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The Study of Human Resource Indicators and Its Impact on Organizational Productivity (Case Study of Personnel of Education Organization – Jam City)

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ABSTRACT

Nowadays, human resource is considered as the most significant and effective indicator in function of an organization and has a determinative role in preferment of organizational productivity. The purpose of this study is to investigate human resource indicators and its impact on organizational productivity. This study is descriptive and questionnaire is used as survey tool. Standard questionnaire is used to gather related data to hypothesis. Vadadi's Human Resource (1388) and Jahed's Organizational Productivity (1385) Standardized questionnaires is used to gather data related to hypothesis testing. In order to assess the validity of questionnaire, scales and measures of each component was accommodated to authorities and advisor. Each of them, independently comment about the covering of scales and measures' content and totally, affirmed the validity of the content of the questionnaire. Reliability of the Standardized questionnaires is assessed through the calculation of Cronbach's Alpha Coefficient (82 percent for Human Resource factors and 79 percent for Organizational Productivity). After selecting samples which was all personnel of education organization of Jam city, questionnaires have been copied and delivered to related sectors to respondents. Sample volume has been determined according to Morgan and Kerjisi tables. Simple random sampling is used to select samples. Therefore, 256 individuals have selected as statistical sample. Data have analyzed by SPSS software after collecting data. Hypothesis of study have been tested by one-sample T test and regression. Results showed that human resource effect on organizational productivity of personnel at education organization of Jam city. Also, results showed that social resource and intellectual resources effect on organizational productivity of personnel at education organization of Jam city.

KEYWORDS: Human Resource Indicators, Intellectual Resources, Emotional Resources, Productivity, Education

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INTRODUCTION

In the past decade, managers of organizations have realized that human resource is most important to achieve sustainable and effective competitive advantages. Knowledge and customer relationship are most important factors in the world, so human resource becomes increasingly important and shows knowledge volume, technical skills, creativity and organizational experience. Similarly, work force is considered not as costly assets, but is seen as productive assets (Hendricks, 2002).

Human resource is only factor which change and balance other production factors in addition to self-changing and make creativity in economic level widely. Theorists of human resource emphasize on this issue as economic – social development basis and know investing on training as a basic to forming human resource (Vadadi, 2009)

In simple words, human resource is defined as anything except physical resources like assets, equipment and financial assets. In the past decade, physical resource has failed in gross domestic production in economics of advanced countries, while share of human resource have increased. Various forms of resource are considered as factors to enter production and services production, but human resource is not a simple factor and play complex role in production and service processes (Menziez, 2003)

Qualitative characteristics of human like training, expertise, skill, knowledge, information, creativity and innovation are considered kind of asset. In other word, human resource is positive changes and

revolution which is caused by investing in human-being and increase welfare level and promote and improve production capacity of population in the society (Alavi Rad, Nasirizadeh, 2001)

Human resource is combination of intellectual, social and emotional assets. Intellectual assets include knowledge, skills and expertise. Social assets are structure and quality of communication network and social assets include necessary courage and flexibility to work, self-awareness, ambition, honesty and flexibility (Vadadi, 2009).

Stages of human civilization shows that human role from a simple work force (body power and physical work) is changed to human resource (knowledge and skill) and is considered as most important factor to product, so that nations are always looking to improve quality of organization and human resource, because they believe more production depends on skillful and trained work force (Lawanson and Marimathu, 2009). In fact, skillful and educated work force is potential factor to change and innovate and this causes to increase competition power in international markets. So, increasing skill and expertise of human resource is one of reason to improve and promote technical advances and productivity (Chen and Gupta, 2006)

Education is one of most fundamental factor after family. Per year, huge financial and human resources are used to educate students. Most important challenge in world training systems, especially in our country is how students to learn necessary knowledge and abilities and use them to improve their society. Promoting productivity in education system not only help to social economic development, but improve country situation through educating creative and effective human resource. Today's, students need to complex skills in addition to basic skills, but education resource is limited, so productivity promotion in education system should be done through productivity promotion in schools. If, education system create qualitative changed in the current culture of the society, indeed there are considerable advancement in productivity growth through Change in the behavior of people and social organization.

Productivity guaranties organization survival and stability in the current competitive world. Dominant productivity culture cause to optimized usage of all spiritual and material facilities and power, talents and capabilities of organizations are flourishing constantly (Ansari and Sabzali, 2009:52)

How much human resource and its index effect on organizational productivity? Which one of indicators has high effect and which one has low effect on productivity? To answer these questions, indicators of human resource and its impact on organizational productivity in personnel of education system of Jam city is studied.

Therefore, questions of study are as following:

- Main question of study
 1. Does human resource influence the productivity of personnel of education system of Jam city?
- Secondary questions of study
 1. Does intellectual resource influence the productivity of personnel of education system of Jam city?
 2. Does social resource influence the productivity of personnel of education system of Jam city?
 3. Does emotional resource influence the productivity of personnel of education system of Jam city?

METHODOLOGY

This study is descriptive and survey. Questionnaire is used as survey tool in this study. Purpose of this study is applicative. Theoretical studies of this research are collected through articles, books, journals and valid sites. In this study, Vadadi (2009) human resource and Jahed (2006) organizational productivity questionnaires were used. These questionnaires delivered to statistical samples after reliability and confirmation. Sample volume has determined by Morgan and Kerjsi tables and samples were selected randomly. Total numbers of personnel in education system of Jam city were 850 in which 256 individuals have selected as statistical samples by Morgan and Kerjsi tables. These individuals were selected in simple random.

Data were entered to Excel software after gathering. Then SPSS software was used, therefore data was coded at first and entered to software. Data were analyzed by descriptive and deductive statistical methods. In first and second sections, Frequency distribution and percentage, mean and variance were used to explain statistical sample related to questions. Then in third section, hypothesizes of research were analyzed by deductive statistic, T test and regression.

FINDINGS

At first, Kolmogorov - Smirnov was used in order to determine normality of data.

Table 1: results of Kolmogorov – Smirnov test

| Variable | Number | Significance Level | Test Statistic |
|------------------------|--------|--------------------|----------------|
| Intellectual resources | 256 | 0.011 | 1.615 |
| Emotional resources | 256 | 00.08 | 1.656 |
| Social resources | 256 | 0.006 | 1.071 |
| Human resource | 256 | 0.168 | 1.11 |
| Productivity | 256 | 0.808 | 0.640 |

Test statistic of all variables is between - 1.96 to 1.96. So, normality of observation (Zero assumption) is not denied.

Main hypothesis of study:

1. Human resource effects on productivity of education personnel of Jam city.

Table 2: Significance of Regression Model

| Durbin-Watson Statistic | F Statistic (P-value) | coefficient of determination R ² | R |
|-------------------------|-----------------------|---|-------|
| 1.76 | 10.59 0.001 | 0.212 | 0.335 |

As shown in above table, P-value related to F statistic confirms significance of fitted model (is lower than 0.05). Value of coefficient of determination is 0.212 which shows 21.2 percent of variable changes of productivity by independent variables.

Table 3: The Necessity of the Variables in the Model

| Model | Significant level | Statistic T | Standard coefficient | Non-standardized coefficients | |
|------------------------|-------------------|-------------|----------------------|-------------------------------|-------|
| | | | Beta | standard deviation | Slope |
| y-intercept | 0.001 | 15.85 | | 0.178 | 2.82 |
| Intellectual resources | 0.034 | 2.34 | 0.123 | 0.043 | 0.114 |
| Emotional resources | 0.129 | 1.52 | 0.095 | 0.052 | 0.08 |
| Social resources | 0.001 | -5.37 | 0.352 | 0.032 | 0.174 |

Significance level of hypothesis test is shown in above table and is compared to Assumed error coefficient (0.05). Therefore, significance of y-intercept, intellectual resource and social resource are confirmed (significance level is less than 0.05)

Secondary hypothesis of study

1. Intellectual resources effect on productivity of education personnel of Jam city.

Table 4: Fitting Regression Model to Data

| Independent variable | Durbin-Watson Statistic | slope (p- value) | x-intercept (p- value) | F Statistic (P-value) | Coefficient of determination R ² |
|-----------------------|-------------------------|------------------|------------------------|-----------------------|---|
| Intellectual resource | 2.01 | 0.161 0.029 | 2.76 0.001 | 3.32 0.029 | 0.109 |

As shown in variance analysis table, significance of regression model is confirmed by F statistic and P-value (P- value is less than 0.05). Also, value of coefficient of determination is 0.109; it means intellectual resources are able to present 10.9 percent of productivity changes.

2. Social resources effect on productivity of education personnel of Jam city.

Table 5: Fitting Regression Model to Data

| Independent variable | Durbin-Watson Statistic | slope (p- value) | x-intercept (p- value) | F Statistic (P-value) | Coefficient of determination R ² |
|----------------------|-------------------------|------------------|------------------------|-----------------------|---|
| Social resources | 2.05 | 0.158 0.001 | 3.07 0.001 | 28.91 0.001 | 0.102 |

As shown in variance analysis table, significance of regression model is confirmed by F statistic and P-value (P- value is less than 0.05). Also, value of coefficient of determination is 0.102; it means social resources are able to present 10.2 percent of productivity changes.

3. Emotional resources effect on productivity of education personnel of Jam city.

Table 6: Fitting Regression Model to Data

| Independent variable | Durbin-Watson Statistic | slope (p- value) | x-intercept (p- value) | F Statistic (P-value) | Coefficient of determination R2 |
|----------------------|-------------------------|------------------|------------------------|-----------------------|---------------------------------|
| Emotional resource | 1.969 | 0.015 0.778 | 2.53 0.001 | 0.08 0.778 | 0.003 |

As shown in variance analysis table, significance of regression model is not confirmed by F statistic and P-value (P- value is higher than 0.05). Also, value of coefficient of determination is 0.102 which is negligible.

DISCUSSION AND CONCLUSION

Hypothesis 1: Human resource effects on productivity of education personnel of Jam city.

Results showed human resource effects on productivity of education personnel of Jam city. These findings are consistent to Komeijani et al findings (2012) in which there is no strategic analysis about effect of human resource on productivity growth of work force and have reported effect of human resource on significant productivity. Also, such results are seen in Simon studies in which investing in human resource and productivity have studied in Nigeria and showed government investing on human resource and training index have long-term relationship with industrial productivity. Today, skillful human resource is considered as most important factor to change and transform organization. In fact, human resources as basic resource are considered as foundation to change and transform in the organizations and such basic resources have potential ability to implement desirable actions. Productivity is a realistic approach to work and life, this approach is cultural and make individual to conform activity and values to gain best results and benefits. Today, competition is extended in global area and effort to higher productivity is basic of such competition. Promoting productivity cause to improve country and different countries are investing more to broadcast productivity approach and extending its technique and methods.

In the past years importance of investing on human resource was emphasized and most of economists know rapid development of Material capital reserves related to human resource or increasing knowledge or technical skills. Recent economists focused on material investing (work, land and asset) more than virtual investing and believes efficiency of material investing is related to non-material resource and investing value to develop human resource. Lack of balance between reserve of material assets cause to decrease capacity and efficiency of productivity and development process by developing human abilities (Lawanson and Marimathu, 2009)

Importance of knowledge about human resource is emphasized to develop long-term economic. Policies of macroeconomic of all nations are focusing on human development and economic development. Human resource is base of human and economic development in the nations. Mehrom (2007) recommended that human resource have three key capacities in macro level. These Capacities include developing talents, capacity to apply talents and capacity to draw talents. Totally, these three capacities forms base of human resource competitions (Javanmard and Mohammadian, 2009).

Secondary hypothesis:

Hypothesis 1: intellectual resource effects on productivity of education personnel of Jam city.

Results showed intellectual resource effects on productivity of education personnel of Jam city. Such findings have resulted by Beigi and Fotros (2009) in which effect of human resource on organizational performance of Iran banking industry have studied and they reported intellectual resources effect on organizational performance. Nowadays, organizations pay most attention to their employees and they find how to promote their economic situation by emphasizing on human resource. Human resource is a key to economic growth of societies and is considered as main resource to develop economic situation, so it is compared to physical resources and assets of organization.

Today, importance of productivity is considered as a culture and valuable approach. At the moment, almost most of developed countries and some developing countries are improving productivity in national, sectional, regional or small sectors. In most of these countries, there are productivity organizations or national center in which develop productivity, consult, hold training course, congress and seminars and broadcast productivity culture in the society.

Hypothesis 2: social resource effects on productivity of education personnel of Jam city.

Results showed social resource effects on productivity of education personnel of Jam city. Such findings have resulted by Beigi and Fotros (2009) in which effect of human resource on organizational performance of Iran banking industry have studied and they reported intellectual resources effect on organizational performance. Since, individual ability and skill help to better performance and productivity, any expenditure in this regard is a long-term investing. Today's, in variable environment, a creative human resource could gain competitive benefits. As a result, organization should be active to present ability of personnel and activate in the competition.

Since, resource in a country is limited, so increasing productivity is considered as most important issue to promote life standard of a nation. In current world, due to limitation of various factors, more productivity in developed and developing countries is an important issue. Increasing productivity leads to economic and social growth. By improving employees' productivity, work situation will be better and job opportunities will be more. High productivity increase quality of articles and stockholders benefits in one hand and decrease prices in other hand.

Hypothesis 3: emotional resource effects on productivity of education personnel of Jam city.

Results showed social resource doesn't effect on productivity of education personnel of Jam city. These findings are consistent with Girman et.al studies (2013) in which relationship between human resource, productivity and economic growth in 31 African countries during 1975 to 2008. Their results showed emotional resource doesn't effect on productivity. To gain economic growth in each country, human resource is needed in allocating to physical resource. Higher education is most important investing in this regard which help to economic growth by promoting skills, knowledge and professional and management abilities. In fact, productivity in our country in all sectors compared to most of developing countries is in lower level and promoting productivity is crucial to develop better life in national level (Mirkamali, 1997:49)

In the past decade, managers of organizations have realized that human resource is most important to achieve sustainable and effective competitive advantages. Knowledge and customer relationship are most important factors in the world, so human resource becomes increasingly important and shows knowledge volume, technical skills, creativity and organizational experience. Similarly, work force is considered not as costly assets, but is seen as productive assets (Hendricks, 2002:122).

SUGGESTIONS

Below recommends are presented according to obtained results:

- According to findings, human resource effects on productivity of education personnel of Jam city, so it is recommended to focus on human resource to effect on productivity.
- According to findings, intellectual resource effects on productivity of education personnel of Jam city, so it is recommended to focus on training planning like knowledge, ambition, skill and expertise of personnel to improve and promote intellectual resource.
- According to findings, social resource effects on productivity of education personnel of Jam city, so it is recommended to create specific situation for personnel knowledge and specific motivation in this regard.

FUTURE RESEARCH

- It is recommended to study other effective variables on organizational variables in addition to mentioned variables in the future.
- It is recommended to implement study through comprehensive questionnaire in the future.
- It is recommended to study to determine most important factor on productivity in education organization in the future.
- It is recommended to study to compare human resource and other resources on productivity in the future.

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