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Exploring the dimensions and components of Islamic values influencing the productivity of human resources from the perspective of Mashhad Municipality employees

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Abstract

The present study was performed to explore the components and dimensions of Islamic values affecting the productivity of human resources from the perspective of Mashhad Municipality employees using a hybrid method. For this purpose, in-depth interviews were performed with 20 administrative and scientific experts of Mashhad Municipality using content analysis. The results obtained from semi-structured interviews were classified into the dimensions of non-promotion of religious and revolutionary values, not spending enough on culture-building, approving the wrongdoer in the system, lack of suitable role model and creating substrates for anti-values as the factors affecting Islamic values; each of these behaviors consist of other concepts. The dimensions along with the components of Islamic values questionnaire including piety, tolerance and trust were examined in a sample of 215 employees in 13 Mashhad Municipality zones. In fact, the findings of this study expand the area in the field of organizational studies by providing dimensions and components of human resources productivity from the employees' perspectives and increase human resources productivity in organizations. The results of this study are consistent with some of the most important domestic and foreign research on different aspects of productivity (Katcher (1991); Shaser (1983), Goodwin (2007); Kesty (2012), etc.).

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1. Introduction

Changes in human knowledge and accumulated experience have occurred so rapidly that the role and function of organizations have faced a major challenge. The items governing the organizations are changing ever more rapidly, and this leads the productivity and organizational performance to be faced with major challenges. Therefore, it is expected that successful organizations in the third millennium are able to adapt with upcoming situation (Delgoshaei et al., 2007). In this regard, there is no doubt that the human factor is considered as the most important part of the development of human societies, so the summit of excellence and sustainable development will not be possible to be reached unless human resources are upgraded.

Most of the research in the field of human resource management shows that human resources management is directly related to increased organizational productivity. Human resources can be considered the most important factor in improving the productivity. As seen, reconstruction of Japan after World War II mainly relied on its extensive human capital, rather than its imported capitals or material resources (Kargar, 2009). In accordance with the Vision of the Islamic Republic of Iran in 1404, Iran will be a developed country with the first place in the region in the realm of economy, science and technology. In order to fulfill the abovementioned vision, the country should have advanced knowledge, be capable of generating science and technology and rely on the significant contribution of human resources and social capital to national production and this would not be possible except in the light of increasing productivity of human resources, growing and thriving the empowered human resources in the indigenous-Islamic context of the country. In this paper, the questionnaire of "the factors influencing the productivity of human resources" was developed after determining the main dimensions, components and categories of human resource productivity through a qualitative research and then the correlation of seven effective categories was calculated to determine construct validity. The result is a questionnaire based on which the productivity of human resources can be measured.

2. Statement of the problem

Today human resources are the most valuable factor of production, the most important asset of organizations and the main source of generating competitive advantage and creating basic capabilities for organizations. According to Friedman (2008), the most effective way to achieve a competitive advantage in the current situation is to make employees more efficient by improving and upgrading them. What is important in the productivity of human resources is that human resources are improved not only by specialized and technical training but also by thriving them in multiple ways and this would not be possible except by applying appropriate strategies in the field of human resource management. Organizations are required to move beyond the concept of productivity of human resources because in today's rapidly changing business environment, organizations need employees' knowledge, opinions and creativity in order to succeed (Karroubi & Methani, 2009). Researches have shown that lack of attention to human resource productivity and too much attention to other factors not only reduce the efficiency and effectiveness of organizations, but also increase wastes and accidents and create dissatisfaction in human resources (KorkeAbadi, 2011). So considering reduced productivity of human resource and lower per capita incomes, it seems necessary to the development of human resources be reviewed and revised at this critical juncture in the history of Iran (Jazayeri, 1996).

Thus, considering the great extent of addressing this issue within the country, the main issue of this study is "A comprehensive model of human resources productivity in the context of Islam". Addressing this problem can enlighten the other related issues and questions (including what and how) of this phenomenon and the roles played by organizational factors and categories and shed light on the optimization and improvement solutions of productivity of human resources.

3. Theoretical bases of human resource productivity

In general, today's society is an organizational community. According to Amitai Etzioni (1999), life is changing multiple organizations that starts from the hospital through social organizations and institutions and finally ends

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