

**EFFECTIVE FACTORS ON QUALITY IMPROVEMENT EDUCATION
SERVICE
STUDIED: EMPLOYEES OF ISLAMIC AZAD UNIVERSITY,
KHORASGAN BRANCH**

Zohre Saadatmand (PhD)

*Assistance Prof, Department of Educational Science, Khorasgan Branch, Islamic Azad University,
Isfahan, Iran*

Abstract

The aim of this study was to investigate factors affecting the improvement of the quality of in-service training staff of the Islamic Azad University of khorasgan branch managers and staff it. In this study, a descriptive survey was used. Statistical research community managers (n = 17) and staff (n = 250) were in Islamic Azad University, khorasgan branch. The Manager 17 people and 154 employees based on table Morgan to determine the sample size and Morgan (1970) and were selected by simple random sampling and a questionnaire to 50 items related to the research component of the 7 test and responded. Validity of questionnaire survey to verify this specializing in and reliability was estimation method. Method of gathering data for their reporting was direct. To analyze the data at the level of the frequency distribution of descriptive statistics and inferential statistics the percentage level and t-test was used with two independent groups. Findings suggest that it was the role of the lesson plan, how to tutorial, scientific evaluation is continuous, consistent with the need to encourage the learning and educational courses, and encouraging interpersonal relationships, monitor and upgrade training service personnel has been more than average level. Among the factors affecting the quality of education, promotion of employees there is no difference. The highest average interpersonal relationships related to operating and lowest average related to scientific evaluation and continuous is operating.

Keywords: *Quality, In-service training, Employees, Managers*

1- Introduction

The most prominent features of the present epoch, is the dramatic developments in the ways of thinking, values, how to perform activities and many other phenomena of life which is the eye of the world eats his people today when science and technology are faced and information sectors of industry, services and agriculture was severely affected by these

developments are, therefore, no doubt that fast to keep up with these developments, the most fundamental factor affecting progression and development, training and Training of labor came in. The first step in training is now the growth and development of the economic, social, cultural and political communities into account and is one of the fundamental indexes is considered as system extending any and all countries of the world in order to increase the optimum output and improving the socioeconomic Foundation human resources education and training of managers and staff are creative and innovative. The ever-increasing expansion project science and technology organizational structure and formation cause and different than past organizational compliance with and changes to any growing organization and communication within the channel, its fit with these developments is changed.

In such a situation the successful organization is the organization that, according to its knowledge of advanced technology and towards progress and development of the guidance. An important element of the Organization, such as human resources, capital, technology and management have formed that, according to many experts, human resources are the most important pillars in this organization because of work shall be subject to the right and duties of these forces in the headquarter of Safi and is circular. It's where the highest rate of resources and human resources capital organizations are formed. Therefore, the supply of human capital, this requires regular and continuous training activities carried out at all levels of the organization is. The human education of skilled professionals and that the development of human resources as the inevitable necessity of remembrance is for survival and development in the modern world is full of change and evolution that requires hard. Only education and the implementation of training courses shall be organized in a way to achieve their goals of help. Training should be according to the principles and scientific methods are based on the results obtained with the needs of the existing makes otherwise tutorials, use cases, and even cause waste of capital of the Organization will be also. The expression problem one of the biggest problems today is the problem of training organizations. The fundamental factor is the promotion of the education of men, and this can be efficient and effective, as well as staff relations, adjustment, and good person to hear their work enjoys working out and are creating the unconscious satisfaction and satisfaction with the work environment of the region. Realization of goal of training well to improve.

Knowledge and the correct communication of many misunderstandings do prevent. The time of the training will be important [1]. The challenge for the country's senior managers to provide skilled resources has been required and resourceful country. Trainee in the training and learned of the training and education with the labor market and human resources needed for the implementation of the coordination and the lack of reform and not between the executive authorities and the non-implementation of the increases. One of the reasons for the lack of success of the country's educational system failing to research system in university educational program and to follow a program of Western countries is mostly blind [2].

Organizations typically for transmission of information education and motivation skills creating conceptual changes. Although in most cases people on arrival in a formal training institution or organization, and a system of universities or scientific educational institutions are behind this, but due to the one plugged in when you are in need of special training for employment of individuals are spending.

After the formal education training employment training for people in particular need to take when you are after the official training in-service training is important because many types of training in the dissemination of knowledge and skills are important contributions.

Formal training and in-service training are complementary each other but the official training base need to be any kind of in-service training. If your organization does for employee training investment means that the business is worth of respect of their in-service training are a kind of investment, though this training longer and have many of the numerous

courses on the work force will be, so that in developed countries received training by about a tenth of his service years [3].

To reach optimum results in the promotion of the quality of diagnosis and identification should be attempted it. Educational policies in the rotation most of the countries, and especially the Western countries to pay attention to the emphasis of the dimensions and quality of educational program objectives, extensive efforts to defining the concept of quality education and its component factors of quality, quality evaluation and control of the quality of the relationship with the parameters and indices of qualitative training and a system of governing within the flow and gave out the data and the results of the process of training and education at the level of Local, national and international quality assurance and total quality management, quality control, respectively.

The quality of the concept is that all the different parts of a wider organization are committed to it and its purpose is to increase the efficiency of the entire collection in a manner which prevents disruptive factors quality of cattle coming, and the final goal is a perfect match with the required specifications of the customer, with a minimum of expenditure for the organization that will lead to increased ability to compete in the quality of higher education is one of the most important topics in higher education systems around the world and is one of the concerns that have always Universities will strive to reach it.

Hence, observance of the standard for the quality of a higher education has been mandatory educational quality and should be proportional to the changes and developments in the educational planning as a principle in the opinion Quality in higher education has become a dynamic and with multiple dimensions that are constantly changing the. The same dynamics that cause specific changes for improving it constantly is activity [4].

Training is one of the factors that cause the correct and effective use of human resources is. Islamic education from the viewpoint of learning at all levels and in all times and places the divine has been considered obligatory. Thinkers and scientists, too, mainly about the importance and the necessity of human perfection and development of education and the role of education in raising the level of knowledge, insight, skills and organizational effectiveness as a result of increased efficiency, prevent the waste of human resources, better service quality and staff morale, promoting the supply of human resources in order to achieve higher goals of economic, political, social, cultural, ethical and important research have done and have had a considerable supply of theories. The need for training is a phenomenon related to the basic transformations of society and economic issues associated with it, that each community has a number of specialized information with people studying concrete special and different rates and at different levels of scale and needs for future aspirations.

Staff training can be taken in the strategic development and ensure the survival and perfection in an organization is therefore more information in this connection whatever to the increasing recognition of the Organization's staff and administration of the Organization, the wizard and easier to understand. Effect of boron efficiency training and work conditions can play an important role in improving the metabolism. In books related to in-service training almost always staff needs assessment before implementation of the recommended staff development program and the need to carry out this work should have been fixed [5].

Staff training, which consists of a series of operations conducted on a regular, continuous, and arranged with the purpose or purposes specified in order to work three goes to:

1. Establishing or increasing the level of knowledge and awareness of employees.
2. Providing job skills or increase the level of the staff.
3. To create sustainable and desirable behavior according to values.

In terms of research, the study of the necessity and importance of this is that the direction from the viewpoint of in-service training for the staff in the company, the specific strengths

and weaknesses, and so by the way, for the focus to items that appear there provide breakdowns.

Therefore, the most important of the necessity for this type of research in addition to the specific attitude of the employees towards in-service training for different aspects of the knowledge and the opportunity to provide for weaknesses or defects shall be removed.

2- Research Questions

- 1- *What is to extent operating role in promoting the quality of lesson plan in-service training staff of managers and staff of Islamic Azad University of khorasgan branch?*
- 2- *What is to extent education in promoting the quality of register agent in-service training staff of managers and staff of Islamic Azad University of khorasgan branch?*
- 3- *What is to extent scientific evaluation and continuous operating in upgrading quality in-service training staff of managers and staff of Islamic Azad University of khorasgan branch?*
- 4- *What is to extent educational courses with the matches the needs of the students in the courses to upgrade quality in-service training staff of managers and staff of Islamic Azad University of khorasgan branch?*
- 5- *What is to extent necessary measures to encourage and work by encouraging learning and to upgrade the quality in-service training staff of managers and staff of Islamic Azad University of khorasgan branch?*
- 6- *What is to extent education in the promotion of the process of monitoring the operating quality in-service training staff of managers and staff of Islamic Azad University of khorasgan branch?*
- 7- *What is to extent interpersonal relationships on the agent upgrade the quality in-service training staff of managers and staff of Islamic Azad University of khorasgan branch?*

3- Methodology of Research

Research methodology is descriptive and survey. Statistical research community are managers (n = 17) and staff (n = 250) in Islamic Azad University khorasgan branch. Determination of sample size and sample size was one of the issues that the researcher is facing. The sample size of this study for managers for census (n = 17) and for determining the sample size based on the employees table Morgan (1970) 152 people has been estimated. In this study, in order to assess the reliability of the method has been used and the reliability of the questionnaire in the optimum limit has been reported.

4- Findings of research

First question:

What is to extent operating role in promoting the quality of lesson plan in-service training staff of managers and staff of Islamic Azad University of khorasgan branch?

Table-1 the mean score of the role of lesson plans on the promotion of in-service training of staff

<i>Component</i>	<i>Mean</i>	<i>SD</i>	<i>SM</i>	<i>T</i>	<i>Sig.</i>
Role of lesson plan	4.14	.515	0.039	28.85	0.001

Based on the results of the table 1- t critical value from the table view on the surface is greater than 5% error, therefore, from the perspective of the role of managers and staff in-service training lesson plan on the promotion of staff is more than the average level.

Second question:

What is to extent education in promoting the quality of register agent in-service training staff of managers and staff of Islamic Azad University of khorasgan branch?

Table-2 the mean score of the role of in-service training on how promotion of staff training

Component	Mean	SD	SM	T	Sig.
Promotion	4.14	.571	0.044	25.99	0.001

Based on the results of the table-2 t critical value from the table view on the surface is greater than 5% error, therefore, from the perspective of managers and employees on how to enhance the role of education in in-service training of employees is more than the average level.

Third question:

What is to extent scientific evaluation and continuous operating in upgrading quality in-service training staff of managers and staff of Islamic Azad University of khorasgan branch?

Table-3 the mean score of the scientific evaluation and continuous role in the enhancement of in-service training of staff

Component	Mean	SD	SM	T	Sig.
Enhancement	3.98	.818	0.039	24.68	0.001

Based on the results of the table -3 the critical value from the t table view on the surface is greater than 5% error, therefore, from the perspective of the administrators and staff of the role of scientific evaluation and in-service training in continuous improvement of employees is more than the average level.

Fourth question:

What is to extent educational courses with the matches the needs of the students in the courses to upgrade quality in-service training staff of managers and staff of Islamic Azad University of khorasgan branch?

Table -4 the mean score of course match the educational role with the need for in-service training on learning and promotion of employees

Component	Mean	SD	SM	T	Sig.
Learning and promotion	4.06	.592	0.045	23.37	0.001

Based on the results of the table (4-16) t critical value from the table view on the surface is greater than 5% error, therefore, from the perspective of managers and employees with the need for educational course, students match the upgrade training service staff is more than the average level.

Fifth question:

What is to extent necessary measures to encourage and work by encouraging learning and to upgrade the quality in-service training staff of managers and staff of Islamic Azad University of khorasgan branch?

Table-5 the mean score of the role of encouraging and promoting in-service training on the promotion of staff

Component	Mean	SD	SM	T	Sig.
Encouraging and promoting	4.20	.604	0.046	25.82	0.001

Based on the results of the table-5 t critical value from the table view on the surface is greater than 5% error, therefore, from the perspective of managers and employees and encourage the application of measures encouraging role in promotion of in-service training of employees is more than the average level.

Sixth question:

What is to extent education in the promotion of the process of monitoring the operating quality in-service training staff of managers and staff of Islamic Azad University of khorasgan branch?

Table-6 the mean score of the role promotion of the process of monitoring the operating quality in-service training on the promotion of staff

Component	Mean	SD	SM	T	Sig.
Process of monitoring the operating quality	4.22	.689	0.053	22.99	0.001

Based on the results of the table -6 t critical value from the table view on the surface is greater than 5% error, therefore, from the perspective of the administrators and staff of the role of monitoring the process of education in the promotion of in-service training of employees is more than the average level.

Seventh question:

What is to extent interpersonal relationships on the agent upgrade the quality in-service training staff of managers and staff of Islamic Azad University of khorasgan branch?

Table-7 the mean score of the role agent upgrade the quality in-service training

Component	Mean	SD	SM	T	Sig.
Agent upgrade	4.22	.689	0.053	22.99	0.001

Based on the results of the table-7 t critical value from the table view on the surface is greater than 5% error, therefore, from the perspective of interpersonal relations managers and staff involved in in-service training of staff in the promotion level is medium.

The table- 8 the mean score of the effective factors on the upgrade quality of personnel training

Component	Mean	SD
Role of the lesson plan	4.14	0.515
How to teach	4.14	0.571
Scientific evaluation and continuous	3.98	0.518
Match the volume of educational	4.06	0.592
Promoting and encouraging	4.20	0.604
Monitor the training process	4.06	0.629
Interpersonal relations	4.22	0.689

Based on the results of the table-8 has been observed in the f level was significantly $p \leq 0.5$ thus, among the factors affecting the quality of education, promotion of employees there is no difference.

5- Discussion and conclusions

Based on the findings of the present study from the perspective of the administrators and staff of the role of the lesson plan, how to tutorial, scientific evaluation is continuous, consistent with the need to encourage the learning and educational courses, and encouraging interpersonal relationships, monitor and upgrade the training of in-service personnel level is medium.

Apparently the factors like goal setting course for employees, specifying the course content before delivering it to employees, organize regular and reasonably adjust the content of the lesson plans and curriculum content according to the classification of educational objectives, the appropriateness between training content and description of the job duties of employees, the use of appropriate methods and techniques in the process of teaching, learning, skill in the use of educational facilities The ability to master in creating interest and motivation to learn in time and efficient use of staff time, providing timely feedback on how the performance of the students skills in formulating diagnostic test, proficient in your assessment of the increased capabilities of the learners, Guiding learners towards strengthening professional competence, knowledge of methods of evaluation and measurement of in-service training of employees,

Explicit instructions to compile an evaluation criterion system of learners, remove the system succession and score, the appropriateness of educational programs with the needs of individual learners,

The appropriateness of curricula with academic history learners, curriculum fit with practical experiences of learners, the level of coordination of the contents presented in class, based on the analysis of the job, setting the content of the courses in order to remove uncertainties, provide employees, career certificate courses are offered to encourage financial executive with a warranty, written letters by officials of the departments, The incentive to create diversity in the style staff, supervision of the authorities of the University on how evaluation is a specialized group of learners, instructors create a monitoring and control over the process of in-service training, master skills in learners guidance and tips for understanding and the importance of the course material, training and skills in the content of master. On the enhancement of the quality of in-service training staff of the Islamic Azad University, khorasgan branch are effective.

Among the factors affecting the quality of education, promotion of employees there is no difference. The highest average interpersonal relationships related to operating and lowest average related to scientific evaluation and continuous is operating.

The difference between the role of the lesson plan, how to tutorial, scientific evaluation is continuous, consistent with the need to encourage the learning and educational courses, and encouraging and monitoring the training process by staff at the level of history 63.05 has been significant, but the difference between the roles of these factors based on gender, education and employee responsibility is not significant.

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