EFFECTIVE FACTORS ON IMPROVING THE QUALITY OF IN-SERVICE TRAINING OF STAFF OF SOCIAL SECURITY ORGANIZATION OF ISFAHAN

Ahmad Babasafari Renani1 Zohre Saadatmand (PhD)2
1 Department of Educational Science, Khorasgan Branch, Islamic Azad University, Isfahan, Iran
2 Assistance Prof, Department of Educational Science, Khorasgan Branch, Islamic Azad University, Isfahan, Iran (corresponding Author)

Abstract
The aim of this study was to investigate factors improve the quality of in-service training of employees of the city of Isfahan social security employees. In this study, survey-descriptive method was used to work. The statistical community this all employees (female, 68) and (male, 217 patients) were in Isfahan social security at 24 people Admin to Census and 164 employees on the basis of the table to determine the sample size and were selected by random sampling method and related questions to the questionnaire of the 53 test and this a questionnaire reply to confirm the subject specialist teachers in this field and reliability of double verification (Retest) method was 0.97 to be estimated. Method of data collection for statistical inference of single t-test, and t independent groups was used. The findings of the research suggest that it was scientific evaluation (p <0.001 t =24.68), monitoring (p <0.001 t =21.82), and human relations (p <0.001 t =22.99, in the promotion of in-service training of staff has been a medium level.
Key words: quality, social security, education service in Isfahan

1- Introduction
In modern civilized communities with successive changes in social life, social problems, economic, political and technical solutions to our increasingly more complex and more knowledge, skills and specialized techniques are makes. Manpower training and train creative professionals, today is one of the principles in any organization. Improve the performance of organizations in solving social problems resulting in all-round development of the most important goals of any organization And widely depending on the type of employee training and their expertise.
Capital, manpower, technology and management organs are forming organizations. Many experts consider staffing the main pillar of the Organization, The actual effectiveness of these forces depends on the correct tasks. According to this point of reflection points is
expressed Education and training cannot simply run the organization in achieving its goals to help. Training should be established according to scientific principles and methods as the result, the need to resolve.

Otherwise training is useless and may even cause loss of capital. Factors present that quality of in-service training for social workers from the perspective of city staff to review.

2- Problem Statement
The strengths and resources of each organization and institution in the work is force because the material resources, financial and otherwise, to apply information from other sources will be useless without skilled manpower. Nobody can claim to take the course or courses to always gain knowledge and skills, it is needless. In the modern era of research, technology, informatics and age of knowledge and information. In the third millennium the main challenges facing the challenges of the digital divide in developing countries. Following the gap between developed countries and developing countries in the field of ICT there. This gap will be more day until the remedies to be effective. The quality of higher education is one of the very important issues in the educational system, excellent service and around the world. And one of the concerns is that it organizations to achieve always trying to. Hence the required standards for the quality of education has been a factor And educational quality should be commensurate with the changes and the developments as a principle to be considered in the educational planning [1].

The intense attention of the world to the issue of education in the present century has been based on a strong foundation of logic. Because the basic needs of people such as the training of life. Today, educational organizations development and growth as an indicator of social and political growth of the valid criteria is considered a community. A variety of skills to deal with the complex needs of life and the use of new techniques and the application of the continuous training they require and the staffing is organized. One of the biggest problems today's organizations arising from the question of training.

The main factor is the education elite men and elite can be stylized as well as managers and staff relations is part of the effect, the person who knows your work good and enjoyed the work they create will be satisfied and conscious of the work environment caused satisfaction knows. A good education can fulfill this goal. The correct relationship of knowledge and creation can help prevent many misunderstandings. Of this important training well comes on [2]. To achieve optimum results in training must identify and recognize its quality excellence and tried. Educational policies of most countries in the rotation, particularly Western countries toward more emphasis given to the qualitative aspects and goals of the training program, a broad effort to defining the concept of quality and the components of it in education, quality assessment, risk factors and how to control it, the relationship between criteria and indicators of quality and educational quality supervisory system within the data streams and data, and the results of the process, the education at the level of local, national and International, universal quality management quality assurance and quality control work.

The quality of a concept that has all different parts of the Organization are committed to it and it aims to increase the effectiveness of the whole collection, so preventing the disruptive factors and quality has come to its final goal is a perfect match with the profile of the customer requirements with minimal cost to the Organization, which leads to an increased ability to be competitive [1].

Hence observe a kind of standard for the quality of educational quality are required and must factor proportional to the changes and developments as a principle to be considered in planning educational quality in higher education is a dynamic and with multiple dimensions
that constantly change. The same dynamics and flexibility can make to promote the activities of mankind [3].

Thus regeneration and renewal of knowledge and organization of staff, especially staff information important tasks of educational administrators such institutes. In-service training staff training is the most basic requirement of any society because people are familiar with the new science and knowledge and makes for capable career problems.

To achieve optimum results in training must identify and recognize its quality excellence and tried. Educational policies of most countries in the rotation, particularly Western countries toward more emphasis given to the qualitative aspects and goals of the training program, a broad effort to defining the concept of quality and the components of it in education, quality assessment, risk factors and how to control it, the relationship between educational standards and quality indicators and compile a quality data within the system, data streams, and results of the process, and education in local, national and international levels, Comprehensive quality management has been quality assurance and quality control [4].

Learn the process of learning to the learner to learn in order to make an issue of international organizations trying to help the person make in carrying out job duties. Behavior change in order to increase efficiency and effectiveness will be considered. An important factor in this definition is the one changing the ideas in another behavior and learning. Training in enterprises for transfer of information, skills, motivation and education to create conceptual changes is.

Although most cases of individuals when entering into a formal training institution or organization, and the system restraint through social security and scientific educational institutions behind the ideals but because this one instruction when passing certain tutorials employment are people in need. Formal training in employment after training people in need have passed special training.

After formal training in-service training matters a lot because this type of training in the dissemination of knowledge and skills is a significant contribution. Formal training and in-service training formal training infrastructure complementary but need to be any kind of in-service training.

If an enterprise to train their staff to invest in the sense that their work is to respect the value of on-the-job training are a kind of investment, though this training is longer and several episodes have a great impact on the work force will be so that in developed countries received training by about one-tenth of years serving him [5]. The most important benefits that in order to achieve the goals of the organization can be used for training and improvement of personnel held as follows:

- Improvement in how to do the task and work bag or less.
- The possibility of replacing specializes in emergency situations.
- The possibility of using internal resources and reduce costs in this way.
- Reducing accidents and waste.
- Make more stable organization.
- Reduce the amount of the differences and increase the strength of the Auto [2].

Staff training, which consists of a series of regular, ongoing and regular operations, with specific goals or goal in order to work three goes to:

- Create or increase the level of knowledge and awareness of employees.
- Create or enhance job skills level of employees.
- Make the desired behavior and commensurate with the sustainable values.
Create new capacities, production of knowledge and information and communication technologies in a global economy requires that higher education system of the country from a system of planning and development, evaluation and validation of the part to be aware to help where you can improve your quality and continued its evaluation of the regulatory and the everyday process of continuous social security and research institutions and it was institutionalized [6].

Certainty of human abilities is much more than it is in enterprises to rise and reaches the default that appropriate training can be suitable in all people, the default one is correct. Therefore, contrary to the goals of planning methods tailored to the capabilities of human resources and in particular features determine which organizations should be emphasized to staff in accordance with their development goals. With the view of human resources are not limited, but they are not the only opportunities that organizations must go through their development they are increasing development result.

On this basis, the present research sought to examine factors affecting promotion of the quality of in-service training of employees of the city of Isfahan social security employees would be. This kind of research in the present research the importance and necessity of the twist is that from the perspective of in-service training on staff who participate, specific strengths and weaknesses, and thereby the way to focus on cases where there are weaknesses to be provided.

So the most important necessity for research of this type, in addition to the specific perspective of employees relative to the different dimensions of in-service training, provides the knowledge and the opportunity to fix the weaknesses or defects. On this basis, the study has tried to step in this regard and to improve the quality of in-service training to help social security employees. It is hoped the findings of this research could have a small contribution in this regard.

3- Research Questions
1- What is extent to the role of scientific continuous evaluation and improvement of the quality of in-service training of employees of the city of Isfahan social security employees?
2- What is extent to the role of education in promoting the process of monitoring the quality of in-service training of employees of the city of Isfahan social security employees?
3- What is extent to the role of human relations in improving the quality of in-service training of employees of the city of Isfahan social security employees?

4- Research methodology
Research methods in the study of small type, and this type of research are descriptive. Because it aims to describe objectively real and regular features, an issue is the method of research work. Statistical research community, all employees working in the city of Isfahan social security which had 285 total number of them. Of this number of 217 men and 68 women have all company in-service training courses and different sections of study have been employed in the social security.
Table 1- All employees working in the city of Isfahan social security

<table>
<thead>
<tr>
<th>Women</th>
<th>Men</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>68</td>
<td>217</td>
<td>286</td>
</tr>
</tbody>
</table>

The sample size of this study was to determine the table based on the sample size is determined by the sample size formula and Cochran is a simple random sampling method. In this study, questionnaire is used. Reliability the questionnaire in suboptimal (0.97) has been reported.

5- Findings of Research

First question:

What is extent to the role of scientific continuous evaluation and improvement of the quality of in-service training of employees of the city of Isfahan social security employees?

Table 2- scientific evaluation and continuous role in enhancing the quality of in-service training of employees

<table>
<thead>
<tr>
<th>Statistical indicators</th>
<th>Mean</th>
<th>SD</th>
<th>standard error</th>
<th>t</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Components</td>
<td>4.14</td>
<td>0.517</td>
<td>0.044</td>
<td>25.99</td>
<td>0.001</td>
</tr>
</tbody>
</table>

According to Table 2 - observed t the critical value in the table is greater than 5% error. So from the standpoint of scientific evaluation and continuous improvement of personnel training of middle level employees.

Second question:

What is extent to the role of education in promoting the process of monitoring the quality of in-service training of employees of the city of Isfahan social security employees?

Table 3- comparison quality of monitoring in-service training staff training process

<table>
<thead>
<tr>
<th>Statistical indicators</th>
<th>Mean</th>
<th>SD</th>
<th>standard error</th>
<th>t</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Components</td>
<td>4.06</td>
<td>0.629</td>
<td>0.048</td>
<td>21.82</td>
<td>0.001</td>
</tr>
</tbody>
</table>

Based on the findings of the table 3- the critical value from the t table view on a larger level of 5 percent error is so from the perspective of the staff training process monitoring role in improving the in-service training of employees is more than the average level.

Third question:

What is extent to the role of human relations in improving the quality of in-service training of employees of the city of Isfahan social security employees?

Table 4- improving of quality of human relations training employees
According to Table 4- t observed the critical value in the table is greater than 5% error. So from the perspective of staff to improve human relations training staff more than the average level.

6- Discussion and Conclusions
The most striking feature of the present age is a constantly changing and dramatic changes in attitudes, values, practices and activities of many other phenomena of life. Today, with the advancement of the world and the rapid changes in science and technology and information sectors facing the industry, services and agriculture are heavily influenced by the rapid developments. So do not hesitate to keep pace with these developments, the most fundamental factor in the development of educational and training resources is efficient.

Changes in technology as a factor in the overall change in an organization can be changed in the skills and knowledge to create. Continuous training and therefore logic with the facts and conditions of time and place, the necessity and the importance is great.

In addition to the need for staff to evaluate the ability of pension adapt to environmental changes can be felt. The most important and strategic source of staffing an organization comes into account. An organization to assume it’s most advanced equipment and facilities, benefit from the most advanced technology without taking advantage of the skilled workforce and will not complete success seen in education. In addition, today has proved that the success of a country in social, cultural, political and economic crisis depends on a coherent educational system and to benefit from a dynamic and just having such a military social developments and improvements can and have the synchronization and industrial countries to discuss the world of decent place successful.

The growing trend of changes in higher education in the country in recent years has been reduced the quality of the training [7].

With regard to this point can be expressed reflect points that only education and the implementation of training courses could not reach their goals in a way to help. Instructions should be given to the scientific methods and principles are laid out according to the results obtained, the need for the existing builds. Otherwise the instructions to no avail and even in some cases causes wasting of the Organization’s assets are.

The most dramatic feature of the present, ongoing developments and changes in thinking, values, how to perform activities and many other phenomena of life that is seen today, the people of the world with accelerating change and progress, science and information technology are the face and parts of industry, services and agriculture was severely affected by these developments are going to fast so there is no doubt that to keep up with these developments, the most basic effective factor in progress and Development, education and training is an efficient force.

Now the first steps in the development of training and development of the economic, social, cultural and political communities into account, and is one of the basic indicators of the progress of every State and all countries of the world in order to increase the efficiency and improve the economic situation in the wake of staffing and training managers and staff are creative and innovative. The ever-increasing expansion of science and technology led to the formation of organizational structures and different than past and every enterprise to match up with the growing changes of communication channels within the enterprise, its fit with these developments is changed.
In such circumstances the successful organization, an organization that, according to his knowledge of advanced technology and to guide the progress and progress. An important element of the organizations such as capital, manpower, technology and management have been formed that, according to many experts, the most important pillar of the manpower is because the performance of the Organization shall be subject to the right tasks in the right circle. It is a place where the most amount of capital and resources that make up the human resources organizations. Therefore, the supply of human capital requires regular and continuous training activities conducted in all organizational levels.

The education of professionals and skilled people as it ought to be taught human resource development is inevitable that organizations for survival and progress in today's changing world filled that need hard. It seems that factors such as the warranty certificate courses offered by financial executive, Encouraged by the fact that the units provide the invitations to attendees of the superior courses. Encourage the creation of a variety of styles to the employees, Encouraged to attend programs offered in excess of the hours required staff training courses, Increasing the rights of persons on the basis of calculations of coefficients of the success of individuals in training courses, Upgrade success rate based on people in professional courses have been completed, Staff will be encouraged to offer courses in the ability to be brokered Paris Pact, Donation of goods for every unique shopping card volume, Top dispatches each pilgrimage journey persons, Introduction of superior individuals of each volume to the central social security organization and the payment of each task added in hours of training courses, on the promotion of the quality of in-service training to be effective social security staff in the city of Isfahan.

References