AN OVERVIEW OF THE RELATIONSHIP BETWEEN EMPOWERMENT AND STAFF PERFORMANCE OF GILAN TAX AFFAIRS ADMINISTRATION

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Abstract

As inference from different definitions of empowerment, empowerment is to create an internal sense in individuals that can independently define as decisions that make in their work process. All these definitions refer to the decision-making autonomy and an inner strength is one of the most important aspects of empowerment. Today knowledge is so vast that no one can hope to even be encompassed a range of human knowledge. Therefore everyone as possible, use the benefit of this boundless sea and add a drop to it. Therefore, according to the wide range of empowerment topic and its dimensions, tries to present new content and tips. In this study we examine empowerment and its dimensions.

Keywords: Human knowledge,Empowerment, Human resources

1. Introduction

Empowerment of human resources is one of the most miraculous strategies of human resource development which will lead to the development of human resources in organization.(Eskandari,2002) Empowerment is a constant movement and its importance is steadily increasing because basis of development in today's business - along with the social changes is technological achievements and demand in a competitive environment. Organizations need people who can provide the best use of advanced technology and find innovation to develop and improve their products and services (Smith, 2000, 14). Charles Handy (1995) notes that the traditional sources of wealth (land - raw materials - technology and even unskilled workers) can be purchase in required time. Factor that cannot be worked without it is empowered human resources that can easily use all of this recourse to achieve the best advantage.(Azar,2009)

The goal of empowerment is that to able people's minds such as their minds. Empowerment refers to an inner sense in individual which cause human make decision independently in the work process (Mike one and Thomas Lowry, 1995, 5) Empowerment is a tool to give a choice to employee in a way that they be able to do what they think is best without fear of being vetoed by

their leaders of the freedom of action. Empowered employees, by using the five main dimensions of empowerment (self- effectiveness. self organization. effectiveness. meaningfulness. Trust) will enable to save organization from crisis and make golden opportunity in business (Veton and Cameron, 1999, 33). Performance is the rate of individual job success after effort that they have done And employee performance in this study, is obtained according to the employee performance evaluation scores based on the standard form in organization that conducted annually. Essentially, one of the reasonable, adequate and effective ways to enhance employee performance in organization is proper implementation of factors and causative empowerment variables in employees that through the empowering the human resources help significantly to growth and enhanced performance of resources.(Amir Kabiri,2006) Considering that one characteristic of an strong organization is providing customer satisfaction , One of the objectives of the tax office is provide better and updated service for customer satisfaction. In this study, tries with investigating employee empowerment and dimensions of empowerment in Gilan tax affairs department and evaluating the effect these factors on the performance of employee,take a step towards improving the human resources of the organization. Therefore the main question of current study is that: doesempowering affect on employee of tax affairs department performance?

7- Description of the words and expressions used in this study

2. Empowerment:

Empowerment means that individual take responsibility for their decisions and actions. Empowerment people mean encouraging them to become involved in the decisions that affect their activities. It means that provide opportunities for individuals to show that they can create good ideas to make them practical (Smith, 2000, 1). Empowerment can be define as a managerial concept that can increase decision making process (authority)in individual , individuals evolution by cooperation, make partition , training and team activities (Dr. Amir Kabir, 2006,349) empowerment means giving authority ,it means that to help individual to feel more confident and also overcome with feeling of inability or powerlessness. Also means that to make enthusiasm in individual for working and mobilize Inner motivation to perform a task (Veton and Cameron, 2002, 15)

3. Empowerment dimensions are as follows:

Self effectiveness

Self effectiveness is defined as: Feelings of competence and confidence, ability to perform duties successfully in individual and sense of person superiority in performing duties. (Veton and Cameron, 2008, 24)

- Self organization

Sense of having a choice in the implementation and promotion of its activities; when people instead of involve in something by force or stop doing it,voluntarily involved in their jobs and fell self organization.

- Personal accepting of result

Firm belief to a person with their activities can affect on what happens. In other words, a person belief in a certain period of time, about theability, is for change in a desired direction.

- Meaningfulness

Is a value approach that is obtained from being congruent of ideals and individual value and thing that they doing.

- Trust

Feeling that all people treating fairly- equally and with justice. In other words, trust means having a sense of personal security. (Veton and Cameron, 1999, 33)

Organization performance:

Organizational performance predicate to way of doing missions, tasks and activities of the organization and specific results of them.

In order to measure organizational performance, average of answering to question number 13 t o 16 will be consider.

4. Conclusions

In this study conclude that empowerment cause:

1 - Increasing satisfaction of employees, customers and clients

2 - Employees feeling positive about themselves and their jobs;

3 - Employees do not feel their blood is sucked by the organization, so they use all of their power and competence to improve their performance

4 – Cause increasing the sense of commitment and belonging in staff;

5-Make achieving organizational goals easier

6- Increases the sense of ownership to their job in employees

7- Reduce waste and costs, and the returned goods, as result it cause increasing profitability

8- Reducing the direct supervision on staff performance

9- Reduce stress, accidents, and injuries in the workplace;

10-Improve safety conditions in the workplace;

11- Changes attitudes of employees from (having) to (requesting) that should always asked to think about; it means that always should think about asking.

Improve communication between manager and employees causesa lots of problem solve with communication and there is no need to hold a meeting**.**Obviously hold a meeting is necessary when important issue must beaddressed.

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