

Effects of Service Education on Performance of the Employees of General Inspector's Organization

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ABSTRACT

In this study, is Surveyed to "effects of in-service training on the performance of the employees of general inspector's organization", and the main research question has been raised in this way whether the inspector general in-service training of staff has an impact on their performance? This Research design has been survey and is included in the field of descriptive researches. The study population are comprised all the employees of general inspector's organization which are 300 people, totally. Using Morgan, a sample of 169 subjects was selected by stratified random sampling method. After sample size selection, in-service training questionnaires and performance were used that had Favorable admissibility and reliability. Finally, one-group t-test and multiple regression models were used and the results showed that with increasing indices of in-service training "skills" and "attitudes", performance index "teamwork" increases and with the decrease them, "teamwork" also decreases. However, with increasing indices of in-service training "innovation", "knowledge" and "teamwork" reduce and with reduction of them, "teamwork" increase.

KEYWORDS: Service Education, Performance, Employees, Inspection Organization

1. INTRODUCTION

In the scope of the education human resources there are the continuous and structural processes that can graduate system of human resource education. The in-service training is one of the most important actions that proceed in the field of revival and improvement. The in-service training is spot as continuous and structural processes that is used in different fields [1]. In other word, in-service trainings and evaluate of educational system is performed as an efficiency action in the educational programs which does not any important precedent. After 1965, evaluation is formalized in the educational fields and has been made entitled of educational evaluation which is formed with assimilation of evaluation of teacher, acquisitive and teaching. Now evaluation has a high preference in the diverse field of education [2]. The evaluation is a continuous process and is predicated as an inseparable element of educational programs of human resources and is include as union loop and interaction of whole ingredient of an educational programs (input, process, output), certainly. Hence it is discussed that in-service trainings and educational evaluation is the continuous and dynamic method to identify errors and shortages of teaching-learning process [3].

In now educational systems, athwart of past the in-service training is not only as criterion of gradation, rather evaluation of information is provides basis to the context which should be teach and identify method of teaching, too; because till the teacher dose not inform the knowledge situation of acquisitive, it can't correlate the related concepts and knowledge to that lesson to antecedent cognitional and conceptual structures. In other word, teaching will not have continuous efficiency. Evaluation of teachers and survey their theory is an indispensable issue which can provide increasing actions in learning improvement of acquisitive. Evaluation of education system as the regular process include of data gathering and analysis and presentation of reaction about quality and quantity of work and performance state of human resource, and occasion that inform of empowerment and infirmity is detected and necessary schemes de provided to gradation of educational level and performance of them. Therefore, in-service training and evaluation human resources it will be the development and flourishing educational system [4]. The Evaluation of assessment, identification and analyzing educational needs, are leading to a successful educational system. Proper evaluations of the working human force in educational systems that is function as a first step to effectiveness guarantee creation of education performance and human resource development improvements, if done correctly, will provide the more objective basis for future planning to human resources effective and other prevailing activities on educational systems and will increase the likelihood of compliance with the requirements of the organization, job areas of staff and at end the effectiveness and efficiency of the ideal [5]. Therefore, staff in-service training and evaluation of personnel in organizations can provide useful and beneficial information in the fields of educational planning that scope of this evaluation have been started from developing learning objectives and are continuing to evaluate their performance. For this reason, nowadays educational systems are considered and so many questions are presented about the effectiveness and performance evaluation systems. However, the assessment in any special educational is a special conditions and function of organizational factors, economic and cultural [6].

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Remarkably, increasing efficiency in organizations depends on the effectiveness of increasing the efficiency of human resources and enhancing the efficiency of human resources depends upon education and development of knowledge and skills and creating an optimal behavior to operate successfully. However, the educations can lead to increase efficiency which is targeted, continuous and rich and experts, lecturers and trainers with experience in educational matters plan and implement them. These educations can advance the human resources of an organization to keep pace with science and technology and be successful in upgrade of the quality and quantity of their work. So, necessity of continuing education, targeted, planned and keep pace with advances in science and Recognition technology must be get noticed particular and basically in management. The important point is the training costs should not take into account the consumption component costs, but these costs should be viewed with a vision for the future of the investment costs, because the consequences of it are unknown in long-term [7]. Because of the role of education to fill the gap caused by the low level experimental and education of subjects' is attention by public and a good educational program to prevent waste of resources and human potential development use the full capacity of individuals and in addition it increase efficiency, and also Due to there are some limitations in the context of recruit quality and skilled manpower from view point of the budget and the resources available manpower adjustment issues, in-service educations can be used as the best solution order to Compensate for the shortcomings [8]. So, the past experience shows that changes in the course of professional employment and working methods, using of in-service is inevitable and according to education of human resources development in the course of this transition is the only bridge that can will direct our from today world to high change and Evolution world of tomorrow.

Hence, the present study with aim of survey of the effectiveness of in-service training on employees of General Inspector's organization performance is going to be able to increase the efficiency and effectiveness of above periods and in this way track a suitable matter for the cultivation of effective human resources. It should be mentioned, with increasing the effectiveness of in-service trainings for staff, we can see an increase in the efficiency of the staff performance.

Problem Statement

There are various ambiguities in-service training of staff and evaluation of educational systems and human resources. Some of these are focused to uncertainties in the evaluation of individual and group performance and some cases to identify the group performance in organization in particular efficiency. Increasing the efficiency depends on increasing the efficiency of human resources and increasing the efficiency of human resources depend on education, development of knowledge, skills and creation of the desired behavior for work successfully. Of course, such educations can focused to increase of efficiency which be objective, continuous and rich, and experts, lecturers and teachers with experience plan and implement them in educational matters [9] Considering there are various ambiguities the scope of staff in-service trainings and evaluation of education, some people believe that in process of in-service training for staff, it is appropriate consider to view of students and to audience, and in contrast, some of the other emphasize the educational objectives. In order to identify the courses, there is a growing confusion and not easy to determine the effectiveness of educational programs; because some approaches believe that employees in-service training methods should be active and the methods of presentation is not efficiency. In contrast, some believe that the training courses is very necessary and if be based on the educational needs, shows high efficiency. In the past, due to the not complexity of society and limited community needs, innovation and ... organizations performances usually were simple and anyone could with spend limited time, prepare own for job tenure. In today's world, due to the expansion of science and technology and diversification of scientific disciplines in various aspects of economic, social, cultural, political - social and technical, obtaining readiness to assume an job is not easy. Moreover, even if the person is prepared for the job, advancement and increasing every moment of science and technology makes him knowledge and skills old and incomplete every day. Therefore, the survival of the individual and the organization depend on this that person fresh him skills and knowledge continuously and this is not possible unless the continuous education. Nowadays, organizations personnel training is an important issue of government officials in various countries worldwide. Today all countries, especially developed countries, have faith in the fact that the secret of success of any nation is not in the next decade on rummage earth and discover ancient treasures or natural, rather is in investment in human resources and whereas is that those countries search its capabilities and political, economic, social and cultural esteem of self-nation in foster and development of self-youth. For this reason, Overview of developing and post retarded countries shows that industrialized and postindustrial countries, education manpower, set this on top of activities and have constructed it on the basic philosophy of human resource development and education, while the retarded countries is deprived of taking development flight due to agent of poverty of efficient manpower and expert and even can explicitly states that one of the ways of rule of colonial countries on retarded countries the after World War II has been promoting to poverty of efficient manpower training in these countries. Several countries in the modern world can be traced back despite having plenty of manpower, even among the developing countries. Key to this puzzle lies in understanding how it is in regard to the quality of human resources and training [10]. The school, high school and university are a system for teaching of the knowledge and the information which prepare individuals to entrance to society and effective service. But the individuals who are employed in an organization, in addition this information need to professional and specially training too till obtain technical knowledge and necessary skills to proper performing of relegated tasks. This training helps staff to play

the more activity and efficiency role in direction of organization goals. The Sublimation of any organization is depended on to systematically of errands and In the meantime some of organizations such as General Inspector's organization have particular sensitivity. Because it is linked to the goal of prevention of event of corrupt and monitoring on proper performing of rules and beauty of process of affairs and its result presents in framework of effective reports to other Executive organizations and Legal references. So it requires attempt to create a harmonized regulatory regime with a staff in-service training programs. Because, make the commitment and expertise in equipping human capital with modern knowledge and information as a key element under in-service training based on detailed plans and in accordance with the actual needs of the organization can be beneficial in direction of the goals and increase employee efficiency. Unfortunately, in the discussion of human resources in the process of development is limited only to the manpower combination; whereas updating of information, knowledge and capabilities of human resources jobs in various organizations is one of the main axes of the section to develop and release retarded. The important thing is that the be technician and competence of individuals is always stable because ever the deep structural changes in many aspects of life, methods and techniques have evolved and thus improvement of task execution capabilities and a little old is essential. Therefore, the source is considered as a theoretical vacuum, because According to the study, there is not a detailed knowledge about the effectiveness of in-service training courses on the efficiency of the staff and especially the staffs of General Inspector's Office and weaknesses and gaps in knowledge are considered as the main source of theoretical research. Now, With regards to this main that the people are the most precious and effective asset inspection of the entire country, If it can be trained and be able it can provides various and abundant resources for the organization and since in the new management theory, the learning is known as an energy factor in the organizational, Now the question arises whether the in-service training of staff to inspect the entire country has an impact on their performance?

Research objectives

The main objective: Investigate the effect of in-service training on performance of employees of General Inspector's organization.

Secondary objectives

1. Investigate the effect of in-service training on the planning indices.
2. Investigate the effect of in-service training on the communication indices.
3. Investigate the effect of in-service training on the talent of inspection indices.
4. Investigate the effect of in-service training on the management of changes indices.
5. Investigate the effect of in-service training on the teamwork and association acceptance indices.
6. Investigate the effect of in-service training on the creativity and innovation indices.
7. Investigate the effect of in-service training on knowledge of rules indices.

2. MATERIALS AND METHODS

This study is type of correlation method in terms of practical purposes, in terms of quantitative data and in terms of the nature. Statistical population of research is all of employees in the ranks of the General Inspector of 92-91 which are 300 persons. Then subjects were selected randomly by lottery from 17 independent supervision and inspection departments of deputy subset. After earning condition of normality data and is used the statistical model t-group approach and view of staffs rather than educational courses have been considered. Also, the multivariate regression model was used in order to determine the effects of in-service training on performance.

3. RESULTS

Analysis of the Research questions

In this section are considered to examine and test the research questions and then express the results of a single-group t-test and are referred to multiple regressions model that considered to the main and sub-questions test. Thus all the questions are interpreted and then the results have been compared with internal and external investigations. Finally, research suggestions have considered to two area of in practical recommendations based on the findings and recommendations to the next researchers and also limitations of research in the scope of the limitations of available to researchers and outside of area of researchers.

Research Question 1: Is the in-service training objectives on the planning indices, effective or not?

Table 1. Multivariable regression to prediction of "planning" efficiency indices through "in-service training component"

Resource of changes	Sum of squares	Degrees of freedom	Average of squares	Amount of F	Significant level
Regression	1871.60	5	374.32	2.06	0.073
Reminder	26993.83	149	181.16		

According to the table above, with emphasis on the F level, it suggests that is not showed a significant component of "training" with "planning" in level of $\alpha=0.05$. In other words, the ability of prediction of "planning" does not exist through Factors "in-service training".

Research Question 2: Is the in-service training objectives on the communication indices, effective or not?

Table 2. Multivariable regression to prediction of "communication" efficiency factor through "in-service training component"

Resource of changes	Sum of squares	Degrees of freedom	Average of squares	Amount of F	Significant level
Regression	282.74	5	56.54	0.32	0.895
Reminder	25617.16	149	171.92		

According to the table above, with emphasis on the F level, it suggests that is not showed a significant communication of "training" with "communication" in level of $\alpha=0.05$. In other words, the ability of prediction of "communication" does not exist through Factors "in-service training".

Research Question 3: Is the in-service training objectives on the talent of inspection indices, effective or not?

Table 3. Multivariable regression to prediction of "talent of inspection" efficiency factor through "in-service training component"

Resource of changes	Sum of squares	Degrees of freedom	Average of squares	Amount of F	Significant level
Regression	1505.11	5	301.02	1.68	0.141
Reminder	26590.52	149	178.46		

According to the table above, with emphasis on the F level, it suggests that is not showed a significant talent of inspection of "training" with "talent of inspection" in level of $\alpha=0.05$. In other words, the ability of prediction of "talent of inspection" does not exist through Factors "in-service training".

Research Question 4: Is the in-service training objectives on the management of changes indices, effective or not?

Table 4. Multivariable regression to prediction of "management of changes" efficiency factor through "in-service training component"

Resource of changes	Sum of squares	Degrees of freedom	Average of squares	Amount of F	Significant level
Regression	503.83	5	100.76	0.58	0.713
Reminder	25783.67	149	173.04		

According to the table above, with emphasis on the F level, it suggests that is not showed a significant management of changes of "training" with "management of changes" in level of $\alpha=0.05$. In other words, the ability of prediction of "management of changes" does not exist through Factors "in-service training".

Research Question 5: Is the in-service training objectives on the teamwork indices, effective or not?

Table 5. Multivariable regression to prediction of "teamwork" efficiency factor through "in-service training component"

Resource of changes	Sum of squares	Degrees of freedom	Average of squares	Amount of F	Significant level
Regression	1928.42	5	385.68	3.39	0.006
Reminder	16927.79	149	113.60		

According to the table above, with emphasis on the F level, it suggests that is not showed a significant teamwork of "training" with "teamwork" in level of $\alpha=0.01$. In other words, the ability of prediction of "teamwork" does not exist through Factors "in-service training". Therefore, to identify and explain the regression coefficients, it is necessary to be expressing the regression coefficients table. In results of the test of question No. 5 on the present study indicated that the relationship between "skill", "outlook", "innovation" and "knowledge" of "teamwork" is observed. Therefore by increasing the "skills" and "attitudes", "teamwork" also increases and by reduction of them, "teamwork" also decreases. While by increasing "innovation" and "knowledge", 'teamwork' is reduced and with reduction of them, "teamwork" increases.

Research Question 6: Is the in-service training objectives on the creativity indices, effective or not?

Table 6. Multivariable regression to prediction of “creativity” efficiency factor through “in-service training component”

Resource of changes	Sum of squares	Degrees of freedom	Average of squares	Amount of F	Significant level
Regression	1682.77	5	336.55	2.03	0.076
Reminder	24599.26	149	165.09		

According to the table above, with emphasis on the F level, it suggests that is not showed a significant teamwork of "training" with "creativity" in level of $\alpha=0.05$. In other words, the ability of prediction of "creativity" does not exist through Factors "in-service training".

Research Question 7: Is the in-service training objectives on the system attitudes indices, effective or not?

Table 7. Multivariable regression to prediction of “system attitudes” efficiency factor through “in-service training component”

Resource of changes	Sum of squares	Degrees of freedom	Average of squares	Amount of F	Significant level
Regression	902.15	5	180.43	1.38	0.235
Reminder	19471.75	149	130.68		

According to the table above, with emphasis on the F level, it suggests that is not showed a significant management of changes of "training" with "system approach" in level of $\alpha=0.05$. In other words, the ability of prediction of "system approach" does not exist through Factors "in-service training".

Research Question 8: Is the in-service training objectives on the knowledge of rules indices, effective or not?

Table 8. Multivariable regression to prediction of “knowledge of rules” efficiency factor through “in-service training component”

Resource of changes	Sum of squares	Degrees of freedom	Average of squares	Amount of F	Significant level
Regression	132.69	5	26.54	0.16	0.976
Reminder	24561.19	149	164.84		

According to the table above, with emphasis on the F level, it suggests that is not showed a significant management of changes of "training" with "knowledge of rules" in level of $\alpha=0.05$. In other words, the ability of prediction of "knowledge of rules" does not exist through Factors "in-service training".

In summarizing the data collected between independent and dependent variables, and according to the achieved significance level (Sig), it is seen that the only teamwork and participatory (sig=0.06) have a significant relationship with the aspects of the in-service training and the other dependent variables are not significant.

Table 9. Statistically estimations of between independent and depended variables

Independent variable	Dependent variable	F	Significant level
Training Aspects (be application · innovation · skills · knowledge · attitude)	Planning	2.06	0.073
	Communication	0.32	0.895
	Talent of inspection	0.68	0.141
	Management of changes	0.58	0.713
	Association acceptance and teamwork	3.39	0.006
	Creativity and innovation	2.03	0.076
	System approach	1.38	0.235
	Knowledge of rules	0.16	0.976

In order to clarify the how to communicate between education and the changing dimensions of teamwork based on a regression analysis of indicators, innovation, skills, attitudes and knowledge have significant relation and are effective on the dependent variable. As previously noted, the relationship between innovation and knowledge with teamwork is negative and the relationship between skills and attitudes with teamwork is positive. Figure (4-1) will explain how the relationship between these variables.

The main question: Are the training objectives of the in-service training on performance of employees of General Inspector's, or no? As general conclusions and based on such subjects, It can be said that the in-service training of staff had not a positive impact on their performance, videlicet with increasing the level of training and increase efficiency of staff General Inspector's Office did not answer the main question of this study was negative. This is indicated below.

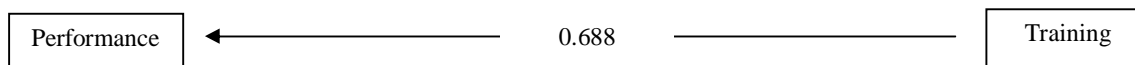


Figure 1. Effects of service education on performance of the employees of General Inspector's organization

4. DISCUSSION AND CONCLUSION

Research suggestions

In this section, based on the research findings, have been suggested practical recommendations about the mentioned issue to administrators of General Inspector's Organization and also research recommendations to other researchers.

Practical recommendations

According to research findings, practical recommendations include

- 1 - Basic revision of in-service training courses for job effectiveness.
- 2 - The exact needs assessment training and compliance the needs of the knowledge, skills and behavioral training of inspectors through the formation of specialized working groups in each Directorate General for preparation and review of annual basically and skills needs in the Inspection scope of under investigation.
- 3 - Holding workshops for practical training rather than speech.
- 4 - Holding specialized seminars for up to date information and familiarity with modern methods of supervision and inspection.
- 5 - Cultural underpin for the development of education at all levels.
- 6 - Change of organization approach rather than training of inspectors from enforcement-oriented approach to drastic structural approach.
- 7 - Establish appropriate mechanisms for effective interaction between education and human resource systems.
- 8 - Establishing a knowledge management system in order to preserve and document the Available inspections knowledge and better performing assessment and educational planning.
- 9 - Transfer of skills and experience of successful inspection teams in form of educational packages applicable to other employees and payment of spiritual and material rewards to their contributions.

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