

The Effect of Important Factors Affecting the Promotion of Efficiency of Standard Office Staff of Gilan

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ABSTRACT

The main objective of this study is evaluation the impact of important and effective factors that affecting the promotion of efficiency of standard office staff of Gilan that this main objective is divided into 4 sub goal that include 1. The impact of job training 2. The impact of job design 3. The impact of managerial system 4. The impact of evaluation and reward system .

This study was a descriptive study in which 137 employees (female and male), with masters degrees, diplomas or above diploma, have been studied randomly. To achieve the research objectives, a questionnaire was set and given to research samples that consists of 3 parts include personal and social information means questions related to facts and job information, and specialized was bout the attitude of the facts, that totally has 22questions and ultimately research variables relationship with each other and the individual- social specifications was measured by using the "Chi square".

The results according to the objectives showed that majority of the employees of administrative, financial, technical, engineering and education units have a moderate knowledge of the areas of employee productivity and the highest percentage of studied personnel, have a positive attitude towards productivity of administrative staff.

KEYWORDS: productivity, job training, evaluation and reward systems, leadership style

1-INTRODUCTION

Man's role as a constructive force in social and economic systems, from two directions have importance and value, one as a thinker second as staff or executive arm, although for the changes in society physical and human and material resources are needed but man, is regarded as the most original and best source for community planners because a society that can use better develop this valuable resource and can use them effectively, more likely would be successful.

What is desired in the above relationship is, human performance that outcome comes from the interaction of two factors ability and desire, that the first one will be realized by training and skills But second factor with motivation of staff productivity been associated that is rooted in the its diverse and complex needs.[4]

Thus economic efforts of human that has always focused on achieving maximum results from minimum efforts and resources this tendency can be named willingness of received to greater "productivity" . So human inventions and innovations masses from the basic tools used in the primitive ages, to the most complex mechanical and electronic present equipment, are influenced by the desire and interest because every sane and wise man likes to do best and the reach to the best interest of the work (job satisfaction)

According to the importance of the issue researcher would think that can research and explored major factors in improving productivity of human resources in office of Standards of Gilan province.

2-LITERATURE

Following the growth and evolution of human knowledge in economic and social issues, gradually the concept of productivity changed and developed in terms of form and content and the first time the word "productivity" appeared in an article AD by the individual named Quinzny in 1766. Later in 1883 an individual named "Liter" was defined productivity as "the power and ability to produce" that in fact productivity has expressed willingness to produce. And from early twentieth century achieved the exact meaning of this word, as relationship between efficiency (output), and factors and equipment used for producing that output (input or data), Europe or the EEC in 1950 and the Economic Cooperation Organization provided more completed definition of productivity. Means productivity is quotient of efficiency to one of the production factors and also new and advanced definitions is offered for it . And what is inferred Beyond all definitions is that productivity includes obtaining the maximum possible profit from the staff force, talents, skills, land and technology -for improving welfare, and this cannot be achieved unless the

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administration wisely and devoted acts it means by managers that completely have mastered on their responsibilities and missions in order to steer covered unit and supervisor and love role that have taken over, and Have Complete and abundant faith and belief to competitive factors to reach the peak of perfection. So Thought and movement of increase productivity to improve living standards, greater prosperity, peace and human prosperity that is main goal for all countries, is a cultural to economical movement. When the movement of increasing productivity with the creation of independent organizations became responsible for Studies associated with productivity since the end of World War II , First in Europe, European Productivity Agency (EPA), then in Asia, Asian Productivity Organization (APO) was initiated and the Asian Productivity Organization was created followed by Japan Productivity Center's efforts that is based on three following principles.[2]

A - Improved productivity finally is caused increasing opportunity of employment and in the transitional period, for controlling and reducing unemployment to the lowest possible level, surplus workers will be transferred to other sectors.

B - Management and workers, are discussed practical methods of improving productivity and negotiations

C - The result of productivity improvements will be published and distributed, and everyone will benefit from it.

And National Productivity Organization of Iran was established in 1370 and has started useful activity and should continue and be strengthened and the Productivity Movement is more a cultural movement than economical and technical and should become part of national culture such as Japan and people feel and understand it with all of its truth and endeavor to increase it.[1]

3-Staff productivity

Increase productivity at all levels of society with culture of productivity in every people including the matters raised during recent years and with measures taken in the process will be followed. Our vast country have such a variety of natural resources, water, soil, pasture , mines and the like comes surely it cannot be found in any other point of the world. Existence of such facilities and availability of such resources makes each Iranian to protect and safeguard of them with attempt and effort and put the country on the path that not only has no need of many different goods or products but also put it in the row of major countries of the world in exporting kinds of natural and artificial products and Goods . The concept of productivity and achieving the objectives that are linked on this important , not about everyone can do wonderful work and spend a lot of time to for it but productivity means that everyone attempts with existing facilities even to a minimal level reach to higher results and reach to full productivity and enjoyment of the good results need a mass mobilization and a major development and infrastructure.[3]

Staff productivity is the most important criteria of productivity because staff productivity is associated with the analysis of organizational and human resources in the most convenient data are measurable. Essential element is any effort to improve productivity in human resources. In history of productivity, First little attention was paid to staff productivity and further developments that was field of productivity called productivity of capital. . Regardless of stable organizations and administration in ministries and governmental organizations a large percentage of employees and workers who are working in them, are also unchanged and still are within the course of the past, now why such a situation is governed and what are the causes and factors influencing is the problem. But why some of the workers and employees working in government ministries and departments do not do their duties efficiently as it should be and of eight hours useful work in the day maybe sometimes do not work even one hour of it and it is due to various causes that resolve them with take decent methods in changing this trend can cause useful and better efficiency in productivity ,If the order is adopted to enhance morale, motivation, eliminating some of their problems provenance providing areas for familiarity with the efforts and the efforts, valorize for affairs that they do. Observe the principle of punishment and reward and eliminate discrimination and distinguish the difference between strive employees and passive and indifferent employee and many other issues can actually be useful and have a positive influence on the efforts and measures that can be done in any organization or department .Therefore in the present study was attempt various stages of scientific methods that have been observed in study design, clearly be expressed that characteristics of cases be referred to the researcher. Basis of present study was designed upon theories of productivity and researcher looking to find factors that is effect on Motivation of staff productivity standards company in Gilan province .[5]

In fact, researcher find existence of productivity and the lack of productivity in the staff, assumed and happening phenomenon, that according to It employees can be divided into two spectra with motivation of productivity and without it , it is natural that the division of personnel between the two spectra, isn't absolute.

So a group is placed between the two spectra that in fact, has motivation and productivity to some extent. In order to clarify the issue and more information from the aspects, choice and research hypotheses (project) were formed according to the theories offered by scientists and thinkers.

5-Hypothesis

There is a significant relationship between job training of employees and increasing human resource productivity.

There is a significant relationship between design of jobs (job development, job enrichment) and increasing human resource productivity.

There is a significant relationship between leadership style (supervision) and increasing human resource productivity.

There is a significant relationship between establishment of evaluation and reward systems and increasing human resource productivity.

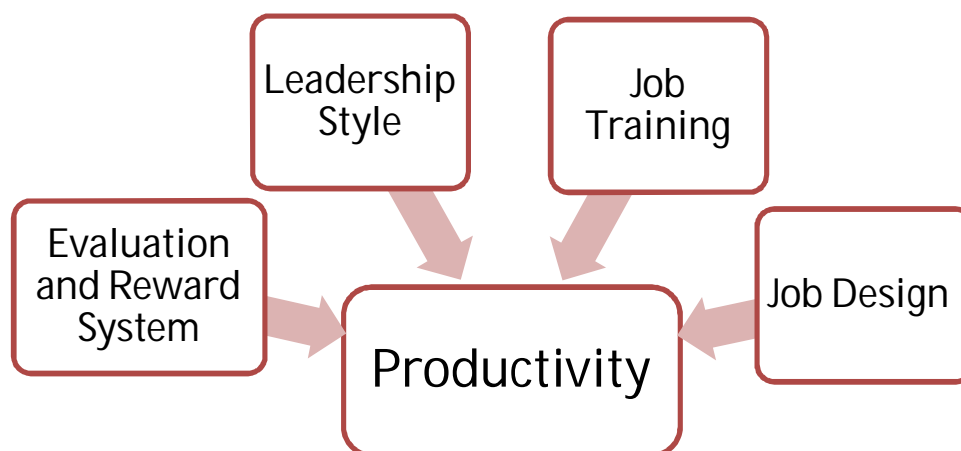


Fig.1-Research model: The effect of important factors affecting productivity promotion of staff of standard office of Gilan

Research Methodology In this study, for data interpretation into information and test hypotheses inferential statistics were used. The statistical population includes staff employed in standard office of Gilan. To achieve a uniform population for investigate the factors, productivity of all employees who were involved in the management levels was removed from the realm of research because of the difference between the productivity of managerial and professional jobs, the study population was limited to 117 people and thus the statistical community has good uniformity and homogeneity, that as a result facilitates achieving to goal of the research that is evaluation the main factors in improving staff productivity in jobs. After revealing the statistical sample size by using random sampling 90 samples were determined. Time limitation forced the researcher to choice questionnaire for data collection. This questionnaire has 22 questions that measure the factors affecting staff productivity.

Table. 1-discription of education Degree

	MA	Exper t	Associ ate Degree	Diplo ma	Sum
1 - The field agent management	4	5	8	9	26
2 - Engineering - logistics	2	5	5	8	20
3 - the financial, economic	2	7	10	12	31
4 - field development engineering and urban planning	5	6	7	10	28
5 - Maintenance of the post office building	4	7	9	12	32
	17	30	39	51	137

To determine the scientific validity of the questionnaire is used of the Content validity method in this study and to determine the content validity of the experts opinions in the field of research and for evaluating validity in this study regarding easy access to constituents population and to ensure more to the Research findings repeated test has been used and the correlation coefficient between tests was $p > 7\%$, that represents suitable stability of questionnaire.

6-DATA ANALYSIS

First hypothesis: this hypothesis is examined the effect of job training of staff on human resources productivity. According to the results of independent tests (Chi square) Chi-square value is calculated equal to 7.72 This amount is less than $X_2=9.41$ table with degrees of freedom is $V = 4$ and $\alpha = 5\%$. This indicates that the independence of two variables is means job training has no impact on productivity of human resources.

Second hypothesis: this hypothesis is examined the effect of job design on human resources productivity. According to the results of independent tests (Chi square) Chi-square value is calculated equal to 18.5 this amount is more than $X_2=9.41$ table with degrees of freedom is $V = 4$ and $\alpha = 5\%$. Thus the hypothesis of independence is rejected and their correlation is confirmed that means attention to the job design means job enrichment is effective in increasing productivity.

Third hypothesis: this hypothesis is examined the effect leadership style on human resources productivity. According to the results of independent tests (Chi square) Chi-square value is calculated equal to 13.36 this amount is more than $X_2=9.41$ table with degrees of freedom is $V = 4$ and $\alpha = 5\%$. Thus the hypothesis of independence is rejected and their correlation is confirmed that means attention to the leadership style is effective in increasing productivity.

Fourth hypothesis: this hypothesis is examined the effect of establishment of evaluation and reward systems on human resources productivity. According to the results of independent tests (Chi square) Chi-square value is calculated equal to 12.102 this amount is more than $X_2=9.41$ table with degrees of freedom is $V = 4$ and $\alpha = 5\%$. Thus the hypothesis of independence is rejected and their correlation is confirmed that means attention to the establishment of evaluation and reward systems is effective in increasing productivity.

7-Conclusions and recommendations

Since in today's competitive world human resources productivity is an important factor in creating economic prosperity and creating efficiencies managers need to have more and more attention to this issue and try to removing obstacles of that.

Summarized results of the survey data suggests that major factor in improving employee productivity and effectiveness in government jobs particularly in standard office depends on Job design means job enrichment, management style and respect the dignity of the employee by the manager but it does not depend on job training. Training for staff, including factors that productivity can be achieved by It but according to surveys and the results of the statistical community and obtaining information from the experts is reveal this fact that job training If be associated with job skills could be a factor for increasing productivity. Means short and long term training if be combined with job that employee does, is much more effective in increasing productivity than mere training. Therefore, should not train an employee without considering his job.

The main factors that are effective in increasing productivity are as follows:

1 - Planning for improved productivity means in the beginning is imperative that the reasons for low productivity in organizations should be known and if they are known then programs can be designed for improving productivity which includes changes in methods of staff motivation and improving working conditions, improve systems, guidelines and technology ...

2 - Improving the quality of job factors of human resources is the most important factor in improving productivity the following points can be used to improve their productivity.

- Having a positive attitude Job such as Having Job pride and the desire and passion for continuous improvement
- Improving skills and acquiring new skills through training and assistance to colleagues when necessary and performing as a group
- Participation in improving productivity programs such as quality control groups and project proposals
- Performing the Job correctly from the first time and preserve physical health

management can be effective in the improving productivity with implement the necessary plans and creating positive, and appropriate motivations in the staff through financial rewards and delegation and creating a friendly and friendship atmosphere In the Relationship based on cooperation between employees and themselves. So all these strategies will encourage employees to do their job with confidence and self esteem and make to staff to become useful and effective. [6]

3 - Improved relations between managers and employees and the right leadership, means attention to the emotional and human relations. Behavior style of some managers causes to provide appropriate field for establishing friendship and sustainable trust between managers and employees in unit under their supervision.

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