



Investigation the relationship of Staff's training courses with their performance

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Abstract

This paper aims to examine and explain the impacts of service training courses of the staff with their performance from the perspective of the managers and the staff of the department of dental and pharmacy of Azad University. 310 individuals of staff were chosen as a case study group. The data were analyzed by a single variable of the T- Test and also by using the SPSS software. The findings revealed that the highest scale of average among the items was devoted to the role of service training on job performance and the lowest scale was to the item of using new teaching technologies in courses of service training and there is relationship between any factors of holding service training courses, establishment of service training courses, content quality of service training courses, methods efficiency and new teaching technologies in service training courses and job performance of the staff. And also, there are no differences among the ideas of male and female staff to the establishment of service training courses and the last conclusion is that there is no difference between average scale of service training courses' efficiency in various levels of their educational such as diploma, upper diploma, BA and MA or higher degree statistically.

Keywords: Investigation, staff's, training, performance, service.

Introduction

Achieving organization's goals is due to overall cooperation of all factors that their systematic interactions make the organization meaningful. Man Force is the most valuable capital of each organization and country and it is actually the main factor for achievement and development. Training is one of the effective factors for achievement, progress and increasing man force performance. From Saks and Haccoun¹ point of view service training courses includes those trainings which are presented for the improvement of staff performance and consequently would result in organization's performance improvement. One of the main necessities of organizations whether educational or productive, service and etc is a need for service training courses^{2,3}. By these courses the people would be equipped with knowledge and new technical and professional information which is updated to the new technologies. So, reaching to specific objectives goals would be easier with having these things⁴. Moreover, due to science development, the technology, knowledge and educational and job skills and etc would be more complicated and harder each day and the necessities of individuals' understanding and awareness of these swift changes would be a concern to service training courses⁵. And these courses are of great need by the staff. The staff should be equipped to these skills to decrease the intensity of their problems⁶. Then, we can conclude service training would result in job and educational quality, it also result in further interest of staff toward their jobs and establishes a feeling of study and innovation in individuals⁷. It also provides bases for further adaptation of staff with changes and new working

situations. On the other hand, the University has proclaimed service training of its staff and managers for the improvement of their performance as one of its priorities². Based on the mentioned factors and by taking into consideration that till now a considerable research which can be applicable has not been done then, the researcher for the sake of being university staff and has been witnessed a lot of problems in these issues, felt the necessity of doing this research⁴. The researcher wants to find an answer to these questions: the main question is whether is there any relationship between educational training of the staff and their performance from the directors and the dental and pharmacy staff perspective? Sub- questions are: i. what sort of relationship is there between the establishments of service training system with the Azad University staff performance? ii. What kind of relationship is there between qualities of content of service training courses upon the performance of dental and pharmacy staff? iii. What kind of relationship is there between effectiveness of methods and new teaching technologies in service training courses with the staff performance? iv. To what degree is there any difference between males and females staff in holding virtual service training courses? v. To what degree is there any difference between the staff point of view based on their educational levels toward the effectiveness of service training courses?

Research Background

Hadavandi and Hadavandi⁸ with doing a research named "the impact of service training course of crises management upon the performance of managers of Damavand City in Tehran Province

at the time of accidents. Concluded that in case the training would be purposeful and systematic and be done and practiced in line with the actual needs of the managers it would result in performance improvement of the staff. The outcomes of the current research revealed that the content of service training course in the crises management has a relationship with the needs of the crises managers and the teaching this course would result in enhancement of managers' performance in their perspective. Gholamshahi⁹ with doing a research with the title of "impacts of service training course on the performance of Tehran Province Telecommunication staff" he came to this point that there is a meaningful relationship between the service training course and an increase in staff performance, an improvement in their view and achievement of knowledge and also improvement of human relationship.

Yoen Fook¹⁰ with investigating a research called "pre- service training and service training of teachers in ICT in Malaysia" revealed that the information technology and communications play a great role in teaching process. And the service training in this field can prevent from the occurrence of poor performance in the class and result in an increase in teachers' efficiency.

Sahbaz¹¹ with doing a research titled "the impacts of service training course for schools counselors in confronting with students with disabilities concluded that service training course for school counselors has significant impacts on students' performance.

The outcome of this research presented that when the service training courses is taught in the form of various methods and new techniques; the counselors participate in these courses voluntarily and perform in their working method theoretical concepts easily.

Research Questions: Is there any relationship between service training courses of the staff and their performance from the managers and the staff point of view in department of dental and pharmacy in Azad University?

What sort of relationship is there between the establishments of the system of virtual service training course with staff performance?

Research Method

In this research, the population includes all of the dental and pharmacy staff of Azad University. And they are 310 persons (the staff of dental department are 172 persons and staff of pharmacy department are 138 persons) that based on the Kerjesi & Morgan table 172 persons (95 persons from dental collage and 77 persons from the pharmacy collage) have selected as the target population. In this research, it has been used the survey method of relative category, for the population is different in two collages. On the other hand, in the colleges the target population was selected randomly from the list of each collage

staff. The tool for collecting this current research was a self-designed questionnaire which was confirmed and used after the exact study of theoretical foundations and being ratified by the professors. This questionnaire was distributed among 30 individuals of the experts for having their ideas and comments. And after this, for determining its reliability it has been used from Cronbach's Alpha that its variance was estimated 0.89.

Results and Discussion

The main question: Is there any relationship between service training courses of the staff and their performance from the managers and the staff point of view in the department of dental and pharmacy in Azad University? For examining the above question it has been used from the Spearman correlation coefficient test and this is presented in the table 1.

Table-1
Spearman correlation coefficient test

		Educational courses	Staff working performance
Educational courses	Correlation	1	0.418
	Level of Significance		0.000
	Population	172	172
Staff performance	Correlation	0.418	1
	Level of Significance	0.000	
	Population	172	172

Based on the table 1 data, it is obvious that service training courses with the variance of 0.418 has a relationship with working performance of the staff. On the other hand, based on being smaller the significant level of the test ($p < 0.05$) it can be said that the above relation is meaningful. According on the positivity of the relationship it can be said that with an increase in holding service training courses among the staff, their performance also would increase in the same way. On the other hand, it can be expressed that from the staff and the managers perspective there is a relationship between holding service training courses and the staff performance.

The first sub question: What sort of relationship is there between the establishments of the system of virtual service training course with staff performance?

For examining the above question it has been used from the Spearman correlation coefficient test and this is presented in the table 2.

According to the data of table 2, it is clear that the establishment of virtual service training course at the scale of 0.583 have a relationship with work performance. Based on being smaller the significant level of the test ($p < 0.05$) it can be said that the above relation is meaningful. According on the positivity of the

relationship it can be said that with an increase in holding virtual service training courses among the staff their performance would increase in the same way. On the other hand, it can be expressed that from the staff and the managers' perspective there is a relationship between holding service training courses and the staff performance.

Table-2
Spearman correlation coefficient test

		The establishment of virtual service training course	Staff working performance
The establishment of service training course	correlation	1	0.583
	Level of significance		0.000
	population	172	172
Staff working performance	correlation	0.583	1
	Level of significance	0.000	
	population	172	172

The second sub question: what kind of relationship is there between the content of service training course on the staff performance in Azad University?

Table-3
Spearman correlation coefficient test

		The quality of virtual service training	Staff working performance
The quality of service training	correlation	1	0.428
	Level of significance		0.000
	population	172	172
staff working performance	correlation	0.428	1
	Level of significance	0.000	
	population	172	172

According to the data of table 3, it is clear that the quality of service training course at the scale of 0.428 have a relationship with work performance. Based on being smaller the significant level of the test ($p < 0.05$). It can be said that the above relation is meaningful. According on the positivity of the relationship it can be said that with an increase in quality of service training courses among the staff their performance would increase in the same way. On the other hand, it can be expressed that from the staff and the managers perspective there is a relationship between the quality of training courses and the staff performance.

The third sub question: what kind of relationship is there between the efficiency of new techniques and methods of teaching in service training course with staff performance?

Table-4
Spearman correlation coefficient test

		New teaching methods	Staff working performance
New Teaching Methods	Correlation	1	0.313
	Level of Significance		0.000
	Population	172	172
Staff Working Performance	Correlation	0.313	1
	Level of Significance	0.000	
	Population	172	172

According to the data of table 4, it is clear that the efficiency of new teaching methods in service training course at the scale of 0.313 have a relationship with work performance. Based on being smaller the significant level of the test ($p < 0.05$) it can be said that the above relation is meaningful. On the other hand, it can be expressed that from the staff and the managers perspective there is a relationship between the efficiency of new teaching methods in training courses and the staff performance.

The fourth sub question: to what degree is there any difference between male and female staff point of view toward the establishment of virtual service training course?

Table-5
Independent T Test

	Levin Test		independent T Test						
	F	Level of significance	t	Degree of freedom	Level of significance	The average differences	different from standard deviation	Confident interval in level 0.95	
								down	up
Equality of variances	0.807	0.37	0.183	170	0.85	0.116	0.683	1.379	2.145
Inequality of variances			0.184	169.66	0.854	0.116	0.635	1.370	2.137

According to the test of equality of variances (Levin Test) and the level of significant related to it ($p=0.370$) which is bigger than ($p=0.05$) the variances are equal. So, the T population is accepted in the level of equality of variances which is equal to ($t=0.183$) and its level of significance is $p=0.855$. Based on this fact that the level of significance is bigger, the test is not meaningful. In another hand, there is no difference between the averages of male and female staff point of view toward the establishment of virtual service training course.

Table-6

Descriptive statistic of male and female staff point of view toward the establishment of virtual service training by gender

Statistical Indicators	Population	Average	Deviation from the standard	Deviation from the average
Males	92	45.445	4.363	0.454
Females	80	45.562	3.964	0.443

Based on table 6 data average of the staff point of view toward the establishment of virtual service training course is equal to 45.445 and the average of female staff point of view toward the establishment of virtual service training is 45.562 and they are not different with each other too much. The fifth sub question: to what degree is there any difference between the staff point of view based on their educational level to service training efficiency?

Table-7

Analysis of One Way ANOVA

	sum of squares	Degree of freedom	sum of squares	F	Level of significance
Inter group	12.053	2	6.026	0.187	0.830
Within group	5454.942	169	32.27		
Over all	5466.99	171			

According to the data of table 7 and the scale of F and the Test level of significance ($p=0.830$) and being bigger than $p= 0.05$ it can be said that there isn't a meaningful difference between various averages. In another hand, there is no different among the ideas of staff toward the efficiency of service training courses by taking into consideration their level of education. It means the averages of the service training courses' efficiency in their various levels whether in Diploma, upper Diploma, BA, and MA or in higher degree statistically make no differences.

Discussion: For answering the main question of this research that was whether is there any relationship between service training courses of the staff and their performance from the managers and staff point of view in department of dental and pharmacy in Azad University? We have used the Spearman

correlation coefficient test. And the test revealed that the holding service training courses will explain 0.418 of the staff working performance. And based on the positivity of the relationship it can be said that with an increase in holding service training courses among the staff their performance also would increase. This outcome is in accordance with the outcomes of Karimi's research and others. Karimi¹² in his research came to this conclusion that service training course has an effect on performance, achievement and job satisfaction of the participants. Detert and Burris¹³ concluded that the organizations' staffs use only 20 or 30 percentage of their ability and if they educate and be motivated perfectly they'll employ 80 or 90 percent of their abilities and capacities. Griffith¹⁴ said that the teachers gained a good knowledge of how to use computer after they finished the training course on computer. Fook¹⁰ expressed that the service training course can prevent some undesirable performance and causes an increase in efficiency of participants. Forrier and Sels¹⁵ think similarly in this point that service training courses can establish some changes in the scale of successes which we have been planning for.

In responding to the first sub question which was asking what kind of relationship is there between establishment of virtual service training and Azad University staff performance? The Spearman correlation coefficient test was used and the result showed that the establishment of virtual training course will explain 0.583 of the staff performance. And based on the positivity of the relationship it can be said that with the establishment of virtual service training among the staff, their performance would also increase. These findings are in consistent with the findings of Griffith¹⁴ that inadequate knowledge of senior managers towards ICI is one of the main factors for limiting the establishment of virtual service training courses. And also the outcomes of this research are in consistent with the matter of having the management plan of ICI development in education ministry, is one of the main factors in facilitating the establishment of virtual service training so that they have brought out the issue of virtual service training course establishment.

In response to the second sub question that what kind of relationship is there between the content of service training course on the University staff performance? It has been used the Spearman correlation coefficient test and the results showed that the quality of service training course explains 0.428 of the employees' work performance. While based on the positivity of relationship we can conclude that according to the quality of service training course content among the employees, their performance would enhance.

This result is in consistent with the following ones: Hadavani and Hadavandi⁸ found that if the education would be regular and purposeful and in line with the actual needs of the managers and would be perform and executed based on the actual needs of the managers it would result in improvement of performance and the efficiency of the employees. The outcomes of the research

showed if the content of training course harmonizes with the managers employment needs, holding them would result in enhancement of managers Performance.

In response to the third sub question that is what kind of relationship is there between the efficiency of new techniques and methods of teaching in service training course with staff performance? The Spearman correlation coefficient test has been used. And the results revealed that the efficiency of new teaching techniques and methods in service training courses explain 0.313 of job performance. While, due to the positivity of the relationship we can say that based on the efficiency of new teaching techniques and methods in service training courses among the employees it would increase their performance. No result was found for explaining this outcome.

In responding the fourth sub question that to what degree is there any difference between male and female staff point of view toward the establishment of virtual service training course? We have used the T Test of independent groups and the results revealed there is no meaningful difference between male and female staff perspective toward the establishment of virtual service training courses. While this comparison based on the descriptive statics of male and female employees toward the establishment of virtual service training showed the average which have been compared are not different to each other. In this field, Forrier and Sels¹⁵ consider personal situations of participants and welfare agents from the significant factors for participating in service training courses and their continuity. Gender also is one of the personal factors.

In responding the fifth sub question that is to what degree is there any difference between the staff point of view based on their educational level to service training efficiency, we have used the analysis of One Way ANOVA and the result showed there isn't a meaningful difference between various averages. In another words, there is no differences between the employees' point of view based on their level of education toward the relationship service training with their job performance. In this issue, the findings of have shown the effect of education depends on level of education and their work experience.

Conclusion

The aim of this paper was to examine the relationship between service training courses of staffs and their performance from the managers and staff point of view. The results showed that the service training courses with the variance of 0.418 has a relationship with working performance of the staff. Also, the following results was obtained. The establishment of virtual service training course at the scale of 0.583 has a relationship with work performance. The quality of service training course at the scale of 0.428 has a relationship with work performance. The efficiency of new teaching methods in service training course at the scale of 0.313 has a relationship with work performance. There was no difference between the averages of

male and female staff point of view toward the establishment of virtual service training course. There was no difference between averages of the service training courses' efficiency in their various levels whether in Diploma, upper Diploma, BA, and MA or in higher degree statistically.

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