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The Evaluation of Testing System Impact on the Function of Financial and Official Staffs of Western Azerbaijan Province Custom Department

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ABSTRACT

Background: Testing staffs and managers of every organization or a collection of a governmental institutions are one of the most crucial instruments and tools for the process of human resources effectively that it can supplement the purposes and missions of an organization along with suitable consequences providing the real benefits of the staffs and the community. **Purpose:** The main purpose of the study is to determine the impact of testing system on the staffs' function in official and financial department and to give suitable suggestions possibly in order to optimize the process of testing system quality in the field of official and financial department of Western Azerbaijan province. Based on the determination formula of Cochran, the volume sample of the research is about 285 people. A categorization sampling method was applied to select the under-study units. **Results:** The obtained results showed that testing of staffs is not effective in increasing the ability of a task; testing of staffs is not effective in making higher motivation in the process of job; testing of staffs is not influential in increasing the reliability and trust of the occupational relations; testing of staffs has an impact on the recovery of job environmental conditions among the related staffs; testing of the staffs has an influence on the increase of the job clarity (understanding and acceptance of the job completion way); testing of staffs is not effective in increasing the help and support of organizational issues. **Conclusion:** The obtained results of the evaluation are not effective in the decisions of the organizations' managers over the year.

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INTRODUCTION

Testing staffs and managers of every organization or a collection of a governmental institutions called as "the determination of merit" or "the functional evaluation" are one of the most crucial instruments and tools for the process of human resources effectively that it can supplement the purposes and missions of an organization along with suitable consequences providing the real benefits of the staffs and the community (Soltani, 2002). In the complex world, without the technological instruments, it cannot get authentic and reliable information in relation to the human resources managing the entire managerial affairs of the organizations; along this, most organizations make continuous processes to manage their organizations in terms of the organizational function (Helen, M., 2002). The history of the evaluation system formation dates back to three centuries ago formally and the entire organizations have been completed in this case over the time due to their requirements. If a suitable functional evaluation system is designed due to the organizational merits, it can construct the foundations of an organization fundamentally being effective for the recovery of the entire staffs' function in this regard (Hakan, Ch, 2006). Today, there have been struggled many various approaches in the process of assessing the organizational functions trying to solve the whole organizational problems (Moosakhani, M., 2009). The study of the function can be a foundation of recognizing the pros and cons of the entire organizations potentially; this issue is supplemented successfully when the functional evaluation criteria has been achieved in this pavement. The process of functional testing or evaluation is a kind of open control showing the degree of the personnel management effectiveness. The model of Achieve is one of the functional structures that are being applied in the process of selecting the staffs' functional criteria into an organization (Pourfard, 2006).

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This model has been designed by Heresy and Smith by the name of a frame for evaluating the functional issues; this model is consisted of seven elements as following:

Ability, clarity, assistance, incentive, evaluation, validity and environment (Soltani, I., 2002); in this research due to the adaptation of the related Achieve model along with the effective indices of testing the official and financial staffs' functions of Western Azerbaijan Province, it is struggled to evaluate the functional evaluation system among these departments and their managers' efficacy in this regard.

Methods:

A descriptive method has been applied in this study.

Statistical community, sample volume and sampling method:

The statistical community of the present study includes the entire staffs of the official and financial department of Western Azerbaijan Province. Based on the determination formula of Cochran, the number of the sample is 285 people; in order to select the under-study units, a categorization sampling method has been applied in this regard.

Data collection method:

The related questionnaire has been made of a reliable researcher including 26 questions that they have been also adjusted based on Likert range.

Statistical data analysis methods:

The single sample T-test has been used to analyze the related information.

Results:

Table 1: Statistics of single-sample t-test regarding to the impact of the staffs evaluation in the recovery of their function.

Representation of variables	Obtained mean	Compared case	Std. deviation	Degree of t	Sig level
Staffs' function	75.9	78	21.5	2.592	0.012
Ability of doing a task	12.2	12	3.9	0.848	0.397
Making motivation	11.2	12	3.8	3.186	0.002
Optimizing job evaluation	9.1	9	3.3	0.964	0.336
Increasing reliability and trust	11.7	12	3.9	1.053	0.293
Recovery of job environmental conditions	14.3	15	4.6	2.423	0.016
Increasing task clarity	8.4	9	2.7	3.408	0.001
Organizational help and support	8.8	9	3.0	1.082	0.280

The obtained results are as following:

testing of staffs is not effective in increasing the ability of a task; testing of staffs is not effective in making higher motivation in the process of job; testing of staffs is not influential in increasing the reliability and trust of the occupational relations; testing of staffs has an impact on the recovery of job environmental conditions among the related staffs; testing of the staffs has an influence on the increase of the job clarity (understanding and acceptance of the job completion way); testing of staffs is not effective in increasing the help and support of organizational issues.

Discussion and conclusion:

The result of the hypothesis 1 shows that the staffs' evaluation is not effective in increasing their task ability. The degree of the mean is 12.2 and the degree of the comparison is about 12. The reliability level of the maximum degree is acceptable for the hypothesis ($p = 0.05$). along this mentioned result, Mitchell Stephan M (1986) carried out a research in relation to the function evaluation systems showing that the staffs do not pay attention to the increase of their function scores during the testing process.

The lack of confirmation of hypothesis is that the financial and official staffs of the custom offices get close scores in the carried out testing and they never separate together so that most staffs can get the maximum scores of the evaluation process.

Indeed, the testing process is applicable when the managers and assessors can separate the staffs together giving their comments about the weakness of the staffs' functions in this regard. In fact, in the under-study community the whole able and unable staffs can get close scores together; in the other hand, the custom offices do not achieve any programs in relation to increase the staffs' functional affairs. Therefore, the staffs' evaluation is not effective in making high potential motivational issue in this process so that the mean scores of the subjects equal 11.2 while the compared degree is about 12; in other words, obtained number is smaller than the compared one. In contrast to the mentioned result, Asghari (2008) in his study showed that the impact of

teachers' functional evaluation in the degree of their efficacy in Marand area has reached to these following results:

- 1- The functional evaluation has a relationship with the efficacy and efficiency of teachers' educational efficiency
- 2- The functional testing can make a better motivation in teachers for teaching process
- 3- If the functional evaluation is achieved incorrectly, it will destroy the intimacy between manager and teacher
- 4- Incorrect functional evaluation can reduce teachers' job satisfaction
- 5- Incorrect functional evaluation can weaken teachers' temperament

The lack of evaluation impact in making high potential motivation can be originated from the high obtained results and scores; in other words, when staffs understand that they can get acceptable scores, they never feel high potential motivation. The reliable level of the maximum degree is acceptable for the hypothesis ($p = 0.005$). The degree of the obtained mean is larger than the compared one. Along this mentioned result, Batski James (1988) carried out a research in relation to the functional evaluation of teachers and gave an evaluation form to the entire participants; he concluded that the evaluation process can cause the staffs to feel their functional affairs are being evaluated; the reason is subjected to the third hypothesis that staffs with annual evaluation feel that their function is sophisticatedly under the evaluation through their managers and they can get higher scores in this relation. In other words, through the process of the evaluation the staffs can get optimized their functions in this path. The hypothesis 4 is not confirmed and the obtained results showed that the staffs' evaluation is not effective in increasing their reliability and trust particularly at their job relations; along this the degree is acceptable for the hypothesis ($p = 0.05$); along this mentioned result, Pourfard (2006) in a study titled the study of evaluation system of the managers' functions in electricity management companies concluded that the systematic affairs of the related companies are not suitable in relation to the nature of its role, tasks and responsibilities of the related managers and the backgrounds or the foundations of these affairs should be boosted in these companies as well. In terms of top managers' viewpoints the mentioned managers of those companies are out of the executive and conducting power to increase the reliability and trust in the job relations. The reason for the lack of hypothesis 4 confirmation may come from the fact that the predicted materials do not have the necessary issues to increase the reliability and trust in job relations as well; in the other hand, the testing is not achieved as operational and the entire managers act freely at their job tasks. In fact, the managers without having enough information or conscious about the scores of the testing, they give scores the scores to their staffs.

The next hypothesis of the research concluded that the staffs' evaluation is not effective in the recovery of job environmental conditions among these staffs. The reliable level of the maximum level is acceptable for the hypothesis ($p = 0.05$) and the obtained mean is also larger than the compared one. In despite of the mentioned result, Asadallahzadeh (2004) in a research titled "the role of staffs' functional evaluation in optimizing the human force in one of Iranian oil companies", it is concluded that when the evaluation of the staffs' function is achieved correctly, it will recover the optimization of the human force in this path. So, the evaluation of staffs' function has an impact in the recovery of the job environmental circumstances. Other hypotheses of the research showed that the staffs' evaluation is not effective in increasing the help and support of the organizations. Also, testing is not achieved in the clarification of the job tasks. The mentioned results are not coincident with the research of Azerighar (2007); the result of the mentioned research showed that when the evaluation is highly clarified, the degree of the effectiveness will be high, too. Tendency towards the evaluation based on the available targets have been considered as the process of this kind of testing or evaluation issue. However, managers and officials have to struggle to evaluate any evaluations trying to specify the pros and cons of their staffs' functional affairs in this regard. Another result of the present study is subjected to how praise the staffs towards increasing their organizational help and support clearly. The reason for the lack of confirmation of the hypothesis may subject to the cross-sectional of the evolution between the staffs carry out in a short period of time. The obtained results of the evaluation are not effective in the decisions of the organizations' managers over the year.

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