there are enormous issues surrounding quality and its importance especially among managers and experts, but its effect not much obvious on goods and services, also many endeavors has been done in order to increase quality in Education and Health, but in many cases especially Education and Training suffer from low quality and lack of its improvement [12]. The issue of tendency toward human resources is one of the topics which have made the organization managers and governments concern. Tendency toward quality in each organization is one of the factors in improving efficiency of the organization and its employee's satisfaction toward achieving organization goal. As a result recognizing effective factors onn quality tendency of the human resources could help the organization manager in order to do future planning and achieving their goals. Based on this doing research is important and essential.

In present research it has been attempt to provide factors related to human resources tendency to quality according to the Dr.Soltani's theory which is indexes of tendency toward customers, creativity and innovation, constant view to desired condition, attention to the appearance, being patient, tendency toward group and goal being studied so that by studying them and their effects take an step toward improving organization.

Research method

The current research is descriptive-survey research which is applied base on its goals. The research tools in this field study in order to gathering data was a questionnaire including 38 questions which its reliability based on the experts views and its validity tested through Cronbach alpha ($\alpha < 0.86$). For answering the questions Likert 5 grade scale (always, often, sometimes, seldom and never) being used. Study population were including all employees of Education and Training management office in Mahabad who were working in three groups of Educational, office and service in educational year of 2014-2015. Their number was 2535. Sampling method of the study was random stratified method. In order to calculate sample volume, after preliminary investigations also estimating variance of the main trait being studied using the Morgan table, the sample volume estimated to be 333 people. In order to analyze the data from descriptive and inferential statistics using SPSS software and one sample t-test also one way variance analysis has been used.

Findings:

Based on demographic from the total population 65.5 percent of the samples were men and 34.5 percent were women. 12 percent of the respondents were single and 88% were married. Among them 1.2% got Diploma, 9% had associates degree, 73.3 percents had B.A degree, 16.2 percent had M.A certificate and 0.3 percent got the doctorate degree. 11.7 % of the respondents have got the record of less than five years, 24.9 percent had between 5-10

years of experience, 16.8 percent had between 11 to 15 years of experience, 7.2% had between 16-20 years of experience, 29.1 percent between 21-25 years, and 10.2% of the respondents had more than 25 years working experience. Also 3.3 percent of samples had less than 25 years, 37.5% between 25-35 years, 42.3 percent of the employees were between 45-56 years old, 14.7% were between 46-55 years, and the rest of 2.1% were all above 55 years old. 91.3 percent of samples were educational personnel, 2.7 percent were office personnel and 6 percent were service personnel. According to the table 1, the mean of the qualitative tendency of the work force in education and training office of Mahabad in the volume being studied was 4.4014 also its variance was 0.43238, the mean of tendency to customer was 4.3009 and its variance was 0.50483, the mean of innovation and creativity were 4.1137, and its variance was 0.60843, the mean of constantly looking for desired condition was 4.5188 and its variance was 0.44186, the mean of attention to the appearance was 4.1471 and its variance was 0.53901, the mean of patience and tolerance 4.1502 and its variance was 0.51488, the mean of tendency to the group 4.2006 and its variance was 0.56280, and finally the mean of being goal oriented was 4.4014 and its variance estimated to be 0.43238.

Table 1: statistics indexes of quality tendency of the work force in Education and training office of Mahabad and its features in the studied sample:

variance	number	mean	variance	Error variance of mean	Change rate	Minimum	Maximum
Tendency to customer	333	4.3009	0.50483	0.02766	2.60	2.40	5
Creativity and innovation	333	4.1137	0.60843	0.03334	2.86	2.14	5
Constantly looking desired condition	333	4.5188	0.44186	0.02421	2.75	2.25	5
Attention to the appearance	333	4.1471	0.53901	0.02954	3.0	2.0	5
Patience and tolerance	333	4.1502	0.51488	0.02822	3.20	1.80	5
Tendency to group	333	4.2006	0.56280	0.03084	2.80	2.20	5
Goal tendency	333	4.4014	0.43238	0.02369	2.67	2.33	5
Quality tendency	333	4.4014	43238	0.02369	2.67	2.33	5

Also according to the Table (2), the significant level of single sample t-test in relation with effect of tendency to the customer as main preposition on quality tendency of the work force was equal to 0.000 and its t-statistics estimated to be 59.145 which means tendency to the customer has significant effect on quality tendency of the work force in Education and training office of Mahabad.

Table2.t-test results on the effects of variables on quality tendency of the work force in Education and training office of Mahabad.

Single sample t-test	Freedom rate	mean	variance	T-statistics	Significance level	Safe distance0.95
						Low range
Effect of tendency to customer	332	4.4014	0.43238	59.145	0	1.354
The effect of creativity and innovation	332	4.3009	0.50483	47.025	0	1.2465
Effect of constant look to ideal condition	331	4.1137	0.60843	33.402	0	1.0481
The effect of discipline	332	4.5188	0.44186	62.723	0	1.4711
Effect of patience and tolerance	332	4.1471	0.53901	38.837	0	1.0890
Effect of tendency to group	332	4.1502	0.51488	40.764	0	1.0946
Effect of tendency to the	332	4.2006	0.56280	38.928	0	1.1399

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According to the table 2, the results of t-test indicated that in all indexes of tendency to the quality including tendency to the customer, innovation and creativity, constantly looking to the desired condition, attention to the appearance, tendency to the group and being goal oriented, have the significance level of 0.00 or under 0.05 which reveals that all these indexes have the significance effects on the tendency to the quality.

Table3.F-one way variance analysis

Source of changes	square total	Freedom degree	Mean of squares	F proportion	P – value
gender	-	331	-	0.097	0.554
Education level	50.407	3	0.136	0.890	0.447
Work experience	2.224	332	0.445	3.006	0.011

In evaluation and testing demographic features of the population including (gender, education level, and work experience) with the quality tendency, the t-test results for comparison between two independent population and one –way single variance in table 3 showed that there is no significant relationship between two sexes in tendency to quality in Education and training office in Mahabad (P.Value- 0.554). On the other hand the mean of quality tendency of work force according to their education level was not different (P-value-0.447). but since there was significant difference between mean of quality tendency based on the work experience (P-value: 0.011) also the results of the Touki tests for recognizing the differences between the groups showed that this difference between quality tendency in the group of under 5 years' experience and 16-20 years of experience was evident and significant. It means that the group between 16-20 years of experience since they have the significance level of under 0.05, have higher tendency to quality. Among the other groups based on the gathered data there was no significant based on difference in their work experience.

Conclusion

In this study customer tendency, creativity and innovation, constantly looking at the desired conditions, attention to the appearance, beauty, tendency to the group and goal considered as in important indexes which effect quality tendency of work force in Mahabad Education and training office, also in order to confirm their relations with the study assumption they were tested which indicated their significance over the Soltani's findings [10].

Results also showed that the role of looking constantly to the desired condition has the first priority in relation with the other factors and this means that it has the highest effect on quality tendency of the work force and should be considered the most. The factors related to the constantly looking to the desired condition like: designing new goals, being pioneer in

competition, being idealistic are effective in quality tendency of working force. Based on the research results in study of these factors, tendency to the customer is part of the customer satisfaction on the providing services along the endeavors to improve the individual quality. Also among the customer tendency indexes, the indexes of "building the good relationship" has the highest priority and giving the right to the customer index among the increasing individual factor of improving the quality has the least priority. Another finding indicates the high effect of creativity and innovation on quality tendency of work force, so that much attention given to this factor and improving it, in proportion to its tendency to quality in human force will increase. In this study the variable of creativity and innovation was the last priority among the other indexes for improving the quality tendency.

Evaluation of the patience and tolerance and apply it as in moral value has the highest mean and delay in getting angry with the lowest mean were effective on quality of work force. Also the results showed that much the organization being successful in group thinking and group work, quality tendency of the work force will increase, further more among indexes of evaluation of tendency to group, the index of respecting human thought had the highest effect and the index of decision making based on others information had the least effect on tendency to quality from the respondents point of view. Finally among the measuring indexes of being goal oriented, the index of having commitment in order to achieve organization goal had the highest mean and index of receiving feedback from qualitative organization goal had the least mean. Since there were not any significant relationship gender and education level over tendency to quality it could be claimed that individuals in any age, gender or education level can provide the bed for growth and self-control in the job. But on the other side based on the work record or experience there was a significant relation with the tendency to quality, but this difference was obvious in groups of fewer than 5 years and 16-20 years' work experience. It's good that the management of the Education and Training pay special attention to this group of work force and in its planning and allocating forces to the schools. So based on the results providing suggestions in order to increase and improve tendency to quality among the employees among them we can mention: respecting the customers and always give them the right, having strong curiosity feeling, being idealistic, attending in organization by proper appearance, being sociable person, and consider the issue of quality as in public issue and make the goals of the organization tangible as in the main way, which by using them we can achieve organization goals and progress.

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