

The Effect of Job-Related Factors on Increasing the Productivity of Low-Level Employees in the General Welfare Office of Tehran Municipality

Negar Hashemi¹, Mohammad Amini², Mohadese Nazari³,
Mohammad Taghipour^{4*}

¹ Department of Management, Science and Research Branch, Islamic Azad University Tehran, Iran

² Department of Management, Edalat, Non-Profit University, Tehran, Iran

³ General Psychology, Rasht Branch, Islamic Azad University, Rasht, Iran

⁴ Department of Industrial Engineering, Ooj Institute of Higher Education, Qazvin, Iran

Email Address

Mohamad.taghipour@srbiau.ac.ir (Mohammad Taghipour)

*Correspondence: Mohamad.taghipour@srbiau.ac.ir

Received: 10 October 2020; **Accepted:** 21 February 2021; **Published:** 8 May 2022

Abstract:

The aim of this study was to investigate the effect of job-related factors on increasing the productivity of low-level employees in the General Welfare Office of Tehran Municipality. In terms of purpose this research is applied, in terms of approach it is survey, and is a type of exploratory studies. The statistical population of the present study was a group of 35 senior, middle and operational managers of the General Welfare Department of Tehran Municipality. Necessary analyzes were performed using SPSS software. The results showed that job-related factors have a significant effect on increasing the productivity of inexperienced employees in the General Welfare Department of Tehran Municipality. Based on the results of the research hypothesis, it is suggested that in the General Department of Welfare of Tehran Municipality should consider, job independence, job challenge, job significance, and role clarity in the job in designing organizational jobs and review current jobs.

Keywords:

Productivity, Unprecedented Staff, Job-Related Factors, Tehran Municipality General Welfare Office

1. Introduction

In the above research, an attempt was made to identify and prioritize job-related factors on increasing the productivity of low-level employees by conducting a scientific and systematic study in the General Welfare Office of Tehran Municipality.

1.1. Problem Statement

Productivity is a comprehensive concept that its increase as a necessity to improve the living standards of human beings and build a more prosperous society, which is a national goal for all countries of the world, has always been considered by political and economic experts. Following the excellence of more knowledge and insight in economic and social issues, the concept of productivity has gradually changed in terms of form and content and new aspects have emerged. Productivity has been used in different ways depending on the type of people and in relation to their experiences and knowledge, other than what it really is. The main mission of the science of management is to achieve greater productivity and this has always been the focus of managers to manage organizations more effectively. (Abtahi and Kazemi, 1378). The General Welfare Office of Tehran Municipality is no exception to this category and conducting initial interviews with the managers of this organization proved that one of their main concerns in the field of human resources is to identify the factors affecting the productivity of human resources, and especially less experienced human resources (people with less than ten years of experience). . Therefore, the above research aims to answer the following question by conducting a scientific and systematic study in the General Welfare Office of Tehran Municipality: "In the General Welfare Office of Tehran Municipality, what is the impact of job-related factors on increasing the productivity of low-level employees? And how are these factors ranked in terms of importance and effectiveness?".

1.2. Research Hypothesis

Job-related factors have a significant effect on increasing the productivity of low-level employees in the General Welfare Department of Tehran Municipality.

2. A Review of Research History

Taghipour et al.[1], studied Risk analysis in the management of urban construction projects from the perspective of the employer and the contractor.

Taghipour et al.[2], studied The Evaluation of the Relationship between Occupational Accidents and Usage of Personal Protective Equipment in an Auto Making Unit.

Taghipour et al.[3], studied Necessity Analysis and Optimization of Implementing Projects with The Integration Approach of Risk Management and Value Engineering.

Taghipour et al.[4], studied Implementation of Software-Efficient DES Algorithm.

Taghipour et al.[5], studied Risk assessment and analysis of the state DAM construction projects using FMEA technique.

Taghipour et al.[6], studied Assessment of the Relationship Between Knowledge Management Implementation and Managers Skills.

Taghipour et al.[7], studied Evaluation of the effective variables of the value engineering in services(Qazvin Post Center Case Study).

Khalilpour et al.[8], studied The Impact of Accountants Ethical Approaches on the Disclosure Quality of Corporate Social Responsibility Information an Islamic in Iran.

Taghipour et al.[9], studied Evaluating CCPM method versus CPM in multiple petrochemical projects.

Taghipour et al.[10], studied Evaluation of Tourist Attractions in Borujerd County with Emphasis on Development of New Markets by Using Topsis Model.

Taghipour et al.[11], studied A Survey of BPL Technology and Feasibility of Its Application in Iran (Gilan Province).

Khodakhah Jeddi et al.[12], studied The Analysis of Effect Colour Psychology on Environmental Graphic in Childeren Ward at Medical Centers.

Taghipour & Moosavi.[13], studied A look at Gas Turbine Vibration Condition Monitoring in Region 3 of Gas Transmission Operation.

Habibi Machiani et al.[14], studied THE RELATIONSHIP BETWEEN SOCIAL RESPONSIBILITY AND BRAND OF COMPANIES

Taghvaei yazdi et al.[15], studied The Impact of Intellectual Capital on Organizational Entrepreneurship (Case Study: Mazandaran Science and Technology Park).

Azarian et al.[16], studied The Effect of Implementing Total Quality Management on Job Satisfaction (Including Case-Study)

Ghadamzan Jalali et al.[17], studied Explain the Relationship Between Intellectual Capital, Organizational Learning and Employee Performance of Parsian Bank Branches in Gilan province.

Mohammadi et al.[18], studied Investigating the role and impact of using ICT tools on evaluating the performance of service organizations.

Rahmani et al.[19], studied Providing Health, Safety and Environmental Management (HSE) program in Metal Mining Industry (Including Case study).

3. Status of Research Statistical Sample in Terms of Education

In the chart below, the status of this demographic variable can be seen. As shown in this chart, out of a total of 35 experts who participated in the study, 9 had a bachelor's degree, 23 had a master's degree, and 3 had a doctorate or equivalent. (Figure 1)

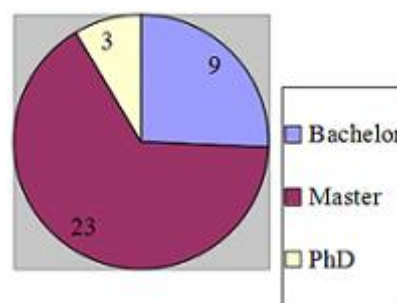


Figure 1. Status of statistical sample of research in terms of education.

Status of the statistical sample of the research in terms of management history in the organizations affiliated to Tehran Municipality

In the chart below, the status of this demographic variable can be seen. As shown in this chart, in this study, out of 35 experts who participated in the research, 6 people had less than 10 years of experience, 12 people had 10 to 20 years of experience, 17 people had between 21 and 30 years of experience, and finally 1 person with more than 30 years of experience in the management of Tehran Municipality and its affiliated departments. (Figure 2)

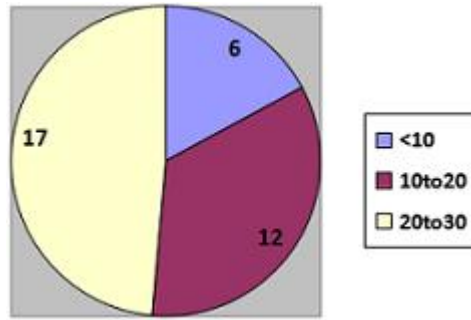


Figure 2. The status of the statistical sample of the research in terms of management history in Tehran Municipality and its affiliated departments.

4. Research Hypothesis Test

In the research hypothesis, it was claimed that job-related factors have a significant effect on increasing the productivity of low-level employees in the General Welfare Department of Tehran Municipality. The results of the research also confirmed the research hypothesis for all indicators related to job-related factors (Table 1):

Table 1. Results of t-test on research hypothesis.

One-Sample Test			
Test Value = 3			
	t	df	Sig. (2-tailed)
Clarity of role in the job	3/095	34	0/004
Independence of action in the job	5/014	34	0/000
Challenging job	8/178	34	0/000
Job meaning	8/223	34	0/000

4.1. Fuzzy pairwise comparisons subset of job-related factors

In this section, the results of pairwise comparisons of the following set of job-related factors are presented (Table 2, Table 3, Table 4):

Table 2. Paired comparisons of a set of job-related factors.

	Clarity of role in the job			Independence of action in the job			Challenging job			Job meaning		
	1	1	1	/708 0	/057 0	/677 1	48 0/7	78 0/0	25 1/5	52 0/8	84 0/2	41 1/9
Clarity of role in the job	1	1	1	/708 0	/057 0	/677 1	48 0/7	78 0/0	25 1/5	52 0/8	84 0/2	41 1/9
Independence of action in the job	596 0/	946 0/	413 0/	1	1	1	06 0/3	71 1/8	44 2/4	68 0/4	02 1/4	68 1/1
Challenging job	797 0/	282 1/	055 2/	/409 0	/582 0	/941 0	1	1	1	95 0/5	48 1/2	09 2/9
Job meaning	705 0/	188 1/	893 1/	/595 0	/976 0	/461 1	47 0/6	67 0/5	04 1/7	1	1	1

Table 3. Large degree matrix subset of job related factors.

	Clarity of role in the job	Independence of action in the job	Challenging job	Job meaning
Clarity of role in the job	1	0/484	0/521	0/590
Independence of action in the job	1	1	1	1
Challenging job	1	0/564	1	1
Job meaning	1	0/495	0/533	1

Table 4. *The size and weight of the subset of job-related factors.*

Indicators	Greatness	Weight
Clarity of role in the job	0/484	0/190
Independence of action in the job	1	0/393
Challenging job	0/564	0/222
Job meaning	0/495	0/195

4.2. Research Hypothesis Test Results

Research Hypothesis: “Job-related factors have a significant effect on increasing the productivity of low-level employees in the General Welfare Department of Tehran Municipality.”

Based on the results of the research, the research hypothesis was confirmed and 6 factors related to jobs affecting the productivity of low-level employees in the General Welfare Office of Tehran Municipality were identified and prioritized as follows (Table 5):

Table 5. *The result of the research hypothesis test.*

Rank	Indicators	Weight
1	Clarity of role in the job	0/393
2	Independence of action in the job	0/222
3	Challenging job	0/195
4	Job meaning	0/190

Based on the results of this hypothesis, it is suggested that in the General Welfare Office of Tehran Municipality, job independence, job challenge, job significance, and job role clarity should be considered in designing organizational jobs and current jobs should be reviewed.

5. Suggestions for Future Research

Based on the experiences gained in the process of library studies, survey studies and compilation of the present collection, the following suggestions are presented to future researchers:

- Due to the mentioned spatial limitations, it is suggested that this research be conducted in other offices of Tehran Municipality and even in the metropolitan municipalities of Iran.
- Also, due to the executive limitation of the research based on the time consuming distribution and collection of questionnaires, it is suggested that the first two phases of the research, which are related to identifying indicators and finalizing them, be conducted by Delphi method and during a joint session. Accept.
- In addition, future researchers are suggested to design a local model to improve employee productivity in municipalities across the country

Conflicts of Interest

The authors declare that there is no conflict of interest regarding the publication of this article.

Funding

This research received no specific grant from any funding agency in the public, commercial or not-for-profit sectors.

References

- [1] Taghipour, M.; Seraj, F.; Amir, H.M.; Farahani, K.S. Risk analysis in the management of urban construction projects from the perspective of the employer and the contractor. *International Journal of organization Leadership*, 2015, 4, 356-373.
- [2] Taghipour, M; Kheirkhahan, H; Mahboobi, M; Mohammadi, M. Evaluation of the Relationship between Occupational Accidents and Usage of Personal Protective Equipment in an Auto Making Unit. *International Journal of Innovative Research in Science, Engineering and Technology*, 2015, 4(9).
- [3] Taghipour, M; Seraj, F; Seraj, M. Necessity Analysis and Optimization of Implementing Projects with The Integration Approach of Risk Management and Value Engineering. *A Journal of Economics and Management*, 2015, 5(1), 330-346.
- [4] Taghipour, M; Moghadam, A; Moghadam, N.; Shekardasht, B. Implementation of Software-Efficient DES Algorithm. *Advances in Networks*, 2015, 3(1), 7-22.
- [5] Taghipour, M.; Sharifzadeh, S.; Seraj, F. Risk assessment and analysis of the state DAM construction projects using FMEA technique. *Trends in Life Sciences An International Peer-reviewed Journal*, 2015, 4(2).
- [6] Taghipour, M.; Saffari, K.; Sadri, N. Assessment of the Relationship Between Knowledge Management Implementation and Managers Skills (Case Study: Reezmoj System Company in Iran). *Science Journal of Business and Management*, 2016, 4(4), 114-120.
- [7] Taghipour, M.; Nokhbefallah, M.; Nosrati, F.; Yaghoubi, J.; Nazemi, S. Evaluation of the effective variables of the value engineering in services(Qazvin post center case study). *Journal of Applied Environmental and Biological Science*, 2015, 5(12), 319-322.
- [8] Khalilpour, M.; Kamyabi, Y.; Nabavi, C.S.A.; Taghipour, M. HE Impact ofAccounts' Ethical Approaches on The Disclosure Quality of Corporate Social Responsibility Information an Islamic Perspective in Iran. *National Academy of Managerial Staff of Culture and Arts Herald*, 2018, 1, 1173-1181.
- [9] Taghipour, M.; Seraj, F.; Amin, M.; Changiz, D.M. Evaluating CCPM method versus CPM in multiple petrochemical projects. *Management*, 2020, 3(3), 1-20.
- [10] Taghipour, M.; Ahmadi, S.J. Evalation of Tourist Attractions in Borujerd County with Emphasis on Development of New Markets by Using Topsis Model. *Science Journal of Business and Management*, 2015, 3(5), 175-189.
- [11] Taghipour, M.; Safari, M.; Bagheri, H. A Survey of BPL Technology and Feasibility of Its Application in Iran (Gilan Province). *Science Journal of Circuities, Systems and Signal Processing*, 2015, 4, 5, 30-40.

- [12] Khodakhah, J.L.; Kasrayee, F.; Khodakhah, J.S.; Taghipouret, M. The Analysis of Effect Colour Psychology on Environmental Graphic in Childeren Ward at Medical Centers. *Psychology and Behavioral Sciences*, 2016, 5(2), 51-61.
- [13] Taghipour, M.; Moosavi, A. A look at Gas Turbine Vibration Condition Monitoring in Region 3 of Gas Transmission Operation. *Journal of Environmental Science, Computer Science and Engineering & Technology*, 2020, 9(3), 423-432.
- [14] Habibi, M.H.; Taghipour, M.; Asadifard, E. The Relationship Between Social Responsibility and Brand Of Companies Listed on the Tehran Stock Exchange. *Journal Of Economics and Administrative Science*, 2020, 3(1), 15-20.
- [15] Taghvae, Y.M.; Taghipour, M; A.J.; Habibi, M.A. The Impact of Intellectual Capital on Organizational Entrepreneurship (Case Study: Mazandaran Science and Technology Park). *Journal of Modern Thoughts in Education*, 2020, 15(3), 44-58.
- [16] Azarian. R.; Gholamreza, T.F.G.; Habibi, M.A.; Taghipour, M. The Effect of Implementing Total Quality Management on Job Satisfaction (Including Case-Study). *Management*, 2020, 3(5), 1-15.
- [17] Ghadamzan, J.A.; Habibi, M.H.; Taghipour, M.; Fathi, V.K.; Moshtaghi, S. Explain the Relationship Between Intellectual Capital, Organizational Learning and Employee Performance of Parsian Bank Branches in Gilan province. *Educational Administration Research Quarterly*, 2020, 10(2), 127-142.
- [18] Mohammadi, M.; Taghipour, M.; Mahboobi, M. Investigating the role and impact of using ICT tools on evaluating the performance of service organizations. *Iranian Journal of Information processing and Management*, 2021, 37(1), 1-26.
- [19] Rahmani, M.; Vaziri, Shams, S.; Abedi, V.; Taghipour, M. Providing Health, Safety and Environmental Management (HSE) program in Metal Mining Industry (Including Case study). *Management*, 2020, 4(3), 14-35.



© 2022 by the author(s); licensee International Technology and Science Publications (ITS), this work for open access publication is under the Creative Commons Attribution International License (CC BY 4.0). (<http://creativecommons.org/licenses/by/4.0/>)