

A SURVEY OF THE EFFECT OF TRAINING ON IMPROVEMENT OF THE HUMAN RESOURCES PERFORMANCE AND RECOGNITION OF ITS PROMOTION BASED ON ACHIEVE MODEL IN OIL INDUSTRY (ABADAN REFINERY COMPANY)

Ahmad Reza Shekarshi Zadeh¹, Yousof Baghlaniani²

1. Assistant Professor Management Department, najafabad branch ,islamic azad univercity, Isfahan,iran

2. Department of Management, Najaf Abad Branch, Islamic Azad University, Isfahan, Iran

ABSTRACT: As we know, human resource is the most important factor of productivity in an organization. Regarding necessity of education concept and great changes has made in sciences, techniques, and technologies, management theorists of human resource, using different methods, intended to coordinate human activities with these advancements for obtaining personnel better performance. The goal of this research is to examining education effect on improving human resource performance and identification of its promotion factors. Some of scientists consider the education management as the most organizational activity. And many managers have found that educating personnel in various and different fields could help the organization to react fast against changing markets. Educating personnel in different fields may lead to enhancement of individuals' efficiency, productivity, and occupational satisfaction.

Keywords: Survey, Training On Improvement, Human Resources Performance,

INTRODUCTION

Today there are more than tens million workforces in most countries who are occupied in various and different tasks in the sections of industry, government, and commerce for meeting the whole country needs and they perform their duties and committed responsibilities. It is clear that one couldn't claim that all mentioned persons by nature have knowledge and information, technical skills and behavior required for their duties and occupational responsibilities. Therefore, at least for improving quality or quantity level of their work they need to be educated. On the other side, increasing advancements in sciences and techniques, changes in organizations products and services route, expanding or limiting organization general goals, self sufficiency goals and other political, economical, social, cultural and ... transitions required new educations and justify paying more attention to human resources training. Because training or learning are exact scientific equipments which internalize existed information in the environment, organization and humans, so applying the information enable the person for be compatible with new conditions. Today advancement and development of countries, organizations, and big and small institutes are in bond of human's science and knowledge. Science and knowledge enhancement and quick changes

have led to the fact that organization focused on education. Because education is one of the most important factors of countries development. Importance of the subject is too high that today in all over the world it considered as the main issue in thoughts and cultures of governors, and it tries to propagate education culture and improving personnel performance and productivity between people and their societies. As "Heraclitus" believed: nothing is stable but change. Past experience also recall that change in occupations professional route and procedures is unavoidable and considering education for developing human resources and in this transition route is the only bridge which could direct us from today world to changed and varied world of future (Morgan, 1994). Education is indeed management. Also we could consider the education in place for human resource as an important resource for increasing human capital (Kurosawa, 2005). Motive of selecting the subject is that regarding the fact that human resource in today organizations included as basic capitals of an organization, their education is a vital and unavoidable matter which should continuously paid attention with set of management processes in order to other management activities could be effective and if this education was performed correctly, comprehensively, and completely and considered as a tool for meeting improvement in personnel

performance will have numerous properties such as:

1. Facilitation in management process and meeting organizational goals.
2. Make coordination in doing tasks in the organization.
3. Creating required flexibility in personnel.
4. Decreasing level of accidents and events in the work environment.
5. Improving quality and quantity of products or services provided by personnel (Abtahi, 1373).

So, with performed studies we see that education has direct effect on personnel productivity. But since for measuring effect of each component on human resources productivity, we should initially introduce the effective factors on human resources productivity, and then examine the education effect on personnel, so we intended to use ARCHIVE model, because this model is more comprehensive and clear than various proposed theories.

In summary, mentioned subjects showed that enabling human force is possible by means of work while education course and the organization is responsible for educate its personnel for system activities and preparing them for committing various responsibilities.

6. By means of education we could enhance specialty knowledge of personnel so they could perform their tasks and being prepare for higher responsibilities. In some part executing such courses led to deeper insight of knowledge, higher abilities and skills of personnel in the organization for executing committed duties and consequently resulted in meeting organizational goals with higher and better efficiency and productivity. In fact, work while education is one of the most effective tools of managers for encountering environmental changes and ensured providing appropriate services, specifically in service and government organizations. Finally through training necessary skills to the personnel, managers will be able to increase performance improvement.

Without passing work while education courses, in addition to the fact that personnel will be unable to be compatible with increasing environmental changes, there is no optimal use of human force from facilitation tools and correct and desired management of the organization. From one side, Peter Draker believes that in spite of high costs, educating work force in short time place any

retarded country in the group of advanced countries with high productivity. So organization should pay attention to sensible and insensible profits of education and its costs, and also consider the aim of improving efficiency and productivity of educational programs, and enforcing positive points and decreasing negative and ineffective points.

In the field of components of human force performance improvement there are different theories. But no framework has complete comprehensiveness. But providing and accepting a special framework doesn't implicate that it is correct and the others are incorrect. In the research we have used ARCHIVE model which design by Hersi Blanchard and is more comprehensive than the other theories. And we examined role of work while education in 7 effective factors (capability, job identification, organizational support, motivation, credit performance feedback, environmental compatibility) on human force productivity from personnel's point of view.

There are some researches in the field of improving human force performance and work while education. For example a thesis carried out, under the title of: study of effect of education techniques on productivity of Shiraz 4 region's municipality personnel. It showed that all three methods of education included providing information, electronic education and work while education has effect on human resources productivity.

Effect of work while education on human resources productivity is in the first priority; electronic education is in the second rank and providing information is in the third and last rank regarding their effect on human resources productivity.

Another research also performed, named: study of effect of types of education techniques on improving human resources productivity in Tehran University, and it indicated that with regard to general results of data analysis, we could say that effect of work while education on productivity is more than the other methods.

Another thesis named study of education effect on productivity of Islamic revolution martyr foundation personnel have done in Khorasan province and its personnel views showed that education is effective in their productivity and they considered the specialty, work division, and education as some reasons of societies' development and mentioned it as the highest capital.

Another research has been done under the title of work while education and its effects on increasing human force productivity in government section, and it showed that work while education enforces the human force for meeting organization goals and missions and it is effective in enhancement of occupational skills of human force such as managers and personnel. These educations also expand the scope of knowledge and information related to personnel's duties and increases their occupational skills.

In a research titled personnel empowerment through work while education in Abadan oil Refinery Company, results indicated that from managers' point of view improvement of personnel capabilities through work while education was only in the components of commitment to responsibility, strategy selection, competition, and learning and was lower in the other components.

RESEARCH PROCEDURE

This research is descriptive – analytical. Research society is personnel of Abadan oil refinery in this study who are 4500 persons. The samples are 354 persons which obtained by means of Morgan table and were selected by simple random method. In the other words, questionnaires were distributed between 700 persons which regarding 30% information decline, the sample decreased to 354 persons. In this study we have used questionnaire for data collection. Questionnaire of human resources productivity which is researcher made one and its stability was estimated by coefficient of Cronbach's alpha, 92.3%. Admissibility of this questionnaire has confirmed by experts. This questionnaire provided based on ARCHIVE model or pattern of goal realization designed by Hersi Blanchard. And this questionnaire considered 7 factors of capability, occupational identification, organizational support, motivation, performance feedback, credit and environmental capability as the effective variables on human force productivity, and it examined personnel's viewpoints about effects of education courses on these factors.

Data were analyzed using SPSS software. For comparing average points of personnel's viewpoints about role of work while education in personnel productivity we have used variance analysis test. For examining relevancy of personnel's demographic properties and point of viewpoint of work while education on human

resources productivity we have used Spearman correlation test and t test.

FINDINGS

In this research 76.3% of participants were male and more than 45.6% had bachelor's degree. Most people, 50.6%, were 30-40 years old and most participants, 48.7%, had 10-20 years history.

Based on obtained information and using variance analysis test with repeated observations we have seen that personnel's viewpoints are not identical about role of work while education course on different components of human resources productivity (p-value <0.001) and according to the following prioritization, work while education has the most effect on personnel performance and the least effect on feedback.

Independent t test showed that males' points of view were higher than females' about role of work while education on occupational identification. Spearman correlation test showed that there is no relation between level of education with personnel's view points about role of work while education on human resources productivity. Spearman correlation test indicated that there is a direct relation between age variable with personnel view point about role of work while education on human resources productivity in the fields of capability and occupational identification. Spearman correlation test showed that variable of employment years has direct relation with average point of personnel's view about work while education in human resources productivity in the fields of capability and occupational identification and has no relation with the others.

CONCLUSION

Comparing results of this study and other researches, we saw that in all researches personnel are agreeing about effectiveness of educational courses on productivity. For example in the thesis named: "study of effect of types of education techniques on productivity of Shiraz 4 region municipality personnel", 75% personnel believed that occupational education has led to their knowledge increase and their occupational information improve and increased their productivity. In another thesis named "study of education effect on productivity of Islamic revolution martyr foundation in Khorasan province", personnel viewpoints were that education is effective on their productivity and they mentioned specialty and task division and

education as some reasons of advancement and they considered that as the highest capital.

In this research we have examined the effect of work while education courses on 7 effective factors on human resources productivity which based on work while education has the most effect on personnel performance and the least effect on feedback. But this effect could be examined on other components.

In a general totaling, we concluded that superior managers of the organization should pay more attention to increasing motive and personnel performance feedback in executing educational courses. In the other words, they should establish more helpful and profitable educational courses for improvement and advancement of personnel occupation and by means of that encourage them to pass these courses. From one side, managers should enhance the qualitative level of educational courses through improving educational contents for communicating with occupational skills and groups, and create a ground for increasing identification, capability and occupational knowledge for personnel.

PROPOSITIONS FOR FUTURE RESEARCHES

Regarding results of the present research, there are following proposition for future researches:

Evaluating information productivity of organizational system based on human resources education

Study of role of personnel education in propagation of personnel productivity culture

Study of role of work while education courses in increasing personnel performance

Education role and personnel and users justification in organizational effectiveness

Challenges and solutions of improving personnel performance

Study of the relation between faith and improving personnel performance

Examining valuation of work while education courses and its effect on improving personnel productivity.

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